

## 2017 Faculty and Staff Opinion Survey

### Administrative Services

Business Office Services	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of Business Office services provided	39.5%	45	32.5%	37	8.8%	10	2.6%	3	0.0%	0	16.7%	19	114	96.8%
Courtesy, professionalism, and/or cooperation of Business Office Personnel	42.1%	48	25.4%	29	9.6%	11	4.4%	5	0.0%	0	18.4%	21	114	94.6%

### Administrative Services

Central Stores	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of Central Stores services provided	52.6%	60	21.1%	24	5.3%	6	0.0%	0	0.0%	0	21.1%	24	114	100.0%
Courtesy, professionalism, and/or cooperation of Central Stores Personnel	53.5%	61	21.1%	24	4.4%	5	0.9%	1	0.0%	0	20.2%	23	114	98.9%

### Administrative Services

Purchasing Dept	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of Purchasing Department services provided	36.8%	42	27.2%	31	10.5%	12	0.9%	1	1.8%	2	22.8%	26	114	96.6%
Courtesy, professionalism, and/or cooperation of Purchasing Department	42.1%	48	22.8%	26	9.6%	11	1.8%	2	1.8%	2	21.9%	25	114	95.5%

**Administrative Services**

Payment Center	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of Payment Center services provided	40.4%	46	24.6%	28	7.0%	8	0.9%	1	0.0%	0	27.2%	31	114	98.8%
Courtesy, professionalism, and/or cooperation of Payment Center Personnel	42.1%	48	18.4%	21	11.4%	13	0.9%	1	0.0%	0	27.2%	31	114	98.8%

**Human Resources**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality and efficiency of employee benefits enrollment process and payroll services	50.4%	58	37.4%	43	8.7%	10	2.6%	3	0.0%	0	0.9%	1	115	97.4%
Communication of College policies and revisions	45.2%	52	33.9%	39	13.9%	16	6.1%	7	0.0%	0	0.9%	1	115	93.9%
Quality of staffing practices, including recruiting, hiring, and orienting employees	38.3%	44	36.5%	42	14.8%	17	7.8%	9	0.0%	0	2.6%	3	115	92.0%
Satisfaction with the online features like ERS Online, United Health Care Access, HealthSelect Personal Health Manager, or the TRS member web site	40.5%	47	37.9%	44	9.5%	11	7.8%	9	0.9%	1	3.4%	4	116	91.1%
Courtesy, professionalism, and/or cooperation of Human Resources personnel	53.4%	62	31.9%	37	7.8%	9	4.3%	5	1.7%	2	0.9%	1	116	93.9%

**Student Employment**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
General office and computer skills of student workers employed in your area	24.8%	28	25.7%	29	12.4%	14	2.7%	3	0.9%	1	33.6%	38	113	94.7%
Budget reports by Student Employment Coordinator	14.2%	16	12.4%	14	12.4%	14	0.0%	0	0.9%	1	60.2%	68	113	97.8%
Courtesy, professionalism, and/or cooperation of Student Employment Coordinator personnel	22.8%	26	28.9%	33	8.8%	10	0.0%	0	0.9%	1	38.6%	44	114	98.6%

**The Cove/Subway**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of products and services provided	21.2%	24	41.6%	47	14.2%	16	3.5%	4	0.0%	0	19.5%	22	113	95.6%
Variety of Subway menu items	19.5%	22	43.4%	49	15.0%	17	3.5%	4	0.0%	0	18.6%	21	113	95.7%
Affordability of Subway menu items	17.0%	19	47.3%	53	13.4%	15	3.6%	4	0.0%	0	18.8%	21	112	95.6%
Variety/availability of items in the Cove	17.1%	19	40.5%	45	18.9%	21	3.6%	4	1.8%	2	18.0%	20	111	93.4%
Courtesy, professionalism, and/or cooperation of Cove/Subway personnel	27.7%	31	35.7%	40	15.2%	17	3.6%	4	0.0%	0	17.9%	20	112	95.7%
Line Speed	17.9%	20	42.9%	48	13.4%	15	7.1%	8	0.9%	1	17.9%	20	112	90.2%

**Cafe Espresso**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of products and services provided	15.0%	17	24.8%	28	15.0%	17	0.0%	0	0.9%	1	44.2%	50	113	98.4%
Affordability of Cafe Espresso items	14.3%	16	22.3%	25	15.2%	17	3.6%	4	0.9%	1	43.8%	49	112	92.1%
Variety/availability of items in the Cafe Espresso	15.0%	17	23.0%	26	15.0%	17	1.8%	2	0.9%	1	44.2%	50	113	95.2%
Courtesy, professionalism, and/or cooperation of Cafe Espresso personnel	17.7%	20	22.1%	25	15.0%	17	1.8%	2	0.0%	0	43.4%	49	113	96.9%
Line Speed	16.1%	18	22.3%	25	15.2%	17	2.7%	3	0.0%	0	43.8%	49	112	95.2%

