

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

|   | Don't Know/<br>Cannot Judge |       | Strongly<br>Disagree |       | Disagree |       | Agree |       | Strongly<br>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 |

| <b>I. ADMINISTRATIVE SERVICES (Cont.)</b>   | <u>Don't Know/<br/>Cannot Judge</u> |       | <u>Strongly<br/>Disagree</u> |       | <u>Disagree</u> |       | <u>Agree</u> |       | <u>Strongly<br/>Agree</u> |       | <u>Mean</u> |
|---|-------------------------------------|-------|------------------------------|-------|-----------------|-------|--------------|-------|---------------------------|-------|-------------|
|   | #                                   | %     | #                            | %     | #               | %     | #            | %     | #                         | %     |             |
| <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/<br>Cannot Judge |       | Strongly<br>Disagree |      | Disagree |       | Agree |       | Strongly<br>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/<br>Cannot Judge |       | Strongly<br>Disagree |      | Disagree |       | Agree |       | Strongly<br>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 |

| IV. INSTRUCTIONAL SERVICES (Cont.)  | Don't Know/<br>Cannot Judge |       | Strongly<br>Disagree |      | Disagree |      | Agree |       | Strongly<br>Agree |       | Mean |
|---|-----------------------------|-------|----------------------|------|----------|------|-------|-------|-------------------|-------|------|
|   | #                           | %     | #                    | %    | #        | %    | #     | %     | #                 | %     |      |
| <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/<br/>Cannot Judge</u> |       | <u>Strongly<br/>Disagree</u> |      | <u>Disagree</u> |       | <u>Agree</u> |       | <u>Strongly<br/>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>   | Don't Know/<br>Cannot Judge |       | Strongly<br>Disagree |       | Disagree |       | Agree |       | Strongly<br>Agree |       | Mean |
|---|-----------------------------|-------|----------------------|-------|----------|-------|-------|-------|-------------------|-------|------|
|   | #                           | %     | #                    | %     | #        | %     | #     | %     | #                 | %     |      |
| <b>G. Resource Development (Cont.)</b>  |                             |       |                      |       |          |       |       |       |                   |       |      |
| 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