

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

ADMINISTRATIVE SERVICES

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
Business Office Services	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Quality of Business Office services provided	36	27.7	47	36.2	10	7.7	1	0.8	1	0.8	35	26.9	130	97.9
Courtesy, professionalism, and/or cooperation of Business Office personnel	42	32.3	31	23.8	9	6.9	3	2.3	0	0.0	45	34.6	130	96.5

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
Central Stores	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Quality of Central Store services provided	40	30.8	29	22.3	13	10.0	0	0.0	1	0.8	47	36.2	130	98.8
Courtesy, professionalism, and/or cooperation of Central Store personnel	42	32.3	22	16.9	6	4.6	1	0.8	0	0.0	59	45.4	130	98.6

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
College Bookstore	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Quality of Bookstore services provided	50	38.5	38	29.2	12	9.2	3	2.3	1	0.8	26	20.0	130	96.2
Courtesy, professionalism, and/or cooperation of Bookstore personnel	53	40.8	30	23.1	7	5.4	1	0.8	1	0.8	38	29.2	130	97.8

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
Purchasing Department	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Quality of Purchasing Office services provided.	34	26.2	38	29.2	7	5.4	2	1.5	2	1.5	47	36.2	130	95.2
Courtesy, professionalism, and/or cooperation of Purchasing personnel	40	30.8	27	20.8	9	6.9	0	0.0	1	0.8	53	40.8	130	98.7

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
Payment Center	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Quality of Payment Center services provided.	35	26.9	32	24.6	6	4.6	1	0.8	2	1.5	54	41.5	130	96.1
Courtesy, professionalism, and/or cooperation of Payment Center personnel	36	27.7	25	19.2	6	4.6	1	0.8	0	0.0	62	47.7	130	98.5

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
Human Resources	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Quality and efficiency of employee benefits enrollment process and payroll services	44	33.8	58	44.6	10	7.7	5	3.8	1	0.8	12	9.2	130	94.9
Communication of College policies and revisions	42	32.3	56	43.1	16	12.3	4	3.1	1	0.8	11	8.5	130	95.8
Quality of staffing practices, including recruiting, hiring, and orienting employees	35	26.9	56	43.1	13	10.0	6	4.6	3	2.3	17	13.1	130	92.0
Satisfaction with the online features like ERS Online, United Health Care Access, HealthSelect Personal Health Manager, or the TRS member web site	33	25.4	62	47.7	17	13.1	2	1.5	1	0.8	15	11.5	130	97.4
Courtesy, professionalism, and/or cooperation of Human Resources personnel	64	49.2	41	31.5	13	10.0	2	1.5	0	0.0	10	7.7	130	98.3

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Student Employment	#	%	#	%	#	%	#	%	#	%	#	%	#	
General office and computer skills of student workers employed in your area	27	20.8	33	25.4	6	4.6	1	0.8	0	0.0	63	48.5	130	98.5
Budget reports by Student Employment Coordinator	11	8.5	17	13.1	8	6.2	0	0.0	0	0.0	94	72.3	130	100.0
Courtesy, professionalism, and/or cooperation of Student Employment Coordinator personnel	24	18.5	25	19.2	6	4.6	1	0.8	0	0.0	74	56.9	130	98.2

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
The Cove/Subway	#	%	#	%	#	%	#	%	#	%	#	%	#	
Quality of products and services provided	21	16.2	40	30.8	23	17.7	4	3.1	2	1.5	40	30.8	130	93.3
Variety of Subway menu items	20	15.4	49	37.7	17	13.1	3	2.3	1	0.8	40	30.8	130	95.6
Affordability of Subway menu items	19	14.6	50	38.5	15	11.5	2	1.5	2	1.5	42	32.3	130	95.5
Variety/availability of items in the Cove	19	14.6	35	26.9	18	13.8	16	12.3	3	2.3	39	30.0	130	79.1
Courtesy, professionalism, and/or cooperation of Cove/Subway personnel	25	19.2	42	32.3	14	10.8	7	5.4	2	1.5	40	30.8	130	90.0