**The Grind**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of products and services provided	18.0%	20	17.1%	19	16.2%	18	0.9%	1	0.9%	1	46.8%	52	111	96.6%
Affordability of Grind items	18.9%	21	14.4%	16	16.2%	18	2.7%	3	1.8%	2	45.9%	51	111	91.7%
Variety/availability of items in the Grind	19.1%	21	14.5%	16	15.5%	17	1.8%	2	1.8%	2	47.3%	52	110	93.1%
Courtesy, professionalism, and/or cooperation of the Grind personnel	23.4%	26	13.5%	15	14.4%	16	0.9%	1	1.8%	2	45.9%	51	111	95.0%
Line Speed	19.1%	21	14.5%	16	15.5%	17	3.6%	4	0.9%	1	46.4%	51	110	91.5%

**Physical Plant**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Exterior condition/appearance of buildings and of grounds	50.9%	59	34.5%	40	7.8%	9	4.3%	5	0.0%	0	2.6%	3	116	95.6%
Interior cleanliness and order of buildings and/or classrooms	58.3%	67	29.6%	34	8.7%	10	0.9%	1	0.0%	0	2.6%	3	115	99.1%
Overall quality of Physical Plant services provided	53.4%	62	38.8%	45	2.6%	3	1.7%	2	0.9%	1	2.6%	3	116	97.3%
Courtesy, professionalism, and/or cooperation of Physical Plant personnel	65.2%	75	27.0%	31	2.6%	3	2.6%	3	0.0%	0	2.6%	3	115	97.3%

**Security**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Personal security/safety at the College	60.9%	70	34.8%	40	4.3%	5	0.0%	0	0.0%	0	0.0%	0	115	100.0%
Visibility of security personnel in parking areas and buildings	59.6%	68	28.1%	32	9.6%	11	1.8%	2	0.9%	1	0.0%	0	114	97.4%
Courtesy, professionalism, and/or cooperation of Security personnel	66.4%	75	25.7%	29	5.3%	6	2.7%	3	0.0%	0	0.0%	0	113	97.3%

College Bookstore

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Hours of operation	36.8%	42	36.8%	42	9.6%	11	0.9%	1	0.0%	0	15.8%	18	114	99.0%
Quality/timeliness of communication regarding bookstore requests(textbook adoptions, graduation regalia, etc.	37.4%	43	33.9%	39	6.1%	7	0.0%	0	0.0%	0	22.6%	26	115	100.0%
Accessibility of book information on bookstore website	34.2%	39	30.7%	35	7.9%	9	0.0%	0	0.0%	0	27.2%	31	114	100.0%
Quality/timeliness of response to bookstore related requests	36.5%	42	31.3%	36	5.2%	6	0.0%	0	0.0%	0	27.0%	31	115	100.0%
Process for submitting textbook adoption form	29.6%	34	27.8%	32	6.1%	7	0.0%	0	0.9%	1	35.7%	41	115	98.6%
Overall quality of services provided	39.5%	45	40.4%	46	7.0%	8	0.0%	0	0.0%	0	13.2%	15	114	100.0%
Courtesy, professionalism, and/or cooperation of personnel	48.7%	56	33.0%	38	7.8%	9	0.0%	0	0.0%	0	10.4%	12	115	100.0%

**Special Projects**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses #	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality/timeliness of communication regarding construction, and/or other projects	19.5%	22	32.7%	37	18.6%	21	3.5%	4	0.0%	0	25.7%	29	113	95.2%
Courtesy, professionalism, and/or cooperation of Special Projects Director	25.0%	28	29.5%	33	16.1%	18	3.6%	4	0.9%	1	25.0%	28	112	94.0%

**Technology Services**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses #	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Overall Technology Service maintenance request process and timeliness of response	63.8%	74	30.2%	35	3.4%	4	0.0%	0	0.0%	0	2.6%	3	116	100.0%
Ability of Technology Services to diagnose problem and quality of hardware/software support	63.8%	74	27.6%	32	6.9%	8	0.0%	0	0.0%	0	1.7%	2	116	100.0%
Email services	60.9%	70	34.8%	40	2.6%	3	0.0%	0	0.0%	0	1.7%	2	115	100.0%
Courtesy, professionalism, and/or cooperation of Technology Services personnel	70.7%	82	25.0%	29	2.6%	3	0.0%	0	0.0%	0	1.7%	2	116	100.0%

