

## SCC Faculty/Staff Evaluation of College Services Results-2005

	Don't Know/ Cannot Judge		Strongly Disagree		Disagree		Agree		Strongly Agree		Mean
	#	%	#	%	#	%	#	%	#	%	
<b>I. ADMINISTRATIVE SERVICES</b>											
<b>A. Bookstore</b>											
1. Bookstore staff provide service in a prompt, efficient and courteous manner.	18	18.0%	1	1.0%	5	5.0%	46	46.0%	30	30.0%	3.28
2. Books and supplies are available when needed.	27	27.3%	4	4.0%	9	9.1%	36	36.4%	23	23.2%	3.08
3. I am aware of when book orders are due.	44	44.0%	1	1.0%	1	1.0%	26	26.0%	28	28.0%	3.45
4. I am informed by the Bookstore when textbooks are <b>not</b> available from the publisher.	51	51.0%	3	3.0%	6	6.0%	25	25.0%	15	15.0%	3.06
5. Overall, I am satisfied with the services of the Bookstore.	14	14.1%	3	3.0%	9	9.1%	43	43.4%	30	30.3%	3.18
<b>B. Budgeting Process</b>											
6. I am involved in the process of budget planning for my program/service area.	27	27.0%	12	12.0%	12	12.0%	27	27.0%	22	22.0%	2.81
7. I have ample time to develop my budget requests for submission.	36	36.7%	8	8.2%	10	10.2%	25	25.5%	19	19.4%	2.89
8. The college budget is allocated by goals and priorities.	40	40.4%	14	14.1%	12	12.1%	19	19.2%	14	14.1%	2.56
9. Allocated funds are available when needed.	32	32.7%	9	9.2%	15	15.3%	25	25.5%	17	17.3%	2.76
10. Communication regarding departmental budgets is satisfactory.	32	32.7%	14	14.3%	7	7.1%	31	31.6%	14	14.3%	2.68
11. The budgeting process is fair and equitable.	44	44.4%	11	11.1%	10	10.1%	20	20.2%	14	14.1%	2.67
12. Overall, I am satisfied with the budget planning and allocation process.	31	30.7%	11	10.9%	20	19.8%	22	21.8%	17	16.8%	2.64
<b>C. Business Services</b>											
13. Business Services staff provide service in a prompt, efficient and courteous manner.	12	11.8%	6	5.9%	11	10.8%	35	34.3%	38	37.3%	3.17
14. Travel reimbursement is made in a timely fashion.	29	28.4%	3	2.9%	6	5.9%	34	33.3%	30	29.4%	3.25
15. Payroll is computed accurately.	9	9.0%	1	1.0%	2	2.0%	40	40.0%	48	48.0%	3.48
16. Payroll inaccuracies are corrected in a timely manner.	42	42.0%	1	1.0%	3	3.0%	22	22.0%	32	32.0%	3.47
17. Communication with Business Services is open.	14	13.9%	8	7.9%	6	5.9%	36	35.6%	37	36.6%	3.17
18. Overall, I am satisfied with the services of Business Services.	8	7.9%	5	5.0%	7	6.9%	42	41.6%	39	38.6%	3.24
<b>D. Campus Phone/Mail</b>											
19. The telephone system meets my needs.	3	2.9%	4	3.9%	9	8.8%	49	48.0%	37	36.3%	3.20
20. The voice mail system is effective.	6	5.9%	3	2.9%	13	12.7%	46	45.1%	34	33.3%	3.16
21. Paper mail and packages are distributed in a timely manner.	5	4.9%	0	0.0%	1	1.0%	44	43.1%	52	51.0%	3.53
22. Fax equipment is accessible.	5	4.9%	3	2.9%	16	15.7%	45	44.1%	33	32.4%	3.11
23. Incoming faxes are distributed in a timely manner.	10	9.8%	3	2.9%	9	8.8%	45	44.1%	35	34.3%	3.22
24. Overall, I am satisfied with phone and mail communications.	3	3.0%	1	1.0%	9	8.9%	57	56.4%	31	30.7%	3.20

