

# Q1 General College Environment

Answered: 82 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. College leaders clearly communicate the future direction of the College	0.00% 0	9.76% 8	57.32% 47	30.49% 25	2.44% 2	82	3.21
b. Faculty and staff are allowed to express their opinions, ideas and feedback on college issues	1.22% 1	19.51% 16	48.78% 40	26.83% 22	3.66% 3	82	3.05
c. Faculty and staff are treated as valued members of the College team	4.88% 4	18.29% 15	47.56% 39	26.83% 22	2.44% 2	82	2.99
d. College evaluations, salaries, promotions, and grievances are administered fairly	16.05% 13	17.28% 14	45.68% 37	9.88% 8	11.11% 9	81	2.56
e. Work loads are assigned in a fair and equitable manner	7.50% 6	23.75% 19	50.00% 40	13.75% 11	5.00% 4	80	2.74
f. Classroom space is adequate for my courses	3.66% 3	7.32% 6	40.24% 33	10.98% 9	37.80% 31	82	2.94
g. Office and work space is adequate for non-instructional environments	2.44% 2	12.20% 10	59.76% 49	21.95% 18	3.66% 3	82	3.05
h. I have adequate developmental opportunities to improve/enhance my knowledge and skill base	3.66% 3	12.20% 10	53.66% 44	28.05% 23	2.44% 2	82	3.09
i. I believe the College is fulfilling its mission	2.44% 2	9.76% 8	57.32% 47	24.39% 20	6.10% 5	82	3.10
j. I actively encourage students to take higher level courses	1.22% 1	0.00% 0	32.93% 27	41.46% 34	24.39% 20	82	3.52
k. I encourage potential students to apply	1.23% 1	0.00% 0	39.51% 32	54.32% 44	4.94% 4	81	3.55
l. I provide sufficient student assistance and ensure a positive learning environment	1.22% 1	0.00% 0	31.71% 26	54.88% 45	12.20% 10	82	3.60
m. Overall, I am satisfied with the work environment at PCC	5.00% 4	10.00% 8	48.75% 39	35.00% 28	1.25% 1	80	3.15

## Q2 Administrative Services: Physical Facilities

Answered: 80 Skipped: 2

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Housekeeping staff are courteous and accessible	1.25% 1	7.50% 6	53.75% 43	36.25% 29	1.25% 1	80	3.27
b. Classrooms are clean	1.27% 1	16.46% 13	37.97% 30	22.78% 18	21.52% 17	79	3.05
c. Offices are clean	2.50% 2	13.75% 11	55.00% 44	27.50% 22	1.25% 1	80	3.09
d. Restrooms are clean	2.50% 2	13.75% 11	56.25% 45	25.00% 20	2.50% 2	80	3.06
e. Restrooms are stocked regularly with supplies	1.25% 1	11.25% 9	58.75% 47	26.25% 21	2.50% 2	80	3.13
f. Lobby and lounge areas are clean	1.25% 1	6.25% 5	63.75% 51	26.25% 21	2.50% 2	80	3.18
g. Maintenance problems are resolved in a timely manner	2.50% 2	7.50% 6	53.75% 43	33.75% 27	2.50% 2	80	3.22
h. Maintenance problems are resolved satisfactorily	1.25% 1	8.75% 7	52.50% 42	35.00% 28	2.50% 2	80	3.24
i. Campus grounds are free of litter and debris	2.53% 2	8.86% 7	55.70% 44	30.38% 24	2.53% 2	79	3.17
j. Landscaping is maintained satisfactorily	2.50% 2	10.00% 8	56.25% 45	28.75% 23	2.50% 2	80	3.14
k. Interior lighting is adequate	1.25% 1	3.75% 3	62.50% 50	31.25% 25	1.25% 1	80	3.25
l. Exterior lighting is adequate	15.00% 12	17.50% 14	46.25% 37	18.75% 15	2.50% 2	80	2.71
m. Overall, I am satisfied with the Physical Facilities Services	0.00% 0	11.39% 9	59.49% 47	27.85% 22	1.27% 1	79	3.17

