

Q1 I take most of my classes:

Answered: 100 Skipped: 1

Answer Choices	Responses	
On the Caswell County Campus	12.00%	12
On the Person County Campus	66.00%	66
Online	22.00%	22
Total	100	

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

Answered: 96 Skipped: 5

Answer Choices	Responses	
Banner/Sign in Town	6.25%	6
Billboard	7.29%	7
College Website	46.88%	45
DMV Office	0.00%	0
Facebook	3.13%	3
Friend or Family Member	37.50%	36
High School	21.88%	21
Instagram	1.04%	1
Mailing from PCC	32.29%	31
Newspaper	8.33%	8
Personal Contact	20.83%	20
Radio	2.08%	2
Recruitment Activity	0.00%	0
Twitter	1.04%	1
YouTube	0.00%	0
Total Respondents: 96		

Q3 Admissions and Records

Answered: 87 Skipped: 14

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. When completing the admissions application in the Student Development Office, the process was easy to understand and there was assistance available when/if I needed it.	49.43% 43	40.23% 35	2.30% 2	2.30% 2	5.75% 5	87	3.45
b. When I registered for placement testing, I was given information about preparing for the test that was easy to access and understand.	39.08% 34	39.08% 34	5.75% 5	1.15% 1	14.94% 13	87	3.36
c. Class schedules and program information are easy to access online through WebAdvisor.	49.43% 43	34.48% 30	10.34% 9	2.30% 2	3.45% 3	87	3.36
d. Admissions staff are knowledgeable and helpful when answering questions about the application, requesting transcripts or placement test and scores.	44.83% 39	45.98% 40	2.30% 2	3.45% 3	3.45% 3	87	3.37
e. Admissions and advising staff are knowledgeable and helpful when answering questions about registration, grades, transcripts, transfer credit or graduation.	50.57% 44	41.38% 36	4.60% 4	1.15% 1	2.30% 2	87	3.45
f. Records and Registrar staff are helpful and efficient when requested to produce academic transcripts	41.18% 35	43.53% 37	0.00% 0	3.53% 3	11.76% 10	85	3.39
g. I am satisfied with the services provided by the Admissions Staff.	50.57% 44	42.53% 37	3.45% 3	0.00% 0	3.45% 3	87	3.49
h. I am satisfied with the services provided by the Records and Registrar Staff.	47.06% 40	43.53% 37	2.35% 2	0.00% 0	7.06% 6	85	3.48

Q4 Student Activities

Answered: 86 Skipped: 15

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. There is a variety of activities offered on campus.	26.74% 23	40.70% 35	11.63% 10	2.33% 2	18.60% 16	86	3.13
b. There are a number of diverse, educational activities offered to meet the interests and needs of PCC students	32.56% 28	38.37% 33	9.30% 8	0.00% 0	19.77% 17	86	3.29
c. The Student Government Association (SGA) plans programs and activities on a consistent basis throughout the academic year	28.24% 24	32.94% 28	5.88% 5	1.18% 1	31.76% 27	85	3.29
d. I understand the College's policies and procedures for establishing a club and/or organization on campus	29.07% 25	31.40% 27	4.65% 4	1.16% 1	33.72% 29	86	3.33
e. I am satisfied with the number and types of clubs and organizations available for students on campus	23.53% 20	37.65% 32	9.41% 8	3.53% 3	25.88% 22	85	3.10

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

Answered: 23 Skipped: 78

Q6 Department of Student Development (Student Development E-Building)

