#### Q1 I take most of my classes:

ANSWER CHOICES	RESPONSES	
On the Caswell County Campus	12.00%	6
On the Person County Campus	46.00%	23
Online	42.00%	21
TOTAL		50

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

ANSWER CHOICES	RESPONSES	
Banner/Sign in Town	18.18%	8
Billboard	18.18%	8
College Website	34.09%	15
Facebook	29.55%	13
Friend or Family Member	38.64%	17
High School	50.00%	22
Instagram	13.64%	6
Mailing from PCC	22.73%	10
Newspaper	9.09%	4
Personal Contact	22.73%	10
Radio	4.55%	2
Recruitment Activity	6.82%	3
Twitter	0.00%	0
YouTube	4.55%	2
Total Respondents: 44		

#### Q3 Piedmont Community College

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Please rate your overall satisfaction with the services provided by Piedmont Community College.	34.00% 17	54.00% 27	8.00% 4	2.00%	2.00%	50	3.22

#### Q4 Admissions and Recruitment

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. When completing the admissions application, the process was easy to understand and there was assistance available when I needed it.	59.26% 16	33.33% 9	7.41% 2	0.00%	0.00%	27	3.52
b. When I registered for placement testing, I was given information about preparing for the test that was easy to access and understand.	48.15% 13	18.52% 5	7.41% 2	3.70%	22.22%	27	3.43
c. Class schedules and program information are easy to access online through WebAdvisor or Self Service.	55.56% 15	33.33% 9	7.41% 2	0.00%	3.70%	27	3.50
d. Admissions staff are knowledgeable and helpful when answering questions about the application, requesting transcripts or placement test and scores.	53.85% 14	30.77%	7.69%	0.00%	7.69% 2	26	3.50
g. I am satisfied with the services provided by the Admissions Staff.	59.26% 16	22.22% 6	7.41% 2	3.70% 1	7.41%	27	3.48

#### Q5 Student Records

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Records and Registrar staff are knowledgeable and helpful when answering questions about registration, grades, transcripts, transfer credit or graduation.	48.15% 13	37.04% 10	3.70%	7.41% 2	3.70%	27	3.31
b. Records and Registrar staff are helpful and efficient when requested to produce academic transcripts	48.15% 13	29.63% 8	3.70%	7.41% 2	11.11%	27	3.33
c. The registrar's office staff served my needs in a reasonable amount of time.	51.85% 14	29.63% 8	7.41% 2	7.41% 2	3.70%	27	3.31
d. The staff member provided a resolution for my issue or gave me clear instructions for the steps I needed to take to resolve my issue.	59.26% 16	25.93% 7	3.70%	3.70%	7.41%	27	3.52
e I am satisfied with the services provided by the Records and Registrar Staff.	57.69% 15	26.92% 7	3.85% 1	7.69% 2	3.85%	26	3.40

#### Q6 Student Engagement

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. There is a variety of activities offered on campus.	42.31% 11	34.62% 9	11.54% 3	3.85% 1	7.69% 2	26	3.25
b. There are a number of diverse, educational activities offered to meet the interests and needs of PCC students	38.46% 10	46.15% 12	3.85%	3.85%	7.69%	26	3.29
c. The Student Government Association (SGA) plans programs and activities on a consistent basis throughout the academic year	57.69% 15	26.92% 7	0.00%	0.00% 0	15.38% 4	26	3.68
d. I understand the College's policies and procedures for establishing a club and/or organization on campus	50.00% 13	34.62% 9	0.00%	3.85%	11.54% 3	26	3.48
e. I am satisfied with the number and types of clubs and organizations available for students on campus	50.00%	19.23% 5	0.00%	15.38% 4	15.38% 4	26	3.23