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Café Espresso	#	%	#	%	#	%	#	%	#	%	#	%	#	
Quality of products and services provided	15	11.5	37	28.5	7	5.4	2	1.5	0	0.0	69	53.1	130	96.7
Affordability of Café Espresso menu items	10	7.7	33	25.4	13	10.0	4	3.1	1	0.8	69	53.1	130	91.8
Variety/availability of items in the Café	13	10.0	38	29.2	7	5.4	3	2.3	0	0.0	69	53.1	130	95.1
Courtesy, professionalism, and/or cooperation of Café Espresso personnel	19	14.6	37	28.5	4	3.1	1	0.8	0	0.0	69	53.1	130	98.4

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
The Grind	#	%	#	%	#	%	#	%	#	%	#	%	#	
Quality of products and services provided	9	6.9	35	26.9	6	4.6	3	2.3	1	0.8	76	58.5	130	92.6
Affordability of Grind menu items	10	7.7	29	22.3	9	6.9	5	3.8	1	0.8	76	58.5	130	88.9
Variety/availability of items in the Grind	8	6.2	31	23.8	6	4.6	7	5.4	1	0.8	77	59.2	130	84.9
Courtesy, professionalism, and/or cooperation of Grind personnel	18	13.8	29	22.3	4	3.1	2	1.5	1	0.8	76	58.5	130	94.4

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Physical Plant	#	%	#	%	#	%	#	%	#	%	#	%	#	
Exterior condition/appearance of buildings and of grounds	68	52.3	35	26.9	9	6.9	3	2.3	0	0.0	15	11.5	130	97.4
Interior cleanliness and order of buildings and/or classrooms	70	53.8	33	25.4	9	6.9	3	2.3	0	0.0	15	11.5	130	97.4
Overall quality of Physical Plant services provided	72	55.4	37	28.5	5	3.8	0	0.0	0	0.0	16	12.3	130	100.0
Courtesy, professionalism, and/or cooperation of Physical Plant personnel	78	60.0	29	22.3	6	4.6	1	0.8	0	0.0	16	12.3	130	99.1

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
Security	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Personal security/safety at the College.	64	49.2	47	36.2	10	7.7	0	0.0	0	0.0	9	6.9	130	100.0
Visibility of Security personnel in parking areas and buildings	56	43.1	43	33.1	13	10.0	9	6.9	0	0.0	9	6.9	130	92.6
Courtesy, professionalism, and/or cooperation of Security personnel	71	54.6	42	32.3	8	6.2	0	0.0	0	0.0	9	6.9	130	100.0

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
Technology Services	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Overall Technology Services maintenance request process and timeliness of response	75	57.7	37	28.5	9	6.9	1	0.8	0	0.0	8	6.2	130	99.2
Ability of Technology Services to diagnose problem and quality of hardware/software support	77	59.2	30	23.1	11	8.5	1	0.8	2	1.5	9	6.9	130	97.5
E-mail services for faculty and staff	71	54.6	39	30.0	7	5.4	0	0.0	0	0.0	13	10.0	130	100.0
Courtesy, professionalism, and/or cooperation of Technology Services personnel	82	63.1	29	22.3	7	5.4	1	0.8	0	0.0	11	8.5	130	99.2

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
OVERALL QUALITY OF ADMINISTRATIVE SERVICES PROVIDED	54	41.5	52	40.0	9	6.9	3	2.3	1	0.8	11	8.5	130	96.6

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

Special Projects

SPECIAL PROJECTS	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Quality/timeliness of communication regarding construction, and/or other projects	21	16.2	37	28.5	15	11.5	8	6.2	0	0.0	49	37.7	130	90.1
Courtesy, professionalism, and/or cooperation of Special Projects Director	27	20.8	27	20.8	14	10.8	5	3.8	1	0.8	56	43.1	130	91.9