Answered: 87 Skipped: 14

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Academic counselors are knowledgeable about programs when helping me register for classes.	49.43% 43	36.78% 32	4.60% 4	3.45% 3	5.75% 5	87	3.40
b. Student Development staff provide adequate solutions to students dealing with academic & personal concerns.	43.02% 37	46.51% 40	1.16% 1	2.33% 2	6.98% 6	86	3.40
c. Student Development staff provided helpful information for my career decisions and the tools necessary to gain employment.	38.37% 33	34.88% 30	3.49% 3	3.49% 3	19.77% 17	86	3.35
d. Student Development staff were helpful in providing information and assisting with my transition into a four year institution.	34.88% 30	24.42% 21	3.49% 3	3.49% 3	33.72% 29	86	3.37
e. The front desk staff in the Department of Student Development are knowledgeable and able to effectively direct students to campus resources.	42.53% 37	48.28% 42	0.00% 0	2.30% 2	6.90% 6	87	3.41
f. The Disabilities Services counselor is helpful in accommodating my additional need(s).	23.26% 20	16.28% 14	1.16% 1	1.16% 1	58.14% 50	86	3.47
g. I am satisfied with the services provided by the Disabilities Services counselor.	23.26% 20	20.93% 18	0.00% 0	1.16% 1	54.65% 47	86	3.46
h. I am satisfied with the services provided by Academic counselors.	39.08% 34	44.83% 39	2.30% 2	4.60% 4	9.20% 8	87	3.30
i. I am satisfied with the services provided by Career counselors.	31.40% 27	32.56% 28	1.16% 1	3.49% 3	31.40% 27	86	3.34

Q7 Financial Aid Office

Answered: 87 Skipped: 14

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Financial Aid Administrators are helpful when answering questions about the FAFSA, submitting required documents, and how drops/withdrawals affect my award.	55.17% 48	25.29% 22	6.90% 6	0.00% 0	12.64% 11	87	3.55
b. I am satisfied with the assistance provided by Financial Aid Administrators in the completion of the verification process through the School Servicing Center.	48.84% 42	31.40% 27	3.49% 3	1.16% 1	15.12% 13	86	3.51
c. There is an adequate number of Financial Aid workshops offered for students to learn about the financial aid process.	41.86% 36	29.07% 25	2.33% 2	2.33% 2	24.42% 21	86	3.46
d. The Office of Financial Aid provides timely and informative information regarding internal and external scholarships.	45.98% 40	29.89% 26	3.45% 3	1.15% 1	19.54% 17	87	3.50
e. Financial Aid awards are announced to students in time to be helpful in college planning (paying tuition, purchasing books and school supplies, etc.).	40.23% 35	34.48% 30	3.45% 3	2.30% 2	19.54% 17	87	3.40
f. I am satisfied with services provided by Financial Aid Administrators.	44.71% 38	36.47% 31	2.35% 2	2.35% 2	14.12% 12	85	3.44
g. I am satisfied with services provided by the Veteran's Affairs Administrators.	29.76% 25	16.67% 14	1.19% 1	1.19% 1	51.19% 43	84	3.54

Q8 TRiO Programs

Answered: 82 Skipped: 19

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Student Support Services (SSS) staff are knowledgeable when helping me with tutoring, academic counseling, transfer planning or academic assessments.	31.71% 26	21.95% 18	2.44% 2	1.22% 1	42.68% 35	82	3.47
b. The SSS Transfer Student Coach and services have aided me in understanding the requirements and process to transfer to a four-year institution.	30.49% 25	18.29% 15	2.44% 2	0.00% 0	48.78% 40	82	3.55
c. The SSS educational workshops have guided my understanding of important topics such as leadership, time management and study skills.	31.71% 26	19.51% 16	3.66% 3	0.00% 0	45.12% 37	82	3.51
d. Educational Opportunity Center (EOC) staff are knowledgeable when helping me with financial aid application assistance/scholarship searches, academic and pre-college planning, college test preparation or career exploration.	32.93% 27	17.07% 14	2.44% 2	0.00% 0	47.56% 39	82	3.58
e. I am satisfied with the services provided by SSS staff.	31.71% 26	24.39% 20	3.66% 3	0.00% 0	40.24% 33	82	3.47
f. I am satisfied with the services provided by EOC staff.	31.71% 26	18.29% 15	2.44% 2	1.22% 1	46.34% 38	82	3.50