**Overall Administrative Services Satisfaction**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
<b>OVERALL QUALITY OF ADMINISTRATIVE SERVICES PROVIDED</b>	<b>48.2%</b>	<b>55</b>	<b>45.6%</b>	<b>52</b>	<b>6.1%</b>	<b>7</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>114</b>	<b>100.0%</b>

**Institutional Advancement and External Affairs Marketing & Communications**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Accuracy, timeliness, and availability of VC information throughout campus	40.5%	45	50.5%	56	6.3%	7	1.8%	2	0.0%	0	0.9%	1	111	98.2%
Process for updating content on the VC website and in the Pirate Portal	31.8%	35	44.5%	49	10.9%	12	3.6%	4	0.0%	0	9.1%	10	110	96.0%
VC website's appearance, functionality, and ease of use	27.0%	30	43.2%	48	15.3%	17	8.1%	9	5.4%	6	0.9%	1	111	86.4%
Process for producing Victoria College course catalog and other publications	30.6%	34	41.4%	46	16.2%	18	0.0%	0	0.0%	0	11.7%	13	111	100.0%
Accuracy, timeliness, and usefulness of information in the weekly News Flush bulletin	48.6%	54	44.1%	49	6.3%	7	0.0%	0	0.0%	0	0.9%	1	111	100.0%
Process for submitting internal marketing requests and the response to such submissions	33.3%	37	36.9%	41	8.1%	9	6.3%	7	0.0%	0	15.3%	17	111	92.6%
Routine and regularly scheduled appearances of VC-related information in local media	39.1%	43	36.4%	40	12.7%	14	2.7%	3	2.7%	3	6.4%	7	110	94.2%
Overall quality of services provided	47.7%	52	40.4%	44	8.3%	9	1.8%	2	0.0%	0	1.8%	2	109	98.1%
Courtesy, professionalism, and/or cooperation of Marketing & Communications personnel	55.0%	61	36.0%	40	6.3%	7	0.9%	1	0.0%	0	1.8%	2	111	99.1%

**Call Center**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Hours of operation	50.9%	56	35.5%	39	2.7%	3	0.9%	1	0.0%	0	10.0%	11	110	99.0%
Overall quality of services provided	55.5%	61	34.5%	38	4.5%	5	0.0%	0	0.0%	0	5.5%	6	110	100.0%
Accuracy and timeliness for producing and distributing the internal phone directory and organizational charts	56.4%	62	33.6%	37	6.4%	7	0.9%	1	0.0%	0	2.7%	3	110	99.1%
Courtesy, professionalism, and/or cooperation of Call Center personnel	61.8%	68	28.2%	31	3.6%	4	0.9%	1	0.0%	0	5.5%	6	110	99.0%

**Printing & Mailroom Services**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of materials produced	57.1%	64	31.3%	35	3.6%	4	0.0%	0	0.0%	0	8.0%	9	112	100.0%
Variety of services provided	52.7%	59	33.9%	38	3.6%	4	0.0%	0	0.0%	0	9.8%	11	112	100.0%
Hours of operation	49.1%	55	34.8%	39	5.4%	6	0.0%	0	0.0%	0	10.7%	12	112	100.0%
Process for submitting print requests and the response to such submissions	56.8%	63	27.0%	30	3.6%	4	0.9%	1	0.0%	0	11.7%	13	111	99.0%
Quality of assistance of personnel	59.8%	67	26.8%	30	2.7%	3	0.9%	1	0.0%	0	9.8%	11	112	99.0%
Courtesy, professionalism, and/or cooperation of Printing and Mailroom Services personnel	64.3%	72	24.1%	27	2.7%	3	0.9%	1	0.0%	0	8.0%	9	112	99.0%

**Grant Development**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Clarity of communication of grant development and post-award procedures	36.0%	40	21.6%	24	11.7%	13	2.7%	3	0.0%	0	27.9%	31	111	96.3%
Relevance and timeliness of assistance with funding opportunity information, proposal development, and post-award procedures	37.3%	41	20.0%	22	11.8%	13	1.8%	2	0.0%	0	29.1%	32	110	97.4%
Quantity and quality of grant development training activities	35.5%	39	18.2%	20	13.6%	15	0.9%	1	0.0%	0	31.8%	35	110	98.7%
Overall quality of services provided	37.8%	42	19.8%	22	11.7%	13	1.8%	2	0.0%	0	28.8%	32	111	97.5%
Courtesy, professionalism, and/or cooperation of Grants Development personnel	49.5%	54	14.7%	16	11.9%	13	0.9%	1	0.0%	0	22.9%	25	109	98.8%