I. ADMINISTRATIVE SERVICES (Cont.)	Don't Know/ Cannot Judge		Strongly Disagree		Disagree		Agree		Strongly Agree		Mean
	#	%	#	%	#	%	#	%	#	%	
<b>E. Food Services</b>											
25. Red Bird staff provide food in a prompt, efficient and courteous manner.	21	20.6%	2	2.0%	4	3.9%	42	41.2%	33	32.4%	3.31
26. I am satisfied with the quality of the food in the Red Bird.	20	19.6%	2	2.0%	17	16.7%	35	34.3%	28	27.5%	3.09
27. Overall, I am satisfied with the availability of food service on the Jackson campus.	19	18.8%	6	5.9%	21	20.8%	37	36.6%	18	17.8%	2.82
28. Vending services are adequate.	15	14.9%	13	12.9%	23	22.8%	39	38.6%	11	10.9%	2.56
<b>F. Human Resources/Facility Development</b>											
29. College policies and procedures are fair and equitable.	2	2.0%	10	10.1%	9	9.1%	42	42.4%	36	36.4%	3.07
30. The policies and procedures of the college are well-defined, and are easily accessed by employees of the college.	2	2.0%	3	3.0%	7	7.1%	45	45.5%	42	42.4%	3.30
31. Personnel matters are handled in an efficient manner.	12	11.8%	6	5.9%	9	8.8%	40	39.2%	35	34.3%	3.16
32. Personnel matters are handled in a confidential manner.	12	11.9%	9	8.9%	4	4.0%	38	37.6%	38	37.6%	3.18
33. Annual leave and sick leave records are maintained accurately.	12	11.9%	1	1.0%	5	5.0%	38	37.6%	45	44.6%	3.43
34. I have a clear understanding of all the benefits available to me as an SCC employee.	4	4.1%	1	1.0%	11	11.2%	45	45.9%	37	37.8%	3.26
35. The salary plan is fair and equitable.	10	9.8%	11	10.8%	24	23.5%	30	29.4%	27	26.5%	2.79
36. Hiring practices at SCC ensure fairness and objectivity.	10	9.8%	11	10.8%	15	14.7%	41	40.2%	25	24.5%	2.87
37. Professional development opportunities are adequate.	4	4.1%	5	5.2%	18	18.6%	44	45.4%	26	26.8%	2.98
38. Overall, I am satisfied with Human Resources (Personnel) services.	2	2.0%	6	6.1%	9	9.1%	49	49.5%	33	33.3%	3.12
<b>G. Maintenance</b>											
39. Custodial staff are prompt, efficient and courteous.	3	3.0%	0	0.0%	7	7.0%	39	39.0%	51	51.0%	3.45
40. Classrooms are clean.	13	12.9%	6	5.9%	13	12.9%	40	39.6%	29	28.7%	3.05
41. Offices are clean.	3	3.0%	4	4.0%	12	12.0%	51	51.0%	30	30.0%	3.10
42. Building hallways and floors are clean.	3	3.0%	4	4.0%	7	7.0%	54	54.0%	32	32.0%	3.18
43. Lobby and lounge areas are clean.	7	7.0%	2	2.0%	6	6.0%	51	51.0%	34	34.0%	3.26
44. Restrooms are clean.	3	2.9%	7	6.9%	13	12.7%	49	48.0%	30	29.4%	3.03
45. Restrooms are regularly stocked with supplies.	3	3.0%	5	5.0%	6	6.0%	48	48.0%	38	38.0%	3.23
46. I am aware of the procedure for placing maintenance work orders.	8	7.9%	0	0.0%	6	5.9%	48	47.5%	39	38.6%	3.35
47. Maintenance work orders are resolved in a satisfactory and timely manner.	12	12.0%	1	1.0%	13	13.0%	36	36.0%	38	38.0%	3.26
48. Campus grounds are kept free of litter and debris.	3	3.0%	0	0.0%	5	5.0%	44	43.6%	49	48.5%	3.45
49. Landscaping is well maintained.	3	3.0%	0	0.0%	6	5.9%	42	41.6%	50	49.5%	3.45
50. Overall, I am satisfied that campus buildings and grounds are well maintained.	3	2.9%	0	0.0%	7	6.9%	52	51.0%	40	39.2%	3.33