Q9 Academic Success Center

Answered: 82 Skipped: 19

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. The Academic Success Center adequately meets the needs of students.	50.00% 41	34.15% 28	2.44% 2	1.22% 1	12.20% 10	82	3.51
b. Tutoring services are readily available and offered at times that fit my schedule.	43.90% 36	25.61% 21	1.22% 1	0.00% 0	29.27% 24	82	3.60
c. The Academic Success Center possess the technology and software to complete my homework assignments and other tasks	48.78% 40	29.27% 24	2.44% 2	0.00% 0	19.51% 16	82	3.58
d. The Academic Success Center offers open computer centers for tasks such as printing and copying.	48.78% 40	30.49% 25	1.22% 1	4.88% 4	14.63% 12	82	3.44

Q10 Learning Resources Centers

Answered: 81 Skipped: 20

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. If you have used the library on campus or online, the materials available supported your research and fulfilled your information needs.	51.85% 42	34.57% 28	2.47% 2	1.23% 1	9.88% 8	81	3.52
b. There are a sufficient number of study areas on campus.	48.15% 39	33.33% 27	4.94% 4	3.70% 3	9.88% 8	81	3.40
c. The Library staff is approachable and helpful.	50.62% 41	38.27% 31	2.47% 2	0.00% 0	8.64% 7	81	3.53
d. Overall, how satisfied are you with the library services.	50.62% 41	39.51% 32	2.47% 2	0.00% 0	7.41% 6	81	3.52

Q11 Distance Education

Answered: 83 Skipped: 18

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. There are sufficient distance education support services.	36.14% 30	27.71% 23	4.82% 4	2.41% 2	28.92% 24	83	3.37

Q12 Foundation Office

Answered: 82 Skipped: 19

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. The Foundation Office communicates to students what scholarships are available through their office and how to apply for them.	43.21% 35	27.16% 22	2.47% 2	0.00% 0	27.16% 22	81	3.56
b. The Alumni Partnership reaches out to students with information about FREE membership.	35.37% 29	20.73% 17	2.44% 2	0.00% 0	41.46% 34	82	3.56
c. Alumni Partnership activities, such as Exam Break, have been beneficial to students.	35.37% 29	20.73% 17	1.22% 1	0.00% 0	42.68% 35	82	3.60

Q13 Public Information Office

Answered: 81 Skipped: 20

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. PCC's printed schedule booklet is a helpful tool for registering for classes.	51.25% 41	32.50% 26	2.50% 2	2.50% 2	11.25% 9	80	3.49
b. PCC's website makes it convenient to view the online class schedule.	53.75% 43	36.25% 29	7.50% 6	1.25% 1	1.25% 1	80	3.44
c. PCC's Facebook page is a good way to find out about College activities and news.	41.25% 33	23.75% 19	3.75% 3	2.50% 2	28.75% 23	80	3.46

Q14 Have you seen our advertisement about the following College activities and news (choose all that apply)

Answered: 52 Skipped: 49

Answer Choices	Responses	
Scholarships	100.00%	52
Total	52	

Q15 Institutional Effectiveness

Answered: 81 Skipped: 20

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. I am given the opportunity to provide adequate input about the College.	43.21% 35	35.80% 29	6.17% 5	1.23% 1	13.58% 11	81	3.40
b. I am given the opportunity to provide adequate input about the services offered at the College.	42.50% 34	36.25% 29	5.00% 4	1.25% 1	15.00% 12	80	3.41
c. I am given the opportunity to provide adequate input about the programs offered at the College.	43.75% 35	33.75% 27	6.25% 5	1.25% 1	15.00% 12	80	3.41