#### Q7 What activities would you like to see hosted on campus?

#### Q8 Student Development (E-Building)

	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.	55.56% 15	29.63% 8	0.00%	3.70%	11.11%	27	3.54
b. Student Development staff provide adequate solutions to students dealing with academic & personal concerns.	62.96% 17	25.93% 7	3.70%	0.00%	7.41% 2	27	3.64
c. Student Development staff provided helpful information for my career decisions and the tools necessary to gain employment.	55.56% 15	18.52% 5	0.00%	0.00%	25.93% 7	27	3.75
d. Student Development staff were helpful in providing information and assisting with my transition into a four year institution.	55.56% 15	14.81%	7.41% 2	0.00%	22.22%	27	3.62
e. The front desk staff in the Department of Student Development are knowledgeable and able to effectively direct students to campus resources.	62.96% 17	25.93% 7	3.70%	0.00%	7.41%	27	3.64
f. The Disabilities Services counselor is helpful in accommodating my additional need(s).	40.74% 11	22.22% 6	0.00%	0.00%	37.04% 10	27	3.65
g. I am satisfied with the services provided by the Disabilities Services counselor.	40.74% 11	14.81% 4	3.70%	0.00%	40.74% 11	27	3.63
h. I am satisfied with the services provided by Academic counselors.	40.74% 11	37.04% 10	7.41% 2	0.00%	14.81%	27	3.39
i. I am satisfied with the services provided by Career counselors.	48.15% 13	25.93% 7	0.00%	0.00%	25.93% 7	27	3.65

#### Q9 Financial Aid and Veterans Affairs

	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.	51.85% 14	33.33% 9	0.00%	3.70%	11.11%	27	3.50
b. I am satisfied with the assistance provided by Financial Aid Administrators in the completion of the verification process.	48.15% 13	33.33%	3.70%	3.70%	11.11%	27	3.42
c. There is an adequate number of Financial Aid workshops offered for students to learn about the financial aid process.	51.85% 14	22.22%	0.00%	3.70%	22.22%	27	3.57
d. The Office of Financial Aid provides timely and informative information regarding internal and external scholarships.	55.56% 15	22.22%	3.70%	3.70%	14.81%	27	3.52
e. Financial Aid awards are announced to students in time to be helpful in college planning (paying tuition, purchasing books and school supplies, etc.).	55.56% 15	25.93% 7	0.00%	3.70%	14.81%	27	3.57
f. I am satisfied with services provided by Financial Aid Administrators.	59.26% 16	29.63% 8	0.00%	3.70% 1	7.41%	27	3.56
g. I am satisfied with services provided by the Veteran's Affairs Administrators.	51.85% 14	25.93% 7	0.00%	3.70% 1	18.52% 5	27	3.55

#### Q10 Federal Programs

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Title III staff are knowledgeable when helping me with tutoring, academic counseling, transfer planning or academic assessments.	48.15% 13	14.81%	3.70%	0.00%	33.33% 9	27	3.67
b. The Title III Transfer Student Coach and services have aided me in understanding the requirements and process to transfer to a four-year institution.	51.85% 14	14.81% 4	3.70%	0.00%	29.63%	27	3.68
c. The Title III educational workshops have guided my understanding of important topics such as leadership, time management and study skills.	44.44%	22.22% 6	0.00%	0.00%	33.33% 9	27	3.67
d. Title III staff members in the Transition Center are friendly and welcoming.	51.85% 14	14.81% 4	0.00%	0.00%	33.33%	27	3.78
e. 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.	44.44%	22.22%	0.00%	0.00%	33.33% 9	27	3.67
f. I am satisfied with the services provided by Title III staff.	40.74% 11	22.22% 6	3.70% 1	0.00%	33.33%	27	3.56
g. I am satisfied with the services provided by EOC staff.	40.74% 11	25.93% 7	0.00%	0.00%	33.33%	27	3.61