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

Institutional Effectiveness, Research, and Assessment

INSTITUTIONAL EFFECTIVENESS, RESEARCH AND ASSESSMENT	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Quality, accuracy, and usefulness of reports/publications	21	16.2	44	33.8	22	16.9	6	4.6	2	1.5	35	26.9	130	91.6
Accessibility of information on web site	21	16.2	42	32.3	24	18.5	5	3.8	1	0.8	37	28.5	130	93.5
Quality/timeliness of response to data requests	25	19.2	46	35.4	16	12.3	3	2.3	0	0.0	40	30.8	130	96.7
Support of college-wide and unit-level planning and assessment	21	16.2	51	39.2	14	10.8	6	4.6	1	0.8	37	28.5	130	92.5
Courtesy, professionalism, and/or cooperation of IERA personnel	37	28.5	45	34.6	11	8.5	2	1.5	1	0.8	34	26.2	130	96.9

* N/A was not included in calculation of % Not Dissatisfied

Victoria College
Faculty and Staff Opinion Survey Spring 2014
Marketing and Communications

Marketing and Communications	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
Marketing/Public Information	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Accuracy, timeliness, and availability of VC information throughout campus	39	30.0	56	43.1	13	10.0	7	5.4	1	0.8	14	10.8	130	93.1
Accuracy, timeliness, and availability of VC information throughout the VC web site	37	28.5	56	43.1	10	7.7	13	10.0	3	2.3	11	8.5	130	86.6
Quality of VC web site	28	21.5	55	42.3	21	16.2	12	9.2	4	3.1	10	7.7	130	86.7
Process for producing Victoria College course catalog and other publications	30	23.1	50	38.5	12	9.2	4	3.1	2	1.5	32	24.6	130	93.9
Accuracy, timeliness, and usefulness of information provided in the weekly News Flush bulletin	49	37.7	53	40.8	11	8.5	3	2.3	0	0.0	14	10.8	130	97.4
Process for submitting internal marketing requests and the response to such submissions.	37	28.5	38	29.2	9	6.9	8	6.2	3	2.3	35	26.9	130	88.4
Routine and regularly scheduled appearances of VC-related information in local media	35	26.9	48	36.9	16	12.3	8	6.2	1	0.8	22	16.9	130	91.7
Overall quality of services provided	36	27.7	65	50.0	8	6.2	5	3.8	0	0.0	16	12.3	130	95.6
Courtesy, professionalism and/or cooperation of Marketing personnel	56	43.1	46	35.4	7	5.4	2	1.5	0	0.0	19	14.6	130	98.2

Marketing and Communications	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
Call Center	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Hours of operation	34	26.2	42	32.3	11	8.5	1	0.8	1	0.8	41	31.5	130	97.8
Overall quality of services provided	39	30.0	40	30.8	9	6.9	1	0.8	0	0.0	41	31.5	130	98.9
Accuracy and timeliness for producing and distributing the internal phone directory and organizational charts	42	32.3	45	34.6	9	6.9	1	0.8	0	0.0	33	25.4	130	99.0
Courtesy, professionalism, and/or cooperation of Call Center personnel	48	36.9	39	30.0	8	6.2	1	0.8	0	0.0	34	26.2	130	99.0

Marketing and Communications	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
Printing & Mailroom Services	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Quality of materials produced	49	37.7	43	33.1	3	2.3	0	0.0	0	0.0	35	26.9	130	100.0
Variety of services provided	48	36.9	44	33.8	4	3.1	0	0.0	0	0.0	34	26.2	130	100.0
Hours of operation	43	33.1	47	36.2	4	3.1	0	0.0	0	0.0	36	27.7	130	100.0
Process for submitting print requests and the response to such submissions	48	36.9	44	33.8	3	2.3	0	0.0	0	0.0	35	26.9	130	100.0
Quality of assistance of personnel	56	43.1	38	29.2	4	3.1	0	0.0	0	0.0	32	24.6	130	100.0
Courtesy, professionalism, and/or cooperation of Print & Graphics personnel	61	46.9	37	28.5	3	2.3	0	0.0	0	0.0	29	22.3	130	100.0

* N/A was not included in calculation of % Not Dissatisfied

Victoria College
Faculty and Staff Opinion Survey Spring 2014
Institutional Advancement Office