Q16 Business Office

Answered: 75 Skipped: 26

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Tuition and fees billing practices are reasonable.	42.67% 32	40.00% 30	6.67% 5	2.67% 2	8.00% 6	75	3.33
b. There are convenient ways of paying my school tuition and fees billing.	42.67% 32	34.67% 26	6.67% 5	2.67% 2	13.33% 10	75	3.35
c. The Business Office is open during hours which are convenient for most students.	44.00% 33	36.00% 27	4.00% 3	0.00% 0	16.00% 12	75	3.48

Q17 College Safety

Answered: 75 Skipped: 26

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Safety Officials are helpful.	38.67% 29	32.00% 24	1.33% 1	1.33% 1	26.67% 20	75	3.47
b. Safety Officials respond quickly to emergencies.	38.67% 29	21.33% 16	0.00% 0	0.00% 0	40.00% 30	75	3.64
c. The campus is safe and secure for all students.	47.95% 35	36.99% 27	2.74% 2	0.00% 0	12.33% 9	73	3.52

Q18 Buildings & Grounds

Answered: 75 Skipped: 26

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. The parking lots are well lit and secure.	46.67% 35	32.00% 24	9.33% 7	4.00% 3	8.00% 6	75	3.32
b. The amount of student parking space on campus is adequate.	46.67% 35	41.33% 31	6.67% 5	2.67% 2	2.67% 2	75	3.36
c. The classrooms and eating facilities are clean and free of trash.	51.35% 38	44.59% 33	0.00% 0	0.00% 0	4.05% 3	74	3.54
d. The bathrooms are kept clean and stocked with needed supplies.	48.00% 36	40.00% 30	4.00% 3	1.33% 1	6.67% 5	75	3.44
e. The campus grounds are kept clean and neat.	53.33% 40	40.00% 30	1.33% 1	0.00% 0	5.33% 4	75	3.55
f. The maintenance staff are friendly and helpful.	58.67% 44	32.00% 24	0.00% 0	1.33% 1	8.00% 6	75	3.61

Q19 Information Technology

Answered: 76 Skipped: 25

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Classroom and lab technology is fast, reliable, and up to date.	47.30% 35	29.73% 22	9.46% 7	4.05% 3	9.46% 7	74	3.33
b. The helpdesk staff are responsive and helpful as well as polite and courteous.	43.42% 33	34.21% 26	5.26% 4	2.63% 2	14.47% 11	76	3.38
c. Wireless access speed and coverage are adequate.	44.59% 33	29.73% 22	9.46% 7	8.11% 6	8.11% 6	74	3.21
d. Webadvisor provides a secure and convenient way for me to pay my tuition online.	48.65% 36	24.32% 18	8.11% 6	1.35% 1	17.57% 13	74	3.46
e. Web-based services are available when needed for registration, communication, and distance learning classes.	46.58% 34	34.25% 25	8.22% 6	2.74% 2	8.22% 6	73	3.36
f. The technology services provided are sufficient to meet my educational needs.	45.21% 33	35.62% 26	9.59% 7	2.74% 2	6.85% 5	73	3.32

Q20 Bookstore

Answered: 76 Skipped: 25

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Bookstore staff is helpful.	60.00% 45	26.67% 20	4.00% 3	0.00% 0	9.33% 7	75	3.62
b. Textbooks required for courses are usually available in the bookstore.	48.00% 36	38.67% 29	6.67% 5	1.33% 1	5.33% 4	75	3.41
c. The Bookstore carries a variety of merchandise.	50.00% 38	34.21% 26	2.63% 2	3.95% 3	9.21% 7	76	3.43
d. The Bookstore staffing level is adequate.	56.00% 42	30.67% 23	1.33% 1	1.33% 1	10.67% 8	75	3.58

Q21 Piedmont Community College

Answered: 75 Skipped: 26

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
On a whole, the PCC campus is well-maintained.	53.33% 40	41.33% 31	5.33% 4	0.00% 0	0.00% 0	75	3.48

Q22 Additional comments or suggestions:

Answered: 11 Skipped: 90