<b>I. ADMINISTRATIVE SERVICES (Cont.)</b>	Don't Know/ Cannot Judge		Strongly Disagree		Disagree		Agree		Strongly Agree		Mean
	#	%	#	%	#	%	#	%	#	%	
<b>H. Purchasing</b>											
51. Purchase requisition guidelines are clearly communicated.	21	21.0%	3	3.0%	10	10.0%	43	43.0%	23	23.0%	3.09
52. Requests for purchasing assistance and information are responded to promptly.	22	21.8%	3	3.0%	5	5.0%	48	47.5%	23	22.8%	3.15
53. Requisitions are processed accurately and in a timely manner such that I receive items as ordered, when needed.	21	20.8%	4	4.0%	9	8.9%	48	47.5%	19	18.8%	3.03
54. Overall, I am satisfied with Purchasing.	18	17.8%	3	3.0%	9	8.9%	48	47.5%	23	22.8%	3.10
<b>I. Safety/Security</b>											
55. I am aware of safe working practices and the SCC Safety Plan.	6	6.1%	0	0.0%	7	7.1%	51	51.5%	35	35.4%	3.30
56. Protective/safety equipment is provided for appropriate situations.	22	22.0%	0	0.0%	7	7.0%	47	47.0%	24	24.0%	3.22
57. Exterior lighting is adequate.	7	7.0%	4	4.0%	16	16.0%	49	49.0%	24	24.0%	3.00
58. I am aware of evacuation procedures in case of fire or other similar emergency.	3	3.0%	0	0.0%	1	1.0%	61	61.0%	35	35.0%	3.35
59. I am aware of procedures for handling a medical emergency.	4	4.0%	0	0.0%	8	8.0%	58	58.0%	30	30.0%	3.23
60. The college has adequate procedures for handling a disturbance.	24	23.8%	6	5.9%	12	11.9%	37	36.6%	22	21.8%	2.97
61. Security staff respond in a prompt, efficient and courteous manner.	18	18.0%	2	2.0%	5	5.0%	44	44.0%	31	31.0%	3.27
62. Campus Security services are adequate.	19	19.0%	3	3.0%	12	12.0%	40	40.0%	26	26.0%	3.10
63. Overall, I am satisfied that SCC provides a safe, secure environment.	6	6.0%	1	1.0%	6	6.0%	63	63.0%	24	24.0%	3.17
<b>II. EXTENSION EDUCATION &amp; SERVICES</b>											
64. The off-campus centers provide quality instruction.	50	50.5%	1	1.0%	4	4.0%	31	31.3%	13	13.1%	3.14
65. I have adequate access to facilities.	35	35.7%	1	1.0%	3	3.1%	36	36.7%	23	23.5%	3.29
66. The facilities and locations are appropriate for instructional services.	38	38.4%	1	1.0%	5	5.1%	36	36.4%	19	19.2%	3.20
67. Adequate clerical assistance is available at campus/centers other than the Jackson campus.	55	54.5%	1	1.0%	5	5.0%	24	23.8%	16	15.8%	3.20
68. Parking is convenient at off-campus centers.	48	48.0%	1	1.0%	1	1.0%	30	30.0%	20	20.0%	3.33
69. Instructional material, supplies & equipment are available & easily accessed.	58	58.0%	2	2.0%	2	2.0%	24	24.0%	14	14.0%	3.19
70. All buildings at off-campus centers are accessible to persons with disabilities.	63	63.0%	0	0.0%	3	3.0%	19	19.0%	15	15.0%	3.32
<b>III. INFORMATION TECHNOLOGY &amp; TELECOMMUNICATIONS</b>											
71. The e-mail system is effective and enables better communication.	0	0.0%	3	3.0%	9	8.9%	48	47.5%	41	40.6%	3.26
72. The speed of accessing external networks such as the Internet is adequate.	1	1.0%	8	7.9%	15	14.9%	49	48.5%	28	27.7%	2.97
73. The college's internal data network is sufficiently reliable.	6	5.9%	1	1.0%	11	10.9%	54	53.5%	29	28.7%	3.17
74. I am aware of procedures for requesting technological support/reporting problems.	4	4.0%	0	0.0%	2	2.0%	56	55.4%	39	38.6%	3.38
75. The Sun (UNIX) system meets my needs for accessing student records and other college information.	19	19.0%	7	7.0%	16	16.0%	39	39.0%	19	19.0%	2.86