Institutional Advancement Office	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total #	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Availability of information regarding grant or funding opportunities	28	21.5	42	32.3	12	9.2	1	0.8	3	2.3	44	33.8	130	95.3
Overall quality of services provided	28	21.5	39	30.0	12	9.2	1	0.8	1	0.8	49	37.7	130	97.5
Courtesy, professionalism and/or cooperation of Institutional Advancement Office personnel	37	28.5	36	27.7	10	7.7	1	0.8	0	0.0	46	35.4	130	98.8

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

Student Services

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Admissions and Records	#	%	#	%	#	%	#	%	#	%	#	%	#	
Overall registration process	21	16.2	40	30.8	8	6.2	3	2.3	2	1.5	56	43.1	130	93.2
Ease and convenience for submitting forms (grade changes, course substitutions, etc.)	24	18.5	46	35.4	6	4.6	2	1.5	2	1.5	50	38.5	130	95.0
Quality and timeliness of information provided by staff	28	21.5	46	35.4	9	6.9	2	1.5	1	0.8	44	33.8	130	96.5
Courtesy, professionalism, and/or cooperation of Admissions and Records/Welcome Center personnel	40	30.8	37	28.5	6	4.6	3	2.3	2	1.5	42	32.3	130	94.3

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Advising and Counseling Services	#	%	#	%	#	%	#	%	#	%	#	%	#	
Quality of faculty advisors update sessions	27	20.8	36	27.7	9	6.9	3	2.3	1	0.8	54	41.5	130	94.7
Quality/adequacy and timeliness of information provided by advisors for students with disabilities	34	26.2	38	29.2	4	3.1	2	1.5	1	0.8	51	39.2	130	96.2
Advising for course selection	26	20.0	42	32.3	5	3.8	8	6.2	2	1.5	47	36.2	130	88.0
Courtesy, professionalism, and/or cooperation of Advising and Counseling Services personnel	44	33.8	39	30.0	6	4.6	2	1.5	0	0.0	39	30.0	130	97.8

STUDENT SERVICES	Yes		No		Not Used		Total
Career Center	#	%	#	%	#	%	#
Have you referred students to the Annual Career Fair and its associated workshops (Interviewing Skills, Resume Writing)?	68	52.3	22	16.9	40	30.8	130

STUDENT SERVICES	Yes		No		Not Used		Total
Student Success Workshops	#	%	#	%	#	%	#
Have you referred students to the Student Success Workshops (Time Management, Degree Planning, Conquering Math Anxiety, etc.)?	63	48.5	22	16.9	45	34.6	130

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Financial Aid	#	%	#	%	#	%	#	%	#	%	#	%	#	
Quality and usefulness of financial aid and scholarship information on VC web site	28	21.5	40	30.8	7	5.4	0	0.0	0	0.0	55	42.3	130	100.0
Availability of office staff	27	20.8	38	29.2	4	3.1	2	1.5	0	0.0	59	45.4	130	97.2
Courtesy, professionalism, and/or cooperation of Child Care Coordinator personnel	26	20.0	27	20.8	2	1.5	0	0.0	0	0.0	75	57.7	130	100.0
Courtesy, professionalism, and/or cooperation of Financial Aid personnel	42	32.3	32	24.6	1	0.8	1	0.8	0	0.0	54	41.5	130	98.7

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Student Activities and Student Center Operations	#	%	#	%	#	%	#	%	#	%	#	%	#	
As a club advisor, quality of interaction with Director	21	16.2	15	11.5	9	6.9	3	2.3	0	0.0	82	63.1	130	93.8
Room reservation procedures and setups including equipment	27	20.8	34	26.2	7	5.4	3	2.3	1	0.8	58	44.6	130	94.4
Overall professionalism of Student Activities and Student Center Operations personnel	35	26.9	32	24.6	8	6.2	6	4.6	0	0.0	49	37.7	130	92.6