#### Q11 Academic Advising

	VERY	SATISFIED	DISSATISFIED	VERY	DON'T	TOTAL	WEIGHTED
	SATISFIED			DISSATISFIED	KNOW		AVERAGE
A. My academic advisor provides accurate assistance in selecting appropriate courses.	62.96% 17	29.63% 8	7.41%	0.00%	0.00%	27	3.56
b. My academic advisor is knowledgeable about academic and graduation requirements.	62.96% 17	33.33% 9	0.00%	0.00%	3.70%	27	3.65
c. The availability of my academic advisor is currently meeting my needs.	66.67% 18	25.93% 7	3.70% 1	0.00%	3.70%	27	3.65
d. My academic advisor offers helpful suggestions when I have scheduling issues/problems.	59.26% 16	29.63% 8	7.41% 2	0.00%	3.70%	27	3.54
e. I would feel comfortable talking with my academic advisor about personal issues/concerns that may or may not pertain to academics.	51.85% 14	25.93% 7	3.70%	3.70%	14.81%	27	3.48
f. I know how to access, utilize and interpret Self- Service.	62.96% 17	22.22% 6	0.00%	0.00%	14.81%	27	3.74
g. My academic advisor has provided appropriate referrals for exploring alternative majors and/or minors.	62.96% 17	25.93% 7	0.00%	0.00%	11.11%	27	3.71
h. My academic advisor is knowledgeable about careers that apply to my major.	59.26% 16	33.33% 9	0.00%	0.00%	7.41%	27	3.64
i. I would recommend my academic advisor to other students.	70.37% 19	22.22% 6	3.70% 1	0.00%	3.70%	27	3.69
j. Overall, I am satisfied with my academic advising experience at PCC.	66.67% 18	29.63% 8	0.00%	0.00%	3.70%	27	3.69
k. In my opinion, PCC offers enough academic advisors to meet student needs.	55.56% 15	29.63% 8	3.70% 1	0.00%	11.11%	27	3.58

#### Q12 What has been most beneficial about your advising experience?

#### Q13 What are your suggestions for improving academic advising at PCC?

#### Q14 Learning Commons

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Staff members in the Learning Commons are friendly and welcoming	68.00% 17	20.00%	0.00%	0.00%	12.00% 3	25	3.77
b. Staff members in the Learning Commons are knowledgeable and take the initiative to find answers to my questions if they do not know them	54.17% 13	29.17% 7	0.00%	0.00%	16.67% 4	24	3.65
c. There are sufficient numbers of computers and printers available within the Learning Commons to meet my needs	60.00%	24.00%	4.00%	0.00%	12.00%	25	3.64
d. Technology, including wireless access, works sufficiently to meet my needs within the Learning Commons	48.00% 12	36.00% 9	0.00%	4.00%	12.00%	25	3.45
e. The overall environment is welcoming within the available space	68.00% 17	16.00% 4	0.00%	4.00% 1	12.00%	25	3.68
f. Newer technology and furnishings are available for me to experiment and work in groups	60.00% 15	16.00% 4	4.00%	4.00%	16.00% 4	25	3.57
g. There are sufficient quiet study areas to meet my needs	56.00% 14	24.00% 6	4.00%	4.00% 1	12.00% 3	25	3.50
h. There are sufficient areas for groups to work together	50.00% 12	29.17%	0.00%	4.17%	16.67% 4	24	3.50
i. I am satisfied by the support provided by staff within the Learning Commons	56.00% 14	24.00%	4.00%	0.00%	16.00% 4	25	3.62

#### Q15 Tutoring

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. There are a sufficient number of tutors available to help me in the Learning Commons	52.00% 13	16.00% 4	4.00%	4.00% 1	24.00%	25	3.53
b. The tutors are	48.00%	20.00%	0.00%	4.00%	28.00%	25	3.56
knowledgeable and helpful	12 52.00%		4.0007		20,000/		3.30
c. There are tutors available for the subject areas in which I need help in the Learning Commons	52.00% 13	16.00% 4	4.00%	0.00%	28.00% 7	25	3.67

#### Q16 Library Resources

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Library materials including electronic databases are sufficient to meet my needs	60.00% 15	24.00% 6	0.00%	4.00% 1	12.00% 3	25	3.59
b. Library staff is knowledgeable and helpful	68.00% 17	20.00%	0.00%	0.00%	12.00% 3	25	3.77
c. I have received library instruction in one or more of my classes	64.00% 16	24.00% 6	0.00%	0.00%	12.00%	25	3.73
d. The library instruction I have received is satisfactory for my research needs	64.00% 16	20.00%	0.00%	4.00% 1	12.00%	25	3.64