**VC Foundation**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Aware of what the Victoria College Foundation has to offer in regards to faculty, staff, students and community.	43.8%	49	34.8%	39	9.8%	11	2.7%	3	0.9%	1	8.0%	9	112	96.1%
Quality and usefulness of Victoria College Foundation online scholarship application process.	42.9%	48	27.7%	31	9.8%	11	0.9%	1	0.0%	0	18.8%	21	112	98.9%
Overall quality of services provided	46.8%	52	32.4%	36	9.0%	10	0.9%	1	0.0%	0	10.8%	12	111	99.0%
Courtesy, professionalism, and/or cooperation of VC Foundation personnel	56.3%	63	25.9%	29	8.0%	9	0.9%	1	0.0%	0	8.9%	10	112	99.0%

**Overall Advancement & External Affairs Satisfaction**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Overall Quality of Communication/Cooperation between Institutional Advancement & External Affairs with the rest of the college	45.0%	50	37.8%	42	9.0%	10	0.9%	1	0.0%	0	7.2%	8	111	99.0%

**Student Services Admissions and Records/Welcome Center**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
<b>Overall registration process</b>	25.5%	28	33.6%	37	12.7%	14	0.0%	0	0.0%	0	28.2%	31	110	100.0%
<b>Ease and convenience for submitting forms (grade changes, course substitutions, etc.)</b>	24.5%	27	29.1%	32	10.0%	11	0.0%	0	0.0%	0	36.4%	40	110	100.0%
<b>Quality and timeliness of information provided by staff</b>	29.4%	32	37.6%	41	11.0%	12	1.8%	2	0.9%	1	19.3%	21	109	96.6%
<b>Courtesy, professionalism, and/or cooperation of Admissions and Records/Welcome Center personnel</b>	40.9%	45	38.2%	42	7.3%	8	0.9%	1	0.0%	0	12.7%	14	110	99.0%

**Advising and Counseling Services**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of faculty advisors update sessions	18.2%	20	30.0%	33	17.3%	19	3.6%	4	1.8%	2	29.1%	32	110	92.3%
Quality/adequacy and timeliness of information provided by advisors for students with disabilities	21.3%	23	28.7%	31	11.1%	12	0.9%	1	0.9%	1	37.0%	40	108	97.1%
Advising for course selection	19.1%	21	29.1%	32	13.6%	15	8.2%	9	4.5%	5	25.5%	28	110	82.9%
Courtesy, professionalism, and/or cooperation of Advising and Counseling Services personnel	33.6%	37	42.7%	47	11.8%	13	0.9%	1	1.8%	2	9.1%	10	110	97.0%
Overall satisfaction with the Substitute Workshop services	19.1%	21	19.1%	21	11.8%	13	0.0%	0	0.0%	0	50.0%	55	110	100.0%
Ease and convenience of submitting Instructor Withdraw Forms	27.3%	30	21.8%	24	10.9%	12	0.9%	1	0.0%	0	39.1%	43	110	98.5%

Have you referred students to the Annual Career Fair and its associated workshops (Interview Skills, Resume Writing)?

Value	Percent	Count
Yes	51.4%	56
No	22.0%	24
Not Applicable	26.6%	29
<b>Total</b>		<b>109</b>

Have you utilized the Substitute Workshop opportunities offered by the Advising & Counseling Services Office?

Value	Percent	Count
Yes	16.4%	18
No	39.1%	43
Not Applicable	44.5%	49
<b>Total</b>		<b>110</b>

Have you referred students to the Student Success Workshops (Time Management, Degree Planning, Conquering Math Anxiety, etc.)?

Value	Percent	Count
Yes	47.3%	52
No	26.4%	29
Not Applicable	26.4%	29
<b>Total</b>		<b>110</b>

#### Financial Aid

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality and usefulness of financial aid and scholarship information on VC web site	30.9%	34	38.2%	42	5.5%	6	1.8%	2	0.0%	0	23.6%	26	110	97.6%
Availability of office staff	33.6%	37	38.2%	42	3.6%	4	0.9%	1	0.0%	0	23.6%	26	110	98.8%
Courtesy, professionalism, and/or cooperation of Child Care Coordinator personnel	30.0%	33	21.8%	24	5.5%	6	0.0%	0	0.0%	0	42.7%	47	110	100.0%
Courtesy, professionalism, and/or cooperation of Financial Aid personnel	44.1%	49	34.2%	38	6.3%	7	0.0%	0	0.0%	0	15.3%	17	111	100.0%

**Student Activities and Student Center Operations**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
As a club advisor, quality of interaction with Director	17.3%	19	13.6%	15	8.2%	9	0.9%	1	2.7%	3	57.3%	63	110	91.5%
Room reservation procedures and setups including equipment	22.7%	25	22.7%	25	12.7%	14	3.6%	4	3.6%	4	34.5%	38	110	88.9%
Overall professionalism of Student Activities and Student Center Operations personnel	31.8%	35	29.1%	32	11.8%	13	2.7%	3	0.9%	1	23.6%	26	110	95.2%