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Testing	#	%	#	%	#	%	#	%	#	%	#	%	#	
Quality of cooperation between Test Center and faculty	32	24.6	35	26.9	7	5.4	0	0.0	1	0.8	55	42.3	130	98.7
Quality of communication between Testing Center and faculty regarding availability of online class testing	29	22.3	28	21.5	8	6.2	0	0.0	1	0.8	64	49.2	130	98.5
Convenience of meeting testing needs	27	20.8	31	23.8	11	8.5	0	0.0	1	0.8	60	46.2	130	98.6
Method of registering online for DET, VCT/Department exam and TSI Assessment	22	16.9	26	20.0	5	3.8	2	1.5	1	0.8	74	56.9	130	94.6
Overall professionalism of Testing Center personnel	41	31.5	37	28.5	6	4.6	0	0.0	0	0.0	46	35.4	130	100.0

STUDENT SERVICES	Yes		No		Not Used		Total
Testing	#	%	#	%	#	%	#
Do you anticipate increasing the number of exams you have administered by the testing center in the next academic year?	14	10.8	35	26.9	81	62.3	130

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Tutoring	#	%	#	%	#	%	#	%	#	%	#	%	#	
Quality (knowledge) of tutors	25	19.2	33	25.4	11	8.5	0	0.0	0	0.0	61	46.9	130	100.0
Academic progress of students who have utilized tutoring	21	16.2	33	25.4	9	6.9	0	0.0	0	0.0	67	51.5	130	100.0
Efforts of Tutoring Coordinator to work with faculty	31	23.8	27	20.8	6	4.6	0	0.0	0	0.0	66	50.8	130	100.0
Courtesy, professionalism, and/or cooperation of Tutor Center personnel	40	30.8	34	26.2	5	3.8	0	0.0	0	0.0	51	39.2	130	100.0

STUDENT SERVICES	Yes		No		Not Used		Total
Tutoring	#	%	#	%	#	%	#
Do you take advantage of opportunities listed in the Faculty Brochure to increase awareness of Tutoring Services?	36	27.7	19	14.6	75	57.7	130

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Supplemental Instruction	#	%	#	%	#	%	#	%	#	%	#	%	#	
Quality (knowledge) of Supplemental Instruction leaders	16	12.3	13	10.0	1	0.8	0	0.0	0	0.0	100	76.9	130	100.0
Academic progress of students who have utilized Supplemental Instruction	17	13.1	10	7.7	2	1.5	0	0.0	0	0.0	101	77.7	130	100.0
Efforts of Supplemental Instruction Coordinator to work with faculty	19	14.6	8	6.2	1	0.8	0	0.0	0	0.0	102	78.5	130	100.0
Courtesy, professionalism, and/or cooperation of Supplemental Instruction personnel	23	17.7	8	6.2	1	0.8	0	0.0	0	0.0	98	75.4	130	100.0

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Pre-College Programs and Recruitment	#	%	#	%	#	%	#	%	#	%	#	%	#	
Quality of coordination of fall/spring VC Information Night	23	17.7	33	25.4	7	5.4	2	1.5	2	1.5	63	48.5	130	94.0
Efforts of staff to work with faculty to coordinate dual credit	18	13.8	28	21.5	4	3.1	3	2.3	2	1.5	75	57.7	130	90.9
Courtesy, professionalism and/or cooperation of Pre-College Programs and Recruitment personnel	28	21.5	31	23.8	6	4.6	2	1.5	1	0.8	62	47.7	130	95.6

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
TRiO Student Support Services KEY Center	#	%	#	%	#	%	#	%	#	%	#	%	#	
Availability of information regarding TRiO Center-Support Programs	20	15.4	17	13.1	8	6.2	0	0.0	2	1.5	83	63.8	130	95.7
Academic progress of students who have utilized TRiO center	20	15.4	15	11.5	6	4.6	1	0.8	2	1.5	86	66.2	130	93.2
Courtesy, professionalism and/or cooperation of TRiO Center personnel	29	22.3	20	15.4	4	3.1	0	0.0	0	0.0	77	59.2	130	100.0