	Don't Know/ Cannot Judge		Strongly Disagree		Disagree		Agree		Strongly Agree		Mean
	#	%	#	%	#	%	#	%	#	%	
<b>III. INFORMATION TECHNOLOGY &amp; TELECOMMUNICATIONS</b>											
76. The college webpage is a convenient resource for accessing student records and other college information.	3	3.0%	2	2.0%	5	5.0%	44	44.0%	46	46.0%	3.38
77. Computer/technology support staff respond to my requests for help in a timely, professional and courteous manner.	4	4.0%	1	1.0%	7	7.0%	52	52.0%	36	36.0%	3.28
78. Overall, I am satisfied with Information Technology resources.	3	3.0%	1	1.0%	6	5.9%	56	55.4%	35	34.7%	3.28
<b>IV. INSTRUCTIONAL SERVICES</b>											
<b>A. Instruction</b>											
79. Curriculum programs are current and relevant.	23	23.0%	0	0.0%	2	2.0%	46	46.0%	29	29.0%	3.35
80. Course offerings are current and relevant.	23	23.0%	0	0.0%	2	2.0%	46	46.0%	29	29.0%	3.35
81. The college effectively meets the advising needs of its students.	27	27.0%	0	0.0%	10	10.0%	37	37.0%	26	26.0%	3.22
82. The Arts and Sciences Division provides high quality instruction to students.	28	28.0%	0	0.0%	4	4.0%	35	35.0%	33	33.0%	3.40
83. The Career Programs Division provides high quality instruction to students.	31	31.0%	0	0.0%	3	3.0%	34	34.0%	32	32.0%	3.42
84. The Health Services Division provides high quality instruction to students.	34	34.0%	0	0.0%	2	2.0%	34	34.0%	30	30.0%	3.42
85. Developmental Education provides high quality instruction to students.	35	35.0%	0	0.0%	7	7.0%	31	31.0%	27	27.0%	3.31
86. The college is effective in meeting the educational needs of students who take evening and weekend classes.	37	37.4%	4	4.0%	6	6.1%	34	34.3%	18	18.2%	3.06
87. The college provides adequate support services (such as financial aid, registration and other support services) to evening and weekend students.	40	40.0%	3	3.0%	12	12.0%	29	29.0%	16	16.0%	2.97
<b>B. Library</b>											
88. Library facilities are adequate.	14	14.1%	0	0.0%	4	4.0%	46	46.5%	35	35.4%	3.36
89. Library resources are adequate.	17	17.2%	1	1.0%	8	8.1%	42	42.4%	31	31.3%	3.26
90. Library staff respond to requests promptly.	15	15.0%	0	0.0%	0	0.0%	41	41.0%	44	44.0%	3.52
91. Library staff are helpful and knowledgeable.	13	12.9%	0	0.0%	0	0.0%	42	41.6%	46	45.5%	3.52
<b>C. Learning Assistance Center (LAC)</b>											
92. The LAC provides a useful service to the college.	22	22.0%	0	0.0%	0	0.0%	35	35.0%	43	43.0%	3.55
93. LAC staff are helpful and knowledgeable.	25	25.0%	0	0.0%	2	2.0%	36	36.0%	37	37.0%	3.47