### Q3 Administrative Services: Security

Answered: 79 Skipped: 3

	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	2.53% 2	6.33% 5	58.23% 46	30.38% 24	2.53% 2	79	3.19
b. I feel safe on campus	1.27% 1	12.66% 10	59.49% 47	24.05% 19	2.53% 2	79	3.09
c. Campus Security is adequate	5.06% 4	24.05% 19	51.90% 41	16.46% 13	2.53% 2	79	2.82
d. Overall, I feel that PCC provides a safe environment	2.53% 2	15.19% 12	55.70% 44	22.78% 18	3.80% 3	79	3.03

## Q4 Administrative Services: Business Office

Answered: 80 Skipped: 2

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The cashier responds promptly and courteously to requests from faculty and staff	2.50% 2	5.00% 4	51.25% 41	30.00% 24	11.25% 9	80	3.23
b. Overall, I am satisfied with the services provided by the cashier	2.50% 2	2.50% 2	52.50% 42	30.00% 24	12.50% 10	80	3.26
c. Travel requests and reimbursements are processed accurately and in a timely manner	0.00% 0	1.27% 1	48.10% 38	30.38% 24	20.25% 16	79	3.37
d. If a problem occurs with budget accounts, the staff responds quickly to correct it	2.53% 2	2.53% 2	45.57% 36	21.52% 17	27.85% 22	79	3.19
e. Overall, I am satisfied with Accounting Services	2.60% 2	2.60% 2	61.04% 47	19.48% 15	14.29% 11	77	3.14
f. Purchase order requests are processed in a timely manner	1.28% 1	3.85% 3	51.28% 40	16.67% 13	26.92% 21	78	3.14
g. I understand how to successfully use the new online e-procurement system	5.00% 4	11.25% 9	37.50% 30	10.00% 8	36.25% 29	80	2.82
h. I would like to have additional training on the e-procurement system	7.69% 6	7.69% 6	24.36% 19	19.23% 15	41.03% 32	78	2.93
i. Overall, I am satisfied with purchasing services	0.00% 0	6.25% 5	53.75% 43	18.75% 15	21.25% 17	80	3.16
j. Copy and printing resources are adequate	5.00% 4	6.25% 5	56.25% 45	21.25% 17	11.25% 9	80	3.06
k. Copiers function properly with little down time	2.56% 2	3.85% 3	57.69% 45	25.64% 20	10.26% 8	78	3.19
l. My check/advice is prepared correctly and received in a timely manner	3.80% 3	1.27% 1	55.70% 44	32.91% 26	6.33% 5	79	3.26
m. My leave is maintained correctly	5.00% 4	6.25% 5	51.25% 41	23.75% 19	13.75% 11	80	3.09
n. Payroll issues are handled promptly and efficiently	5.00% 4	5.00% 4	50.00% 40	25.00% 20	15.00% 12	80	3.12
o. Overall, I am satisfied by the services provided by the Business Office	1.25% 1	3.75% 3	57.50% 46	31.25% 25	6.25% 5	80	3.27