**Testing**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of cooperation between Testing Center staff and faculty	28.2%	31	30.0%	33	9.1%	10	1.8%	2	0.0%	0	30.9%	34	110	97.4%
Quality of communication between Testing Center staff and faculty regarding availability of online class testing	24.5%	27	23.6%	26	10.0%	11	0.0%	0	0.9%	1	40.9%	45	110	98.5%
Convenience of meeting testing needs	22.0%	24	25.7%	28	8.3%	9	3.7%	4	0.9%	1	39.4%	43	109	92.4%
Method of registering online for DET, VCT/Department exam and TSI Assessment	20.4%	22	17.6%	19	7.4%	8	0.9%	1	0.9%	1	52.8%	57	108	96.1%
Courtesy, professionalism, and/or cooperation of Testing Center personnel	38.5%	42	24.8%	27	9.2%	10	3.7%	4	0.0%	0	23.9%	26	109	95.2%

Do you anticipate increasing the number of exams you have administered by the testing center in the next academic year?

Value	Percent	Count
Yes	7.5%	8
No	35.5%	38
Not applicable	57.0%	61
<b>Total</b>		<b>107</b>

**Tutoring**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality (knowledge) of tutors	18.2%	20	19.1%	21	7.3%	8	5.5%	6	0.9%	1	49.1%	54	110	87.5%
Academic progress of students who have utilized tutoring	16.4%	18	22.7%	25	9.1%	10	2.7%	3	0.0%	0	49.1%	54	110	94.6%
Efforts of Tutoring Coordinator to work with faculty	16.5%	18	21.1%	23	9.2%	10	1.8%	2	1.8%	2	49.5%	54	109	92.7%
Courtesy, professionalism, and/or cooperation of Tutor Center personnel	23.9%	26	28.4%	31	6.4%	7	4.6%	5	0.0%	0	36.7%	40	109	92.8%

Do you receive adequate information to refer students to the tutoring center?

Value	Percent	Count
Yes	39.8%	43
No	16.7%	18
Not applicable	43.5%	47
<b>Total</b>		<b>108</b>

**Pre-College Programs and Recruitment**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality and coordination of VC recruitment events such as: VC Info night, GenTex Day, Pirate Preview Days, Welding Rodeo, and campus tours.	30.6%	33	31.5%	34	7.4%	8	1.9%	2	0.0%	0	28.7%	31	108	97.4%
Efforts of staff to work with faculty to coordinate dual credit	25.0%	27	17.6%	19	6.5%	7	6.5%	7	0.9%	1	43.5%	47	108	86.9%
Courtesy, professionalism, and/or cooperation of Pre-College Programs and Recruitment personnel	32.7%	35	29.0%	31	9.3%	10	2.8%	3	0.0%	0	26.2%	28	107	96.2%

**TRIO Student Support Services KEY Center**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Availability of information regarding TRIO Center-Supported Programs	27.5%	30	25.7%	28	2.8%	3	1.8%	2	1.8%	2	40.4%	44	109	93.8%
Academic progress of students who have utilized the TRIO center	25.7%	28	21.1%	23	2.8%	3	3.7%	4	0.9%	1	45.9%	50	109	91.5%
Courtesy, professionalism, and/or cooperation of TRIO Center personnel	35.2%	38	25.0%	27	3.7%	4	0.9%	1	0.9%	1	34.3%	37	108	97.2%

**Have you referred students to the TRIO Center-Student Support Services Program**

Value	Percent	Count
Yes	39.8%	43
No	25.0%	27
Not applicable	35.2%	38
<b>Total</b>		<b>108</b>

**Overall Student Services Satisfaction**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
<b>OVERALL QUALITY OF PROGRAMS/SERVICES PROVIDED BY STUDENT SERVICES</b>	28.0%	30	50.5%	54	9.3%	10	1.9%	2	0.0%	0	10.3%	11	107	97.9%

**Instructional Services Academic Foundations Division**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of cooperation between the Academic Foundations Division and the rest of the College	28.3%	30	29.2%	31	7.5%	8	6.6%	7	0.0%	0	28.3%	30	106	90.8%
Timeliness of information/ communication between the Academic Foundations Division and the rest of the college	26.7%	28	29.5%	31	9.5%	10	4.8%	5	0.0%	0	29.5%	31	105	93.2%