#### Q17 Distance Education

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Distance learning staff answers technical questions in a timely manner	62.50% 15	29.17% 7	0.00%	0.00%	8.33% 2	24	3.68
b. Distance learning staff is friendly and helpful and willing to answer my questions	58.33% 14	33.33% 8	0.00%	0.00%	8.33% 2	24	3.64
c. I am satisfied with my ability to contact the distance learning staff	62.50% 15	29.17% 7	0.00%	0.00%	8.33%	24	3.68
d. Minimum technology requirements for my distance education course are clearly stated and information on how to obtain technologies is provided	75.00% 18	20.83%	0.00%	0.00%	4.17%	24	3.78
e. Course instructions articulate a clear description of technical and academic supports that can help students to succeed	58.33% 14	37.50% 9	0.00%	0.00%	4.17%	24	3.61
f. Course instructions make it clear how to get started and where to find various components of the course	66.67% 16	29.17% 7	0.00%	0.00%	4.17% 1	24	3.70
g. Communications expectations for online discussion, e-mail and other forms of interaction are clearly stated	75.00% 18	20.83%	0.00%	0.00%	4.17%	24	3.78
h. Learning activities in my distance education course provide opportunities for interaction that support active learning	79.17% 19	16.67% 4	0.00%	0.00%	4.17%	24	3.83

#### Q18 Business Office

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Business Office personnel are helpful and meet my needs when I request assistance.	68.00% 17	16.00% 4	4.00%	0.00%	12.00%	25	3.73
b. Tuition and fees billing practices are reasonable.	56.00% 14	32.00% 8	8.00%	0.00%	4.00% 1	25	3.50
c. There are convenient ways of paying my school tuition and fees billing.	68.00% 17	24.00% 6	8.00% 2	0.00%	0.00%	25	3.60
d. The Business Office is open during hours which are convenient for most students.	60.00% 15	28.00% 7	4.00% 1	0.00%	8.00%	25	3.61

### Q19 College Safety

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Safety Officials are helpful.	56.00% 14	24.00% 6	0.00% 0	0.00%	20.00%	25	3.70
b. Safety Officials respond quickly to emergencies.	40.00% 10	24.00% 6	4.00% 1	0.00%	32.00% 8	25	3.53
c. The campus is safe and secure for all students.	54.17% 13	29.17% 7	0.00%	0.00%	16.67% 4	24	3.65

#### Q20 Facility Services

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. The parking lots are well lit and secure.	48.00% 12	20.00%	12.00% 3	0.00%	20.00%	25	3.45
b. The amount of student parking space on campus is adequate.	50.00% 12	20.83% 5	8.33% 2	12.50% 3	8.33%	24	3.18
c. The classrooms and eating facilities are clean and free of trash.	56.00% 14	24.00% 6	0.00%	0.00%	20.00%	25	3.70
d. The bathrooms are kept clean and stocked with needed supplies.	62.50% 15	25.00% 6	4.17% 1	0.00%	8.33%	24	3.64
e. The campus grounds are kept clean and neat.	62.50% 15	29.17% 7	0.00%	0.00%	8.33% 2	24	3.68
f. The maintenance staff are friendly and helpful.	75.00% 18	8.33% 2	0.00%	0.00%	16.67% 4	24	3.90

#### Q21 Bookstore

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Bookstore staff is helpful.	60.00% 15	20.00%	4.00% 1	4.00% 1	12.00% 3	25	3.55
b. Textbooks required for courses are usually available in the bookstore.	54.17% 13	25.00% 6	0.00%	8.33% 2	12.50%	24	3.43
c. The Bookstore carries a variety of merchandise.	52.17% 12	30.43% 7	0.00%	0.00%	17.39% 4	23	3.63
d. The Bookstore staffing level is adequate.	54.17% 13	25.00% 6	0.00%	0.00%	20.83%	24	3.68

#### Q22 Food Service - Pacer Café

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
<ul> <li>a. The Café provides food and beverages courteously and in a timely manner</li> </ul>	37.50% 9	20.83% 5	8.33% 2	0.00%	33.33% 8	24	3.44
<ul> <li>b. The Café provides a satisfactory selection of food and beverages</li> </ul>	37.50% 9	25.00% 6	12.50%	0.00%	25.00% 6	24	3.33
c. The Café prices are reasonable	41.67% 10	25.00% 6	4.17% 1	0.00%	29.17% 7	24	3.53
d. The Café provides healthy and nutritious alternatives	41.67% 10	25.00% 6	4.17% 1	0.00%	29.17% 7	24	3.53
e. Vending services are satisfactory	50.00% 12	16.67% 4	0.00%	8.33% 2	25.00% 6	24	3.44
f. Overall, I am satisfied with the Pacer Café	45.83% 11	29.17% 7	0.00%	4.17% 1	20.83%	24	3.47