## Q5 Administrative Services: Office of Human Resources

Answered: 78 Skipped: 4

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. My retirement and other benefits are maintained accurately	2.60% 2	6.49% 5	44.16% 34	23.38% 18	23.38% 18	77	3.15
b. I have an opportunity to get information on PCC benefits available to me so I will have a clear understanding	2.56% 2	11.54% 9	50.00% 39	26.92% 21	8.97% 7	78	3.11
c. The annual benefits fair is helpful when making decisions about my benefits.	2.56% 2	8.97% 7	44.87% 35	24.36% 19	19.23% 15	78	3.13
d. The Office of Human Resources communicates changes and additions to benefits in a timely manner	1.28% 1	15.38% 12	50.00% 39	25.64% 20	7.69% 6	78	3.08
e. The Office of Human Resources staff is available when I need assistance	3.85% 3	10.26% 8	51.28% 40	26.92% 21	7.69% 6	78	3.10
f. The Office of Human Resources staff is knowledgeable and resourceful	3.85% 3	8.97% 7	50.00% 39	25.64% 20	11.54% 9	78	3.10
g. Overall, I am satisfied with the Office of Human Resources	3.90% 3	11.69% 9	49.35% 38	28.57% 22	6.49% 5	77	3.10

## Q6 Administrative Services: Bookstore

Answered: 80 Skipped: 2

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Bookstore staff are courteous	0.00% 0	2.50% 2	55.00% 44	28.75% 23	13.75% 11	80	3.30
b. Communication between the Bookstore staff and faculty/staff is satisfactory	0.00% 0	3.75% 3	50.00% 40	23.75% 19	22.50% 18	80	3.26
c. Book orders are processed satisfactorily	0.00% 0	2.53% 2	39.24% 31	18.99% 15	39.24% 31	79	3.27
d. Office supplies are available when I need them	0.00% 0	5.00% 4	46.25% 37	18.75% 15	30.00% 24	80	3.20
e. There is an adequate supply of campus memorabilia	1.25% 1	6.25% 5	51.25% 41	20.00% 16	21.25% 17	80	3.14
f. Overall, I am satisfied with the Bookstore	0.00% 0	1.25% 1	57.50% 46	26.25% 21	15.00% 12	80	3.29

## Q7 Administrative Services: Information Technology (IT)/Academic Computing

Answered: 80 Skipped: 2

	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.	0.00% 0	2.53% 2	51.90% 41	45.57% 36	0.00% 0	79	3.43
b. IT systems and services are essential to my daily duties.	0.00% 0	1.25% 1	35.00% 28	62.50% 50	1.25% 1	80	3.62
c. Speed and reliability of the internet is satisfactory.	1.25% 1	2.50% 2	47.50% 38	46.25% 37	2.50% 2	80	3.42
d. Wireless access, speed, and coverage are adequate.	1.27% 1	7.59% 6	50.63% 40	36.71% 29	3.80% 3	79	3.28
e. The employee email system (Outlook) is effective and reliable.	0.00% 0	0.00% 0	51.25% 41	47.50% 38	1.25% 1	80	3.48
f. The Colleague system (Datatel, WebUI, Webadvisor) is effective and reliable.	1.25% 1	0.00% 0	55.00% 44	38.75% 31	5.00% 4	80	3.38
g. The VOIP phone system is effective and reliable.	0.00% 0	1.25% 1	51.25% 41	40.00% 32	7.50% 6	80	3.42
h. My office computer and printing capability is adequate for me to do my job.	0.00% 0	5.00% 4	52.50% 42	40.00% 32	2.50% 2	80	3.36
i. The IT staff resolves help desk tickets in a timely manner.	2.50% 2	5.00% 4	53.75% 43	38.75% 31	0.00% 0	80	3.29
j. Overall, I am satisfied with the quality and reliability of services provided.	1.27% 1	2.53% 2	50.63% 40	45.57% 36	0.00% 0	79	3.41



## Q8 Administrative Services: Food Service

Answered: 79 Skipped: 3

	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	1.27% 1	6.33% 5	44.30% 35	27.85% 22	20.25% 16	79	3.24
b. The snack bar provides a satisfactory selection of food and beverages	2.53% 2	6.33% 5	50.63% 40	18.99% 15	21.52% 17	79	3.10
c. The snack bar prices are reasonable	2.53% 2	16.46% 13	36.71% 29	22.78% 18	21.52% 17	79	3.02
d. The snack bar provides healthy and nutritious alternatives	2.60% 2	14.29% 11	44.16% 34	11.69% 9	27.27% 21	77	2.89
e. Vending services are satisfactory	2.56% 2	12.82% 10	53.85% 42	12.82% 10	17.95% 14	78	2.94
f. Overall, I am satisfied with Food Services	1.32% 1	13.16% 10	50.00% 38	21.05% 16	14.47% 11	76	3.06

## Q9 Administrative Services: Child Development Center

Answered: 80 Skipped: 2

	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	1.25% 1	48.75% 39	23.75% 19	26.25% 21	80	3.31
b. I am satisfied with the services provided by the Child Development Center	0.00% 0	0.00% 0	27.50% 22	13.75% 11	58.75% 47	80	3.33

## Q10 Student Development: Admissions, Recruitment & Student Activities

Answered: 77 Skipped: 5

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Admissions staff respond to requests promptly	1.32% 1	6.58% 5	44.74% 34	28.95% 22	18.42% 14	76	3.24
b. Admissions staff is knowledgeable	1.30% 1	10.39% 8	44.16% 34	28.57% 22	15.58% 12	77	3.18
c. Placement testing information provided for advising is satisfactory (Datatel and/or score report issued to student)	1.32% 1	2.63% 2	28.95% 22	21.05% 16	46.05% 35	76	3.29
d. Recruiting efforts are effective and satisfactory	3.95% 3	7.89% 6	39.47% 30	17.11% 13	31.58% 24	76	3.02
e. There are a number of diverse, educational activities offered to meet the interest and needs of PCC students	2.60% 2	14.29% 11	41.56% 32	22.08% 17	19.48% 15	77	3.03
f. Student Activity opportunities are well-publicized and satisfactory	0.00% 0	20.78% 16	41.56% 32	24.68% 19	12.99% 10	77	3.04
g. The Student Government Association (SGA) plans programs and activities on a consistent basis throughout the academic year	1.30% 1	15.58% 12	42.86% 33	20.78% 16	19.48% 15	77	3.03
h. I understand the College's policies and procedures for establishing a club and/or organization on campus	3.95% 3	14.47% 11	35.53% 27	14.47% 11	31.58% 24	76	2.88
i. I am satisfied with the number and types of clubs and organizations available to students on campus.	2.60% 2	11.69% 9	37.66% 29	11.69% 9	36.36% 28	77	2.92
j. Overall, I am satisfied with the services provided for Recruiting and Student Activities on campus.	1.32% 1	13.16% 10	44.74% 34	21.05% 16	19.74% 15	76	3.07

## Q11 Student Development: Records and Registration

Answered: 76 Skipped: 6

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The Records and Registration Office provides accurate information	0.00% 0	2.63% 2	44.74% 34	28.95% 22	23.68% 18	76	3.34
b. The Records and Registration Office provides timely information	0.00% 0	3.95% 3	42.11% 32	30.26% 23	23.68% 18	76	3.34
c. I have satisfactory access to student records to help me better advise students (Web Advisor, Datatel, other online tools)	1.33% 1	1.33% 1	41.33% 31	30.67% 23	25.33% 19	75	3.36
d. Overall, I am satisfied with the services provided by the Admissions, Records and Registration staff	0.00% 0	3.95% 3	42.11% 32	34.21% 26	19.74% 15	76	3.38

## Q12 Student Development: Financial Aid

Answered: 77 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	5.19% 4	31.17% 24	32.47% 25	31.17% 24	77	3.40
b. Financial Aid services are effective and efficient	0.00% 0	2.60% 2	32.47% 25	31.17% 24	33.77% 26	77	3.43
c. Overall, I am satisfied with the services provided by the Financial Aid staff	0.00% 0	2.60% 2	28.57% 22	35.06% 27	33.77% 26	77	3.49