**Arts, Humanities and Social Science (AHS) Division**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of cooperation between the AHS Division and the rest of the College	27.4%	29	30.2%	32	5.7%	6	1.9%	2	0.9%	1	34.0%	36	106	95.7%
Timeliness of information/ communication between AHS Division and the rest of the college	25.7%	27	26.7%	28	8.6%	9	1.9%	2	1.0%	1	36.2%	38	105	95.5%

**Career and Technical Professions (CT) Division**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of cooperation between CT Division and the rest of the College	25.5%	27	36.8%	39	7.5%	8	2.8%	3	0.9%	1	26.4%	28	106	94.9%
Timeliness of information/ communication between CT Division and the rest of the College	25.5%	27	32.1%	34	9.4%	10	3.8%	4	0.9%	1	28.3%	30	106	93.4%

**Allied Health (AH) Division**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of cooperation between AH Division and the rest of the College	37.1%	36	35.1%	34	6.2%	6	0.0%	0	1.0%	1	20.6%	20	97	98.7%
Timeliness of information/ communication between AH Division and the rest of the College	34.4%	33	34.4%	33	8.3%	8	0.0%	0	1.0%	1	21.9%	21	96	98.7%

**Science, Mathematics and PE (SM) Division**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of cooperation between the SM Division and the rest of the College	25.5%	27	33.0%	35	8.5%	9	1.9%	2	0.0%	0	31.1%	33	106	97.3%
Timeliness of information/ communication between SM Division and the rest of the College	25.5%	27	31.1%	33	10.4%	11	0.9%	1	0.0%	0	32.1%	34	106	98.6%

**Workforce and Continuing Education(CE)**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of cooperation between CE and the rest of the College	34.0%	36	32.1%	34	7.5%	8	2.8%	3	0.0%	0	23.6%	25	106	96.3%
Timeliness of information/ communication between CE and the rest of the College	34.0%	36	31.1%	33	9.4%	10	0.9%	1	0.0%	0	24.5%	26	106	98.8%

**Library**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of cooperation between the Library and the rest of the College	33.0%	35	36.8%	39	10.4%	11	1.9%	2	0.0%	0	17.9%	19	106	97.7%
Timeliness of information/ communication between the Library and the rest of the College	30.5%	32	38.1%	40	8.6%	9	1.9%	2	1.0%	1	20.0%	21	105	96.4%
Quality of library instruction for your classes (class tours, specialized instruction, etc.)	21.9%	23	24.8%	26	5.7%	6	1.0%	1	0.0%	0	46.7%	49	105	98.2%
Quality of library collections in relation to your academic discipline	23.6%	25	28.3%	30	9.4%	10	0.0%	0	0.0%	0	38.7%	41	106	100.0%
Availability of online resources in your discipline	24.8%	26	28.6%	30	7.6%	8	1.0%	1	0.0%	0	38.1%	40	105	98.5%
Courtesy and helpfulness of Library staff	38.1%	40	31.4%	33	7.6%	8	2.9%	3	0.0%	0	20.0%	21	105	96.4%

Distance Education

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Number of Distance Education training opportunities that were applicable to my skill level and/or to my job requirement	14.3%	15	21.0%	22	11.4%	12	1.9%	2	1.0%	1	50.5%	53	105	94.2%
Availability of Distance Education personnel for 1 on 1 training sessions	12.4%	13	23.8%	25	9.5%	10	0.0%	0	0.0%	0	54.3%	57	105	100.0%
Quality of ITV class support	9.7%	10	17.5%	18	8.7%	9	1.0%	1	0.0%	0	63.1%	65	103	97.4%
Quality of assistance from Distance Education personnel	18.3%	19	24.0%	25	8.7%	9	0.0%	0	0.0%	0	49.0%	51	104	100.0%
Quality and overall usefulness of the Victoria College Learning Management System (Canvas)	12.4%	13	22.9%	24	9.5%	10	2.9%	3	1.9%	2	50.5%	53	105	90.4%
Canvas integration with Banner	13.3%	14	21.0%	22	12.4%	13	0.0%	0	1.0%	1	52.4%	55	105	98.0%
Amount of time Canvas system is available	14.3%	15	23.8%	25	13.3%	14	0.0%	0	1.0%	1	47.6%	50	105	98.2%
Transition to Canvas was handled professionally	19.3%	17	22.7%	20	12.5%	11	1.1%	1	0.0%	0	44.3%	39	88	98.0%
Courtesy, professionalism, and/or cooperation of Distance Education personnel	27.9%	29	27.9%	29	5.8%	6	1.0%	1	0.0%	0	37.5%	39	104	98.5%