<b>IV. INSTRUCTIONAL SERVICES (Cont.)</b>	<u>Don't Know/ Cannot Judge</u>		<u>Strongly Disagree</u>		<u>Disagree</u>		<u>Agree</u>		<u>Strongly Agree</u>		<u>Mean</u>
	#	%	#	%	#	%	#	%	#	%	
<b>D. Distance Learning</b>											
94. Distance Learning facilities are adequate.	30	30.6%	3	3.1%	4	4.1%	38	38.8%	23	23.5%	3.19
95. Distance Learning resources are adequate.	30	30.6%	2	2.0%	9	9.2%	37	37.8%	20	20.4%	3.10
96. Distance Learning staff respond to requests promptly.	31	31.3%	3	3.0%	4	4.0%	33	33.3%	28	28.3%	3.26
97. Distance Learning staff are helpful and knowledgeable.	30	30.0%	8	8.0%	2	2.0%	33	33.0%	27	27.0%	3.13
98. The Distance Learning program is effective in meeting the educational needs of students who take distance learning courses.	32	32.0%	6	6.0%	8	8.0%	34	34.0%	20	20.0%	3.00
<b>V. STUDENT &amp; INSTITUTIONAL DEVELOPMENT</b>											
<b>A. Admissions</b>											
99. Admissions staff respond to requests promptly and effectively.	24	24.2%	5	5.1%	8	8.1%	40	40.4%	22	22.2%	3.05
requirements.	28	28.3%	7	7.1%	5	5.1%	35	35.4%	24	24.2%	3.07
101. I have adequate opportunities to assist in recruiting for my program.	48	48.5%	3	3.0%	6	6.1%	22	22.2%	20	20.2%	3.16
academic and/or career concerns.	32	32.7%	2	2.0%	3	3.1%	39	39.8%	22	22.4%	3.23
103. Overall, I am satisfied with the Admissions process.	24	24.2%	1	1.0%	8	8.1%	44	44.4%	22	22.2%	3.16
<b>B. Career Counseling/Career Assessment Testing Services (CATS)</b>											
104. Career Counseling/Career Testing Services (CATS) responds promptly and effectively to requests from both students and faculty/staff.	45	45.0%	4	4.0%	4	4.0%	32	32.0%	15	15.0%	3.05
105. CATS provides a wide variety of helpful career reference materials.	51	51.5%	2	2.0%	3	3.0%	30	30.3%	13	13.1%	3.13
106. CATS provides a valuable service to my program and students.	50	50.5%	2	2.0%	4	4.0%	28	28.3%	15	15.2%	3.14
<b>C. Financial Aid</b>											
107. The Financial Aid Office responds promptly to requests for information.	27	27.3%	0	0.0%	2	2.0%	43	43.4%	27	27.3%	3.35
108. The Financial Aid Office keeps me informed of program changes and upcoming deadlines.	30	30.3%	0	0.0%	4	4.0%	42	42.4%	23	23.2%	3.28
109. The Financial Aid Office provides me the information I need concerning the work-study program (such as policies and procedures), or the status of my request for a work-study student.	40	40.4%	1	1.0%	2	2.0%	33	33.3%	23	23.2%	3.32
110. The feedback I receive from students indicates that the Financial Aid Office is courteous and helpful to them.	29	29.3%	7	7.1%	4	4.0%	35	35.4%	24	24.2%	3.09