### Q13 Student Development: Counseling

Answered: 76 Skipped: 6

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Counselors provide accurate advising and program information to students	1.33% 1	6.67% 5	33.33% 25	17.33% 13	41.33% 31	75	3.14
b. Career Counseling Services provide information to enhance career development	0.00% 0	3.95% 3	32.89% 25	22.37% 17	40.79% 31	76	3.31
c. College Transfer Services provide adequate information on the transfer process	1.32% 1	3.95% 3	28.95% 22	19.74% 15	46.05% 35	76	3.24
d. Counselors provide referral resources to students needing additional services not offered by the counseling center	2.63% 2	5.26% 4	26.32% 20	17.11% 13	48.68% 37	76	3.13
e. Disability services are accessible and satisfactory	1.33% 1	2.67% 2	34.67% 26	26.67% 20	34.67% 26	75	3.33
f. Appropriate services are in place for students on academic probation (ie. workshops, contracts, meetings, etc.)	2.63% 2	5.26% 4	23.68% 18	14.47% 11	53.95% 41	76	3.09
g. Faculty are provided adequate updates on probationary students on their caseloads	3.95% 3	5.26% 4	25.00% 19	13.16% 10	52.63% 40	76	3.00
h. Overall, I am satisfied with Counseling Services	1.32% 1	3.95% 3	32.89% 25	19.74% 15	42.11% 32	76	3.23

## Q14 Student Development: Customer Service

Answered: 77 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	1.30% 1	3.90% 3	41.56% 32	37.66% 29	15.58% 12	77	3.37
b. The front desk are well trained and informed of the key services of the office (e.g. transcripts, schedule changes, etc.)	1.32% 1	9.21% 7	42.11% 32	28.95% 22	18.42% 14	76	3.21
c. The front desk staff are professional and able to provide accurate information	1.30% 1	7.79% 6	40.26% 31	32.47% 25	18.18% 14	77	3.27
d. The front desk staff are knowledgeable of campus resources that may aid student success (e.g. tutoring, advising, financial aid)	1.30% 1	6.49% 5	41.56% 32	32.47% 25	18.18% 14	77	3.29

## Q15 Learning Commons Person and Caswell Campuses

Answered: 77 Skipped: 5

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Learning Commons staff are personable and trained to address students' academic needs	1.30% 1	0.00% 0	53.25% 41	23.38% 18	22.08% 17	77	3.27
b. Learning Commons staff are knowledgeable and well trained to provide support to students	1.32% 1	0.00% 0	48.68% 37	23.68% 18	26.32% 20	76	3.29
c. Learning Commons resources (computers, software, testing stations) are adequate	0.00% 0	5.26% 4	44.74% 34	23.68% 18	26.32% 20	76	3.25
d. Learning Commons facilities (physical space) are adequate	0.00% 0	2.60% 2	51.95% 40	27.27% 21	18.18% 14	77	3.30
e. Learning Commons drop-in tutoring hours are convenient for students	0.00% 0	0.00% 0	36.84% 28	19.74% 15	43.42% 33	76	3.35
f. Learning Commons testing procedures are easy to follow	1.32% 1	2.63% 2	26.32% 20	14.47% 11	55.26% 42	76	3.21
g. Learning Commons testing center provides adequate test security	0.00% 0	2.63% 2	30.26% 23	15.79% 12	51.32% 39	76	3.27
h. Learning Commons promotes successful student learning outcomes	0.00% 0	0.00% 0	35.53% 27	25.00% 19	39.47% 30	76	3.41
i. Learning Commons staff respond to requests promptly	0.00% 0	1.32% 1	48.68% 37	26.32% 20	23.68% 18	76	3.33
j. Learning Commons resources (collections, databases, equipment, etc.) are adequate	1.32% 1	1.32% 1	39.47% 30	22.37% 17	35.53% 27	76	3.29
k. Learning Commons facilities (physical space) are adequate	0.00% 0	3.90% 3	53.25% 41	25.97% 20	16.88% 13	77	3.27
l. Overall, I am satisfied with Learning Commons services	0.00% 0	2.63% 2	50.00% 38	25.00% 19	22.37% 17	76	3.29