STUDENT SERVICES	Yes		No		Not Used		Total
TRiO Student Support Services KEY Center	#	%	#	%	#	%	#
Have you referred students to the Trio Center-Student Support Services Program	30	23.1	26	20.0	74	56.9	130

Student Services	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%	#	
OVERALL QUALITY OF PROGRAMS/SERVICES PROVIDED BY STUDENT SERVICES	34	26.2	48	36.9	13	10.0	1	0.8	0	0.0	34	26.2	130	99.0

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

Instructional Services

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Academic Foundations Division														
Quality of cooperation between the Academic Foundations Division and the rest of the College	24	18.5	30	23.1	8	6.2	4	3.1	0	0.0	64	49.2	130	93.9
Timeliness of information/ communication between the Academic Foundations Division and the rest of the College	24	18.5	30	23.1	7	5.4	4	3.1	1	0.8	64	49.2	130	92.4

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Arts, Humanities and Social Science (AHS) Division														
Quality of cooperation between the AHS Division and the rest of the College	26	20.0	37	28.5	3	2.3	0	0.0	0	0.0	64	49.2	130	100.0
Timeliness of information/ communication between the AHS Division and the rest of the College	25	19.2	36	27.7	3	2.3	1	0.8	0	0.0	65	50.0	130	98.5

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Career, Health and Technical Professions (CHT) Division														
Quality of cooperation between the CHT Division and the rest of the College	27	20.8	40	30.8	3	2.3	1	0.8	0	0.0	59	45.4	130	98.6
Timeliness of information/ communication between the CHT Division and the rest of the College	27	20.8	38	29.2	4	3.1	2	1.5	0	0.0	59	45.4	130	97.2

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Science and Math Division														
Quality of cooperation between the SM Division and the rest of the College	27	20.8	34	26.2	3	2.3	2	1.5	0	0.0	64	49.2	130	97.0
Timeliness of information/ communication between the SM Division and the rest of the College	26	20.0	31	23.8	4	3.1	2	1.5	0	0.0	67	51.5	130	96.8

External Affairs	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Workforce and Continuing Education Division (CE)														
Quality of cooperation between CE Division and the rest of the College	28	21.5	30	23.1	10	7.7	7	5.4	0	0.0	55	42.3	130	90.7
Timeliness of information/ communication between CE Division and the rest of the College	31	23.8	27	20.8	9	6.9	8	6.2	1	0.8	54	41.5	130	88.2

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total #	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Library														
Quality of cooperation between the Library and the rest of the College	31	23.8	37	28.5	9	6.9	2	1.5	0	0.0	51	39.2	130	97.5
Timeliness of information/ communication between the Library and the rest of the College	32	24.6	33	25.4	10	7.7	2	1.5	0	0.0	53	40.8	130	97.4
Quality of library instruction for your classes (class tours, specialized instruction, etc.)	21	16.2	22	16.9	6	4.6	0	0.0	0	0.0	81	62.3	130	100.0
Quality of library collection in relation to your academic discipline.	21	16.2	29	22.3	5	3.8	1	0.8	0	0.0	74	56.9	130	98.2
Availability of online resources in your discipline.	23	17.7	24	18.5	9	6.9	1	0.8	1	0.8	72	55.4	130	96.6
Courtesy and helpfulness of Library staff	40	30.8	33	25.4	5	3.8	0	0.0	0	0.0	52	40.0	130	100.0

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total #	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Distance Education														
Number of Distance Education training opportunities that were applicable to my skill level and/or to my job requirement	13	10.0	21	16.2	11	8.5	5	3.8	0	0.0	80	61.5	130	90.0
Availability of Distance Education personnel for 1 on 1 training sessions	16	12.3	20	15.4	9	6.9	2	1.5	0	0.0	83	63.8	130	95.7
Quality of ITV class support	16	12.3	18	13.8	5	3.8	1	0.8	1	0.8	89	68.5	130	95.1
Quality of assistance from Distance Education personnel	20	15.4	23	17.7	11	8.5	0	0.0	1	0.8	75	57.7	130	98.2
Quality and overall usefulness of the Victoria College Learning Management System (Blackboard)	19	14.6	25	19.2	11	8.5	3	2.3	1	0.8	71	54.6	130	93.2
Blackboard integration with Banner	12	9.2	22	16.9	10	7.7	5	3.8	1	0.8	80	61.5	130	88.0
Other than the regularly scheduled maintenance hour, amount of time Blackboard system is available	23	17.7	27	20.8	8	6.2	0	0.0	0	0.0	72	55.4	130	100.0
Courtesy, professionalism and/or cooperation of personnel	33	25.4	23	17.7	4	3.1	1	0.8	1	0.8	68	52.3	130	96.8