<b>V. STUDENT &amp; INSTITUTIONAL DEVELOPMENT (Cont.)</b>	<u>Don't Know/ Cannot Judge</u>		<u>Strongly Disagree</u>		<u>Disagree</u>		<u>Agree</u>		<u>Strongly Agree</u>		<u>Mean</u>
<b>D. Placement Testing</b>											
111. Placement tests are readily available to entering students.	32	32.7%	3	3.1%	7	7.1%	34	34.7%	22	22.4%	3.14
112. Placement test scores are readily available and easily interpreted when needed to advise students.	40	40.8%	2	2.0%	7	7.1%	29	29.6%	20	20.4%	3.16
113. Overall, I am satisfied with the placement testing process.	36	36.7%	2	2.0%	6	6.1%	35	35.7%	19	19.4%	3.15
<b>E. Public Information</b>											
114. The Public Information Office is effective in communicating an accurate and consistent image to students and the community.	19	19.2%	2	2.0%	2	2.0%	50	50.5%	26	26.3%	3.25
115. Public Information Office publications are accurate and error-free.	21	21.0%	1	1.0%	3	3.0%	54	54.0%	21	21.0%	3.20
116. Public Information publications are attractive and reader-friendly.	16	16.0%	1	1.0%	1	1.0%	52	52.0%	30	30.0%	3.32
117. The Public Information Office staff is responsive to requests for assistance from faculty and staff.	22	22.0%	1	1.0%	3	3.0%	49	49.0%	25	25.0%	3.26
118. Internal communication adequately keep faculty and staff informed.	14	14.0%	3	3.0%	10	10.0%	52	52.0%	21	21.0%	3.06
<b>F. Registrar</b>											
119. The Registrar's Office provides accurate information.	27	27.3%	0	0.0%	2	2.0%	42	42.4%	28	28.3%	3.36
120. The Registrar's Office provides timely information.	26	26.3%	0	0.0%	4	4.0%	39	39.4%	30	30.3%	3.36
121. The Registrar's Office responds to requests in an effective and prompt manner.	24	24.2%	1	1.0%	3	3.0%	44	44.4%	27	27.3%	3.29
122. The feedback I receive from students indicates that the Registrar's Office is courteous and helpful to them.	27	27.3%	1	1.0%	8	8.1%	42	42.4%	21	21.2%	3.15
123. Overall, I am satisfied with the services of the Registrar's Office.	25	25.5%	0	0.0%	1	1.0%	47	48.0%	25	25.5%	3.33
<b>G. Resource Development</b>											
124. I am familiar with the purpose and activities of the SCC Foundation.	13	13.1%	3	3.0%	4	4.0%	56	56.6%	23	23.2%	3.15
125. The Foundation Office is effective in raising funds to supplement student & college resources.	22	22.4%	2	2.0%	2	2.0%	51	52.0%	21	21.4%	3.20
126. I have sufficient opportunities to support the fundraising efforts of the SCC Foundation.	17	17.3%	3	3.1%	3	3.1%	52	53.1%	23	23.5%	3.17
127. I understand the Create, Innovate, Explore (Mini-grant) Process.	20	20.4%	2	2.0%	9	9.2%	51	52.0%	16	16.3%	3.04
128. I am familiar with the purpose, activities and services of the Office for Grant Activities.	16	16.2%	2	2.0%	16	16.2%	49	49.5%	16	16.2%	2.95

129. I understand how to participate in the process through which grant seeking priorities are created.	21	21.4%	4	4.1%	15	15.3%	47	48.0%	11	11.2%	2.84
130. I understand the Beyond the Classroom Mini-grant Process.	21	21.2%	5	5.1%	12	12.1%	48	48.5%	13	13.1%	2.88
<b>V. STUDENT &amp; INSTITUTIONAL DEVELOPMENT (Cont.)</b>											
<b>G. Resource Development (Cont.)</b>	<u>Don't Know/ Cannot Judge</u>		<u>Strongly Disagree</u>		<u>Disagree</u>		<u>Agree</u>		<u>Strongly Agree</u>		<u>Mean</u>
	#	%	#	%	#	%	#	%	#	%	
131. The Office for Grant Activities is effective in securing funds to supplement college resources.	28	28.3%	4	4.0%	8	8.1%	43	43.4%	16	16.2%	3.00
132. The Office for Grant Activities, with the Sponsored Programs Compliance Office, is effective in monitoring & supporting funded projects as they are implemented.	36	36.0%	1	1.0%	9	9.0%	38	38.0%	16	16.0%	3.08
<b>H. Student Development Counselor</b>											
133. I am familiar with how the Student Development Counselor works with and helps students.	37	37.0%	6	6.0%	5	5.0%	37	37.0%	15	15.0%	2.97
134. I am satisfied with the feedback I receive when I refer a student to this office.	51	50.5%	4	4.0%	5	5.0%	28	27.7%	13	12.9%	3.00
<b>I. Student Leadership Association</b>											
135. The SLA works to represent the interests of students within the college community.	24	24.2%	3	3.0%	7	7.1%	55	55.6%	10	10.1%	2.96
<b>J. Student Support Services</b>											
136. Student Support Services provides helpful services & assistance to students.	21	21.0%	0	0.0%	5	5.0%	46	46.0%	28	28.0%	3.29
137. Overall, I am satisfied with the efforts of Student Support Services.	20	20.2%	0	0.0%	4	4.0%	49	49.5%	26	26.3%	3.28
<b>VI. SENIOR ADMINISTRATION</b>											
<b>A. Senior Leadership</b>											
138. I feel my input on important issues at the college is valued by senior administration.	5	5.0%	17	16.8%	16	15.8%	42	41.6%	21	20.8%	2.70
139. I am satisfied with the level of communication between faculty/staff and senior administration.	5	5.0%	18	18.0%	14	14.0%	39	39.0%	24	24.0%	2.73
140. Senior leadership treat faculty/staff as valued members of the college team.	5	5.0%	16	15.8%	16	15.8%	39	38.6%	25	24.8%	2.76
141. I agree with the current direction of the college.	9	8.9%	16	15.8%	5	5.0%	45	44.6%	26	25.7%	2.88
<b>B. Planning &amp; Research</b>											
142. Research & Planning reports and publications (such as the Fact Book) contain valid and reliable information.	18	18.2%	0	0.0%	2	2.0%	38	38.4%	41	41.4%	3.48
143. The Research & Planning Office provides an effective level of support to program review efforts.	27	27.3%	0	0.0%	1	1.0%	38	38.4%	33	33.3%	3.44