## Q16 Distance Education

Answered: 76 Skipped: 6

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Resources are available to teach distance-learning classes	0.00% 0	3.95% 3	39.47% 30	25.00% 19	31.58% 24	76	3.31
b. Resources and training opportunities for using Blackboard are satisfactory	0.00% 0	9.21% 7	32.89% 25	21.05% 16	36.84% 28	76	3.19
c. I have adequate input into the selection of distance-learning classes/resources taught in my area	0.00% 0	2.63% 2	31.58% 24	18.42% 14	47.37% 36	76	3.30
d. Support for distance-learning classroom courses is satisfactory	0.00% 0	6.58% 5	31.58% 24	21.05% 16	40.79% 31	76	3.24
e. Distance Learning personnel respond to requests in a timely manner	0.00% 0	2.63% 2	27.63% 21	28.95% 22	40.79% 31	76	3.44
f. Overall, I am satisfied with Distance Learning services	0.00% 0	5.33% 4	30.67% 23	29.33% 22	34.67% 26	75	3.37

### Q17 Continuing Education (Coned)

Answered: 75 Skipped: 7

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Continuing Education staff and faculty are courteous	2.67% 2	6.67% 5	36.00% 27	32.00% 24	22.67% 17	75	3.26
b. Continuing Education staff are knowledgeable	1.33% 1	8.00% 6	41.33% 31	24.00% 18	25.33% 19	75	3.18
c. Continuing Education faculty are knowledgeable	1.35% 1	6.76% 5	33.78% 25	24.32% 18	33.78% 25	74	3.22
d. Continuing Education provides a good selection of courses for Continuing Education students	1.33% 1	4.00% 3	42.67% 32	18.67% 14	33.33% 25	75	3.18
e. Continuing Education provides enough facility space to meet the needs of faculty and staff	4.05% 3	8.11% 6	31.08% 23	16.22% 12	40.54% 30	74	3.00
f. Continuing Education provides enough student support services to meet the needs of its students	2.74% 2	8.22% 6	34.25% 25	13.70% 10	41.10% 30	73	3.00
g. Continuing Education provides various/class schedules to meet students' needs	1.35% 1	5.41% 4	36.49% 27	16.22% 12	40.54% 30	74	3.14
h. Continuing Education provides the most up to date equipment and resources to meet instructional needs	2.70% 2	6.76% 5	33.78% 25	10.81% 8	45.95% 34	74	2.98
i. I understand how Continuing Education offerings complement curriculum offerings	1.35% 1	6.76% 5	40.54% 30	21.62% 16	29.73% 22	74	3.17
j. I understand that Continuing Education program areas work closely with industry partners	1.35% 1	1.35% 1	45.95% 34	22.97% 17	28.38% 21	74	3.26
k. Overall, I am satisfied with the services of the Continuing Education Division	1.33% 1	8.00% 6	42.67% 32	20.00% 15	28.00% 21	75	3.13

## Q18 Research and Institutional Effectiveness (RIE)

Answered: 73 Skipped: 9

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. RIE staff are knowledgeable about planning, research, and assessment	1.37% 1	5.48% 4	41.10% 30	20.55% 15	31.51% 23	73	3.18
b. RIE staff respond promptly to my requests	0.00% 0	1.39% 1	38.89% 28	20.83% 15	38.89% 28	72	3.32
c. RIE responses to my requests are helpful	0.00% 0	1.39% 1	37.50% 27	22.22% 16	38.89% 28	72	3.34
d. I understand how to develop effective assessment activities to evaluate the quality of my program or the service I provide at PCC	1.37% 1	8.22% 6	34.25% 25	16.44% 12	39.73% 29	73	3.09
e. I understand how to use assessment results to improve my program or the service I provide at PCC	1.37% 1	9.59% 7	34.25% 25	20.55% 15	34.25% 25	73	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	1.37% 1	13.70% 10	31.51% 23	23.29% 17	30.14% 22	73	3.10
g. The RIE Web page provides access to College data and information I need most frequently	1.37% 1	8.22% 6	26.03% 19	17.81% 13	46.58% 34	73	3.13
h. Overall, I am satisfied with the services RIE staff provides	2.74% 2	1.37% 1	46.58% 34	19.18% 14	30.14% 22	73	3.18