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Gonzales Center														
Quality of cooperation between Gonzales Center and the rest of the college	30	23.1	22	16.9	5	3.8	0	0.0	0	0.0	73	56.2	130	100.0
Timeliness of information/communication between the Gonzales Center and the rest of the College	26	20.0	22	16.9	4	3.1	1	0.8	0	0.0	77	59.2	130	98.1
Ability to assist with admission to VC registration for course, financial aid application, payment of fees, academic counseling, technology and computer issues	18	13.8	16	12.3	5	3.8	0	0.0	0	0.0	91	70.0	130	100.0
Tutoring at the Gonzales Center	11	8.5	13	10.0	4	3.1	1	0.8	0	0.0	101	77.7	130	96.6
The hours the tutoring center is available at the Gonzales Center	12	9.2	13	10.0	4	3.1	1	0.8	0	0.0	100	76.9	130	96.7
The quality of tutors at the Gonzales tutoring center	13	10.0	11	8.5	4	3.1	1	0.8	0	0.0	101	77.7	130	96.6
Testing at the Gonzales Center	18	13.8	14	10.8	5	3.8	1	0.8	0	0.0	92	70.8	130	97.4
Knowledge/helpfulness of Gonzales Center staff in assisting with ITV courses	15	11.5	19	14.6	4	3.1	0	0.0	0	0.0	92	70.8	130	100.0

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not
	#	%	#	%	#	%	#	%	#	%	#	%	#	Dissatisfied*
Calhoun County Center														
Quality of cooperation between Calhoun County Center and the rest of the college	14	10.8	29	22.3	5	3.8	2	1.5	1	0.8	79	60.8	130	94.1
Timeliness of information/communication between the Calhoun County Center and the rest of the College	13	10.0	21	16.2	6	4.6	1	0.8	2	1.5	87	66.9	130	93.0
Ability to assist with admission to VC registration for course, financial aid application, payment of fees, academic counseling, technology and computer issues	11	8.5	16	12.3	4	3.1	0	0.0	1	0.8	98	75.4	130	96.9
Tutoring at the Calhoun County Center	12	9.2	12	9.2	6	4.6	0	0.0	0	0.0	100	76.9	130	100.0
The hours the tutoring center is available at the Calhoun County Center	10	7.7	11	8.5	5	3.8	0	0.0	0	0.0	104	80.0	130	100.0
The quality of tutors at the Calhoun County tutoring center	10	7.7	12	9.2	5	3.8	0	0.0	0	0.0	103	79.2	130	100.0
Testing at the Calhoun County Center	15	11.5	15	11.5	5	3.8	0	0.0	0	0.0	95	73.1	130	100.0
Knowledge/helpfulness of Calhoun County Center staff in assisting with ITV courses	13	10.0	18	13.8	4	3.1	0	0.0	1	0.8	94	72.3	130	97.2

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

INSTRUCTIONAL SERVICES Computer Information System (Banner Support Group)	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%	#	
Overall CIS service support request process and timeliness of response	38	29.2	30	23.1	6	4.6	1	0.8	1	0.8	54	41.5	130	97.4
Ability of CIS to diagnose problem and quality of software support	37	28.5	30	23.1	5	3.8	3	2.3	1	0.8	54	41.5	130	94.7
Courtesy, professionalism, and/or cooperation of CIS personnel	43	33.1	29	22.3	3	2.3	1	0.8	0	0.0	54	41.5	130	98.7