**Gonzales Center**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of cooperation between Gonzales Center and the rest of the College	25.0%	26	30.8%	32	4.8%	5	0.0%	0	0.0%	0	39.4%	41	104	100.0%
Timeliness of information/communication between the Gonzales Center and the rest of the College	22.1%	23	29.8%	31	4.8%	5	2.9%	3	0.0%	0	40.4%	42	104	95.2%
Ability to assist with admission to VC registration for course, financial aid application, payment of fees, academic counseling, technology and computer issues	10.6%	11	23.1%	24	5.8%	6	0.0%	0	0.0%	0	60.6%	63	104	100.0%
Tutoring at the Gonzales Center	10.6%	11	9.6%	10	4.8%	5	1.0%	1	0.0%	0	74.0%	77	104	96.3%
The hours the tutoring center is available at the Gonzales Center	10.6%	11	9.6%	10	5.8%	6	0.0%	0	0.0%	0	74.0%	77	104	100.0%
The quality of tutors at the Gonzales tutoring center	9.6%	10	9.6%	10	4.8%	5	1.0%	1	0.0%	0	75.0%	78	104	96.2%
Testing at the Gonzales Center	11.7%	12	14.6%	15	4.9%	5	0.0%	0	0.0%	0	68.9%	71	103	100.0%
Knowledge/helpfulness of Gonzales Center staff in assisting with ITV courses	11.5%	12	14.4%	15	3.8%	4	1.0%	1	0.0%	0	69.2%	72	104	96.9%

**College Information Systems (Banner Support Group)**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Overall CIS service support request process and timeliness of response	44.8%	47	22.9%	24	2.9%	3	2.9%	3	0.0%	0	26.7%	28	105	96.1%
Ability of CIS to diagnose problem and quality of software support	42.9%	45	21.9%	23	3.8%	4	2.9%	3	0.0%	0	28.6%	30	105	96.0%
Courtesy, professionalism, and/or cooperation of CIS personnel	50.5%	53	23.8%	25	2.9%	3	1.0%	1	0.0%	0	21.9%	23	105	98.8%

**Institutional Effectiveness, Research, and Assessment**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality, accuracy, and usefulness of reports/publications	34.8%	39	39.3%	44	8.0%	9	4.5%	5	0.0%	0	13.4%	15	112	94.8%
Accessibility of information on web site	35.4%	40	40.7%	46	11.5%	13	0.9%	1	1.8%	2	9.7%	11	113	97.1%
Quality/timeliness of response to data request	37.5%	42	41.1%	46	8.9%	10	0.0%	0	0.0%	0	12.5%	14	112	100.0%
Support of college-wide and unit-level planning and assessment	33.9%	38	38.4%	43	9.8%	11	2.7%	3	0.0%	0	15.2%	17	112	96.8%
Courtesy, professionalism, and/or cooperation of personnel	46.4%	52	43.8%	49	2.7%	3	0.0%	0	0.0%	0	7.1%	8	112	100.0%

**Overall Instructional Services Satisfaction**

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
<b>OVERALL QUALITY OF COMMUNICATION/COOPERATION BETWEEN INSTRUCTIONAL SERVICES AND THE REST OF THE COLLEGE</b>	31.4%	33	54.3%	57	4.8%	5	0.0%	0	0.0%	0	9.5%	10	105	100.0%

**COLLEGE-WIDE**

College-wide efforts to maintain a workforce that is well-qualified to carry out the College's mission and meet its strategic objectives.	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Methods currently used to recruit new employees	20.6%	22	37.4%	40	28.0%	30	4.7%	5	0.9%	1	8.4%	9	107	93.9%
Quality of benefits and working conditions to retain employees	29.9%	32	48.6%	52	10.3%	11	8.4%	9	0.9%	1	1.9%	2	107	90.5%
Quality of technical training and/or educational opportunities for the development of employees	24.3%	26	55.1%	59	11.2%	12	5.6%	6	1.9%	2	1.9%	2	107	92.4%
Communication with employees about the salaries paid to employees and communication of the College's funding issues that affect salaries	27.1%	29	39.3%	42	21.5%	23	7.5%	8	1.9%	2	2.8%	3	107	90.4%
Quality of team work and communications within a department and on teams	35.2%	37	46.7%	49	10.5%	11	3.8%	4	1.0%	1	2.9%	3	105	95.1%
Communication across campus to help the campus connect and collaborate	24.3%	26	45.8%	49	16.8%	18	8.4%	9	2.8%	3	1.9%	2	107	88.6%
Quality of the employee newsletter, Campus Connection	38.3%	41	43.0%	46	14.0%	15	2.8%	3	0.0%	0	1.9%	2	107	97.1%

To the extent that funding permits, please rate College efforts to provide and support up-to-date equipment and training for administrative, instructional, and student computer technology needs.	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
College efforts to provide for ADMINISTRATIVE computer technology needs	27.4%	29	43.4%	46	17.0%	18	2.8%	3	0.0%	0	9.4%	10	106	96.9%