144. The Research & Planning Office provides an effective level of support to departmental planning efforts.	25	25.3%	0	0.0%	2	2.0%	36	36.4%	36	36.4%	3.46
145. The Research & Planning Officer responds promptly and effectively to my research, informational and/or planning requests.	26	26.3%	0	0.0%	2	2.0%	32	32.3%	39	39.4%	3.51
146. Overall, I am satisfied with the planning, research and institutional effectiveness efforts at SCC.	22	22.2%	0	0.0%	1	1.0%	41	41.4%	35	35.4%	3.44

<u>Standard Deviation</u>
1.3904
1.5458
1.7824
1.6422
1.3157
1.5399
1.6056
1.5209
1.5331
4.5036
1.5542
1.4904
1.3226
1.6116
1.1552
1.7950
1.3921
1.4130
0.9324
1.0573
0.9190
1.0237
1.1983
0.8355

Standard Deviation
1.4754
1.4263
1.3516
1.2361
1.0251
0.8669
1.3021
1.6223
1.2726
4.1957
1.2644
1.2456
4.2760
0.9238
0.8572
1.3072
0.9265
0.9065
1.0584
0.9833
0.9498
1.0780
1.2765
0.8299
0.8419
0.8227

Standard Deviation
1.4307
1.4461
1.4006
1.3603
0.9845
1.4390
1.0759
0.7571
0.8587
1.4825
1.4062
1.4106
0.9426
1.6427
1.6615
1.6441
1.6705
1.7283
1.6528
1.6567
0.7437
0.9146
0.9897
0.8415
1.3772

Standard Deviation
0.8885
0.9031
0.8294
1.4919
1.4919
1.5464
1.6167
1.6607
1.6915
1.6720
1.6205
1.5928
1.2927
3.3273
1.3446
1.2748
1.5430
1.5827

Standard Deviation
1.6006
1.5621
1.6481
1.6373
1.5822
1.4959
1.5842
1.6999
1.6184
1.4765
1.6453
1.6436
1.6612
1.5660
1.5846
1.7082
1.5995

Standard Deviation
1.6111
1.6661
1.6277
1.4040
1.4031
1.3280
1.4524
1.2525
1.5729
1.5672
1.5144
1.5203
1.5212
1.2338
1.4447
1.3509
1.3617
1.2645

1.3378
1.3614
Standard Deviation
1.5008
1.5793
1.5869
1.6163
1.3857
1.4425
1.4121
1.1438
1.1815
1.1649
1.2716
1.4383
1.6059

1.5844
1.6226
1.5107