INSTRUCTIONAL SERVICES OVERALL QUALITY OF COMMUNICATION/ COOPERATION BETWEEN INSTRUCTIONAL SERVICES and THE REST OF THE COLLEGE	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%	#	
	37	28.5	45	34.6	10	7.7	2	1.5	0	0.0	36	27.7	130	97.9

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014
College-Wide**

COLLEGE-WIDE	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
College-wide efforts to maintain a workforce that is well-qualified to carry out the College's mission and meet its strategic objectives	#	%	#	%	#	%	#	%	#	%	#	%	#	
Methods currently used to recruit new employees	16	12.3	59	45.4	21	16.2	11	8.5	2	1.5	21	16.2	130	88.1
Quality of benefits and working conditions to retain employees	20	15.4	57	43.8	13	10.0	17	13.1	6	4.6	17	13.1	130	79.6
Quality of technical training and/or educational opportunities for the development of employees	15	11.5	53	40.8	28	21.5	15	11.5	2	1.5	17	13.1	130	85.0
Communication with employees about the salaries paid to employees, and communication of the College's funding issues that affect salaries	13	10.0	57	43.8	19	14.6	13	10.0	7	5.4	21	16.2	130	81.7
Quality of team work and communications within a department and on teams	20	15.4	57	43.8	20	15.4	3	2.3	6	4.6	24	18.5	130	91.5

COLLEGE-WIDE	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
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	#	%	#	%	#	%	#	%	#	%	#	%	#	
College efforts to provide for ADMINISTRATIVE computer technology needs	24	18.5	51	39.2	12	9.2	4	3.1	2	1.5	37	28.5	130	93.5
College efforts to provide for INSTRUCTIONAL computer technology needs	20	47.0	47	36.2	14	10.8	6	4.6	4	3.1	39	30.0	130	89.0
College efforts to provide for STUDENT computer technology needs	17	13.1	41	31.5	13	10.0	12	9.2	6	4.6	41	31.5	130	79.8

COLLEGE-WIDE	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Institutional Effectiveness (IE) Planning and Assessment	#	%	#	%	#	%	#	%	#	%	#	%	#	
The VC Operational Planning & Assessment process (units plans) as a useful planning, budgeting, and decision making tool	16	12.3	32	24.6	19	14.6	9	6.9	1	0.8	53	40.8	130	87.0
The VC Strategic Planning process as a useful process of institutional improvement.	17	13.1	33	25.4	18	13.8	12	9.2	2	1.5	48	36.9	130	82.9
The VC Facilities Master Planning process as a useful process of institutional improvement	17	13.1	32	24.6	15	11.5	7	5.4	2	1.5	57	43.8	130	87.7

* N/A was not included in calculation of % Not Dissatisfied

**Victoria College
Faculty and Staff Opinion Survey Spring 2014**

COLLEGE-WIDE	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Victoria College Quality Enhancement Plan (QEP)	#	%	#	%	#	%	#	%	#	%	#	%	#	
What is your level of satisfaction with the information you receive about QEP and its ongoing development?	27	24.8	51	46.8	22	20.2	6	5.5	2	1.8	1	0.9	109	92.6
Are you satisfied with the quality of professional development in active learning and student engagement through the QEP efforts?	28	26.4	41	38.7	17	16.0	8	7.5	4	3.8	8	7.5	106	87.8
Are you satisfied with the number of professional development opportunities available through the QEP efforts?	26	24.8	38	36.2	24	22.9	7	6.7	2	1.9	8	7.6	105	90.7
QEP efforts have been useful in supporting the use of active learning strategies into my position on the VC Campus	26	25.0	36	34.6	21	20.2	5	4.8	5	4.8	11	10.6	104	89.2

I work in the following capacity at the College:	#	%
Full-time Faculty	54	45.0
Part-Time Faculty	1	0.8
Administrative/Clerical Staff	39	32.5
Physical Plant Staff	7	5.8
Administrative/Mid-Management Staff	19	15.8
Total	120	

* N/A was not included in calculation of % Not Dissatisfied