<b>College efforts to provide for INSTRUCTIONAL computer technology needs</b>	<b>22.6%</b>	<b>24</b>	<b>36.8%</b>	<b>39</b>	<b>13.2%</b>	<b>14</b>	<b>6.6%</b>	<b>7</b>	<b>0.0%</b>	<b>0</b>	<b>20.8%</b>	<b>22</b>	<b>106</b>	<b>91.7%</b>
<b>College efforts to provide for STUDENT computer technology needs</b>	<b>21.7%</b>	<b>23</b>	<b>36.8%</b>	<b>39</b>	<b>12.3%</b>	<b>13</b>	<b>15.1%</b>	<b>16</b>	<b>0.9%</b>	<b>1</b>	<b>13.2%</b>	<b>14</b>	<b>106</b>	<b>81.5%</b>

Victoria College Institutional Effectiveness (IE) Planning and Assessment	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses #	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
	The VC Operational Planning & Assessment process (unit plans) as a useful planning, budgeting, and decision making tool	22.4%	24	28.0%	30	19.6%	21	6.5%	7	0.9%	1	22.4%	24	107
The VC Strategic Planning process as a useful process of institutional improvement	22.4%	24	36.4%	39	22.4%	24	2.8%	3	0.9%	1	15.0%	16	107	95.6%
The VC Facilities Master Planning process as a useful process of institutional improvement	19.6%	21	37.4%	40	21.5%	23	0.0%	0	0.9%	1	20.6%	22	107	98.8%

Victoria College Quality Enhancement Plan (QEP)	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
What is your level of satisfaction with the information you receive about QEP and its ongoing development?	27.4%	29	34.9%	37	21.7%	23	2.8%	3	1.9%	2	11.3%	12	106	94.7%
Are you satisfied with the quality of professional development in active learning and student engagement through the QEP efforts?	27.6%	29	41.9%	44	12.4%	13	2.9%	3	1.9%	2	13.3%	14	105	94.5%
Are you satisfied with the number of professional development opportunities available through the QEP efforts?	27.4%	29	41.5%	44	16.0%	17	2.8%	3	0.9%	1	11.3%	12	106	95.7%
QEP efforts have been useful in supporting the use of active learning strategies into my position on the VC campus.	27.4%	29	36.8%	39	16.0%	17	0.9%	1	2.8%	3	16.0%	17	106	95.5%

Leo J. Welder Center for the Performing Arts	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Overall experience with customer service as a member of the audience	31.1%	32	36.9%	38	5.8%	6	0.0%	0	0.0%	0	26.2%	27	103	100.0%
Overall experience with the booking process, A/V, lighting and sound services offered to organizers of events	26.0%	27	26.9%	28	6.7%	7	0.0%	0	0.0%	0	40.4%	42	104	100.0%
Quality and diversity of items offered in the concessions bar	26.2%	27	24.3%	25	11.7%	12	1.0%	1	0.0%	0	36.9%	38	103	98.5%
Courtesy, professionalism and cooperation of staff	35.9%	37	35.0%	36	5.8%	6	0.0%	0	1.0%	1	22.3%	23	103	98.8%

Museum of the Coastal Bend	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality and variety of exhibits offered	36.2%	38	34.3%	36	8.6%	9	0.0%	0	0.0%	0	21.0%	22	105	100.0%
Quality and variety of educational/public programs offered	35.2%	37	36.2%	38	7.6%	8	0.0%	0	0.0%	0	21.0%	22	105	100.0%
Courtesy, professionalism and cooperation of staff	42.7%	44	31.1%	32	3.9%	4	0.0%	0	1.0%	1	21.4%	22	103	98.8%

Have you utilized the museum's tour services for your students, or used the museum's classroom resources?

Value	Percent	Count
Yes	6.7%	7
No	43.8%	46
N/A	49.5%	52
<b>Total</b>		<b>105</b>

I work in the following capacity at the College:

Value	Percent	Count
Full-time Faculty	41.2%	42
Part-Time Faculty	1.0%	1
Administrative/Clerical Staff	27.5%	28
Physical Plant Staff	3.9%	4
Administrative/Mid-Management Staff	26.5%	27
<b>Total</b>		<b>102</b>

Please rank your preference for receiving communications from 1-9,  
1(MOST Preferred) - 9(LEAST Preferred):

Overall Rank	Item	Total Respondents
1	Email	93
2	Text	90
3	Phone	86
4	Written	87
5	Portal	91
6	Website	92
7	Meeting	89
8	Social N	93
9	Other	58

If Other, please provide below:

Count	Response
1	NewsFlush
1	none