### Q19 Public Information

Answered: 73 Skipped: 9

	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	5.48% 4	60.27% 44	31.51% 23	2.74% 2	73	3.27
b. Communications produced by the Public Information Office are professional and represent the College well	0.00% 0	2.78% 2	59.72% 43	33.33% 24	4.17% 3	72	3.32
c. The Public Information Office is responsive to requests for assistance	1.37% 1	5.48% 4	50.68% 37	26.03% 19	16.44% 12	73	3.21
d. Public Information Office staff are knowledgeable about design, graphics, marketing, printing, and media relations	0.00% 0	4.17% 3	55.56% 40	29.17% 21	11.11% 8	72	3.28
e. The monthly e-newsletter is helpful in sharing information with PCC employees.	0.00% 0	4.17% 3	48.61% 35	33.33% 24	13.89% 10	72	3.34
f. I follow what's happening at PCC by viewing the website or other social media sites.	5.56% 4	5.56% 4	45.83% 33	33.33% 24	9.72% 7	72	3.18
g. I follow what's happening at PCC by reading the local newspaper(s).	13.89% 10	16.67% 12	31.94% 23	19.44% 14	18.06% 13	72	2.69
h. Overall, I am satisfied with the services provided by the Public Information Office	0.00% 0	5.56% 4	56.94% 41	31.94% 23	5.56% 4	72	3.28

## Q20 Public Information: How would you like to get regular updates about what's happening at PCC?

Answered: 72 Skipped: 10

ANSWER CHOICES	RESPONSES	
Weekly Email	48.61%	35
Biweekly Email	13.89%	10
Monthly Email/Newsletter	23.61%	17
Non-Direct Methods (currently via PCC's website, social media pages, local paper)	11.11%	8
Other (please specify):	2.78%	2
<b>TOTAL</b>		<b>72</b>

## Q21 PCC Foundation

Answered: 72 Skipped: 10

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The PCC Foundation is effective in raising funds to supplement College resources	1.41% 1	2.82% 2	42.25% 30	29.58% 21	23.94% 17	71	3.31
b. The PCC Foundation is responsive to requests for assistance	2.82% 2	8.45% 6	40.85% 29	28.17% 20	19.72% 14	71	3.18
c. The PCC Foundation provides beneficial information about funding opportunities (professional development, mini-grants. Faculty and staff excellence)	2.78% 2	12.50% 9	40.28% 29	29.17% 21	15.28% 11	72	3.13
d. The PCC Foundation furnishes an adequate amount of time and information about scholarship opportunities for PCC students	1.39% 1	12.50% 9	37.50% 27	29.17% 21	19.44% 14	72	3.17
e. The PCC Foundation presents useful material about giving opportunities	2.78% 2	11.11% 8	41.67% 30	29.17% 21	15.28% 11	72	3.15
f. PCC Foundation staff are knowledgeable	4.23% 3	4.23% 3	42.25% 30	32.39% 23	16.90% 12	71	3.24
g. Overall, I am satisfied with the PCC Foundation	2.86% 2	7.14% 5	41.43% 29	32.86% 23	15.71% 11	70	3.24

## Q22 Alumni Relations

Answered: 72 Skipped: 10

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. I am aware of the Alumni Relations program	1.39% 1	9.72% 7	47.22% 34	20.83% 15	20.83% 15	72	3.11
b. The Alumni Relations office effectively communicates alumni relations information to students and faculty/staff	1.39% 1	12.50% 9	33.33% 24	13.89% 10	38.89% 28	72	2.98
c. The Alumni Relations office effectively communicates alumni relations information to the community	0.00% 0	7.04% 5	25.35% 18	12.68% 9	54.93% 39	71	3.13
d. The Alumni Relations office is effective in developing relationships with the College's alumni	0.00% 0	9.72% 7	31.94% 23	11.11% 8	47.22% 34	72	3.03
e. The Alumni Relations office effectively solicits volunteer service and financial contributions from alumni	1.41% 1	7.04% 5	29.58% 21	11.27% 8	50.70% 36	71	3.03
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	4.17% 3	33.33% 24	13.89% 10	48.61% 35	72	3.19
g. As a PCC alumnus, I receive useful information on how to join/support the PCC Alumni Partnership	0.00% 0	12.50% 9	29.17% 21	12.50% 9	45.83% 33	72	3.00
h. I am aware of how to encourage current and former curriculum or continuing education students to become an Alumni Partner	0.00% 0	16.90% 12	30.99% 22	14.08% 10	38.03% 27	71	2.95
i. Overall, I am satisfied with the Alumni Relations office	0.00% 0	11.11% 8	37.50% 27	12.50% 9	38.89% 28	72	3.02

## Q23 Grants

Answered: 71 Skipped: 11

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The Coordinator of Grants is effective in identifying available grants	2.82% 2	5.63% 4	26.76% 19	16.90% 12	47.89% 34	71	3.11
b. The Director of Grants is responsive to requests for assistance	2.82% 2	4.23% 3	25.35% 18	18.31% 13	49.30% 35	71	3.17
c. Overall, I am satisfied with the service the Grants office provides.	2.82% 2	5.63% 4	26.76% 19	18.31% 13	46.48% 33	71	3.13



## Q24 Did you attend any professional development activities this fiscal year?

Answered: 73 Skipped: 9

ANSWER CHOICES	RESPONSES	
Yes	83.56%	61
No	16.44%	12
TOTAL		73

## Q25 Did you attend any professional development sessions at Convocation this fiscal year?

Answered: 73 Skipped: 9

ANSWER CHOICES	RESPONSES	
Yes	76.71%	56
No	23.29%	17
TOTAL		73

## Q26 What types of professional development sessions would you like to attend at Convocation?

Answered: 22 Skipped: 60

### Q27 Are you aware that the College provides a selection of archived Professional Development webinar opportunities through the LRC?

Answered: 73 Skipped: 9

ANSWER CHOICES	RESPONSES
Yes	45.21% 33
No	54.79% 40
TOTAL	73

## Q28 Overall are you satisfied with the content/quality of professional development opportunities at PCC?

Answered: 73 Skipped: 9

ANSWER CHOICES	RESPONSES	
Strongly Disagree	2.74%	2
Disagree	16.44%	12
Agree	46.58%	34
Strongly Agree	21.92%	16
No Assessment	12.33%	9
<b>TOTAL</b>		<b>73</b>

Q29 Is there additional professional development activity you would like the College to offer?

Answered: 13 Skipped: 69

## Q30 Other Professional Development Comments/Recommendations

Answered: 11 Skipped: 71

## Q31 Demographics: Primary Job Classification

Answered: 70 Skipped: 12

ANSWER CHOICES	RESPONSES	
Faculty	34.29%	24
Staff	65.71%	46
TOTAL		70



## Q32 Demographics: Primary Job Location

Answered: 71 Skipped: 11

ANSWER CHOICES	RESPONSES	
Person Campus and other Person County Locations	81.69%	58
Caswell Campus, other Caswell County locations, and all correctional facilities	18.31%	13
TOTAL		71

## Q33 Additional Comments/Recommendations

Answered: 5 Skipped: 77