#### Q23 Information Technology

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
<ul> <li>a. How satisfied are you with the classroom and lab technology?</li> </ul>	56.52% 13	21.74% 5	0.00%	4.35% 1	17.39% 4	23	3.58
b. How satisfied are you with the helpdesk staff?	52.17% 12	30.43% 7	0.00%	0.00%	17.39% 4	23	3.63
c. How satisfied are you with campus wireless network?	65.22% 15	17.39% 4	0.00%	0.00%	17.39% 4	23	3.79
d. How satisfied are you with web-based services (WebAdvisor, Self-Service, Email)?	69.57% 16	13.04% 3	0.00%	0.00%	17.39% 4	23	3.84
e. How satisfied are you with the overall IT environment on campus?	54.55% 12	27.27% 6	0.00%	0.00%	18.18% 4	22	3.67

#### Q24 Foundation Office

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. The Foundation Office communicates to students when scholarships are available through their office and how to apply for them.	56.52% 13	21.74% 5	4.35% 1	4.35%	13.04%	23	3.50
b. I found applying for a PCC Foundation Scholarship to be easy.	60.87% 14	13.04% 3	4.35% 1	4.35% 1	17.39% 4	23	3.58
c. Information about the Pacer Promise Scholarship program is easy to find under "Paying for College" on www.piedmontcc.edu.	56.52% 13	21.74%	0.00%	4.35% 1	17.39% 4	23	3.58
d. I am aware of additional opportunities for financial support through the Foundation's Emergency Fund program.	65.22% 15	17.39% 4	0.00%	4.35%	13.04%	23	3.65

### Q25 Communications

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
<ul> <li>a. PCC's printed schedule booklet is a helpful tool for registering for classes.</li> </ul>	86.36% 19	4.55% 1	0.00%	0.00%	9.09%	22	3.95
<ul> <li>b. PCC's website makes it convenient to view the online class schedule.</li> </ul>	81.82% 18	18.18% 4	0.00%	0.00%	0.00%	22	3.82
c. PCC's new website is easy to navigate.	72.73% 16	27.27% 6	0.00%	0.00%	0.00%	22	3.73
d. PCC's Facebook page is a good way to find out about College activities and news.	77.27% 17	13.64%	0.00%	0.00%	9.09%	22	3.85

# Q26 CommunicationsIf you are interested in sharing your student success story please enter your name and email below or email Beth at beth.townsend@piedmontcc.edu

# Q27 Please select the College activities below you have seen a PCC advertisement for (choose all that apply)

ANSWER CHOICES	RESPONSES	
Scholarships	77.27%	17
Registration Dates	81.82%	18
Career Fairs	72.73%	16
Visiting 4-Year Institutions	40.91%	9
Transfer Fairs	40.91%	9
PCC Activities & Events	86.36%	19
Total Respondents: 22		

#### Q28 How would you like to find out about things happening at PCC?

ANSWER CHOICES	RESPONSES	
Student Email	90.91%	20
Text	45.45%	10
FaceBook	68.18%	15
SnapChat	18.18%	4
Blackboard	77.27%	17
Local Newspaper	31.82%	7
Announcements in Class	54.55%	12
Other Social Media or different type of contact:	4.55%	1
Total Respondents: 22		

### Q29 Office of Research & Institutional Effectiveness (ORIE)

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
<ul> <li>a. I am given the opportunity to provide adequate input about the College.</li> </ul>	59.09% 13	27.27% 6	0.00%	0.00%	13.64% 3	22	3.68
b. I am given the opportunity to provide adequate input about the services offered at the College.	54.55% 12	22.73% 5	4.55% 1	0.00%	18.18%	22	3.61
c. I am given the opportunity to provide adequate input about the programs offered at the College.	59.09% 13	22.73% 5	0.00%	0.00%	18.18%	22	3.72

## Q30 In conclusion of this survey, please state any additional comments or suggestions below: