

**ADMINISTRATIVE SERVICES**

<b>ADMINISTRATIVE SERVICES</b>	<b>Very Satisfied</b>		<b>Satisfied</b>		<b>Neutral</b>		<b>Dissatisfied</b>		<b>Very Dissatisfied</b>		<b>N/A</b>		<b>Total</b>	<b>% Not Dissatisfied*</b>
<b>Business Office Services</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	
Quality of Business Office services provided	32	29.4	33	30.3	5	4.6	2	1.8	0	0.0	37	33.9	109	<b>97.2</b>
Courtesy, professionalism, and/or cooperation of Business Office personnel	31	28.4	32	29.4	4	3.7	1	0.9	0	0.0	41	37.6	109	<b>98.5</b>

<b>ADMINISTRATIVE SERVICES</b>	<b>Very Satisfied</b>		<b>Satisfied</b>		<b>Neutral</b>		<b>Dissatisfied</b>		<b>Very Dissatisfied</b>		<b>N/A</b>		<b>Total</b>	<b>% Not Dissatisfied*</b>
<b>Central Stores</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	
Quality of Central Store services provided	33	30.3	30	27.5	4	3.7	0	0.0	0	0.0	42	38.5	109	<b>100.0</b>
Courtesy, professionalism, and/or cooperation of Central Store personnel	35	32.1	22	20.2	4	3.7	0	0.0	0	0.0	48	44.0	109	<b>100.0</b>

<b>ADMINISTRATIVE SERVICES</b>	<b>Very Satisfied</b>		<b>Satisfied</b>		<b>Neutral</b>		<b>Dissatisfied</b>		<b>Very Dissatisfied</b>		<b>N/A</b>		<b>Total</b>	<b>% Not Dissatisfied*</b>
<b>Purchasing Department</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	
Quality of Purchasing Office services provided.	30	27.5	30	27.5	7	6.4	0	0.0	0	0.0	42	38.5	109	<b>100.0</b>
Courtesy, professionalism, and/or cooperation of Purchasing personnel	33	30.3	26	23.9	3	2.8	0	0.0	0	0.0	47	43.1	109	<b>100.0</b>

<b>ADMINISTRATIVE SERVICES</b>	<b>Very Satisfied</b>		<b>Satisfied</b>		<b>Neutral</b>		<b>Dissatisfied</b>		<b>Very Dissatisfied</b>		<b>N/A</b>		<b>Total</b>	<b>% Not Dissatisfied*</b>
<b>Payment Center</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	
Quality of Payment Center services provided.	26	23.9	25	22.9	7	6.4	0	0.0	0	0.0	51	46.8	109	<b>100.0</b>
Courtesy, professionalism, and/or cooperation of Payment Center personnel	28	25.7	22	20.2	5	4.6	1	0.9	0	0.0	53	48.6	109	<b>98.2</b>

<b>ADMINISTRATIVE SERVICES</b>	<b>Very Satisfied</b>		<b>Satisfied</b>		<b>Neutral</b>		<b>Dissatisfied</b>		<b>Very Dissatisfied</b>		<b>N/A</b>		<b>Total</b>	<b>% Not</b>
<b>Human Resources</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>Dissatisfied*</b>
Quality and efficiency of employee benefits enrollment process and payroll services	41	37.6	42	38.5	11	10.1	4	3.7	0	0.0	11	10.1	109	<b>95.9</b>
Communication of College policies and revisions	32	29.4	49	45.0	11	10.1	7	6.4	1	0.9	9	8.3	109	<b>92.0</b>
Quality of staffing practices, including recruiting, hiring, and orienting employees	28	25.7	46	42.2	14	12.8	7	6.4	1	0.9	13	11.9	109	<b>91.7</b>
Satisfaction with the online features like ERS Online, United Health Care Access, HealthSelect Personal Health Manager, or the TRS member web site	31	28.4	42	38.5	15	13.8	3	2.8	2	1.8	16	14.7	109	<b>94.6</b>
Courtesy, professionalism, and/or cooperation of Human Resources personnel	56	51.4	38	34.9	4	3.7	2	1.8	0	0.0	9	8.3	109	<b>98.0</b>

<b>ADMINISTRATIVE SERVICES</b>	<b>Very Satisfied</b>		<b>Satisfied</b>		<b>Neutral</b>		<b>Dissatisfied</b>		<b>Very Dissatisfied</b>		<b>N/A</b>		<b>Total</b>	<b>% Not</b>
<b>Student Employment</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>Dissatisfied*</b>
General office and computer skills of student workers employed in your area	20	18.3	25	22.9	9	8.3	1	0.9	0	0.0	54	49.5	109	<b>98.2</b>
Budget reports by Student Employment Coordinator	7	6.4	12	11.0	9	9.0	0	0.0	0	0.0	81	74.3	109	<b>100.0</b>
Courtesy, professionalism, and/or cooperation of Student Employment Coordinator personnel	22	20.2	18	16.5	7	6.4	0	0.0	0	0.0	62	56.9	109	<b>100.0</b>

<b>ADMINISTRATIVE SERVICES</b>	<b>Very Satisfied</b>		<b>Satisfied</b>		<b>Neutral</b>		<b>Dissatisfied</b>		<b>Very Dissatisfied</b>		<b>N/A</b>		<b>Total</b>	<b>% Not</b>
<b>The Cove/Subway</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>Dissatisfied*</b>
Quality of products and services provided	13	11.9	43	39.4	11	10.1	4	3.7	4	3.7	34	31.2	109	<b>89.3</b>
Variety of Subway menu items	15	13.8	42	38.5	9	8.3	4	3.7	4	3.7	35	32.1	109	<b>89.2</b>
Affordability of Subway menu items	15	13.8	44	40.4	9	8.3	4	3.7	2	1.8	35	32.1	109	<b>91.9</b>
Variety/availability of items in the Cove	10	9.2	34	31.2	15	13.8	11	10.1	2	1.8	37	33.9	109	<b>81.9</b>
Courtesy, professionalism, and/or cooperation of Cove/Subway personnel	18	16.5	35	32.1	9	8.3	7	6.4	5	4.6	35	32.1	109	<b>83.8</b>

<b>ADMINISTRATIVE SERVICES</b>	<b>Very Satisfied</b>		<b>Satisfied</b>		<b>Neutral</b>		<b>Dissatisfied</b>		<b>Very Dissatisfied</b>		<b>N/A</b>		<b>Total</b>	<b>% Not Dissatisfied*</b>
<b>Café Espresso</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	
Quality of products and services provided	9	8.3	28	25.7	4	3.7	3	2.8	0	0.0	65	59.6	109	<b>93.2</b>
Affordability of Café Espresso menu items	8	7.3	23	21.1	10	9.2	2	1.8	0	0.0	66	60.6	109	<b>95.3</b>
Variety/availability of items in the Café	7	6.4	22	20.2	11	10.1	2	1.8	1	0.9	66	60.6	109	<b>93.0</b>
Courtesy, professionalism, and/or cooperation of Café Espresso personnel	13	11.9	23	21.1	8	7.3	1	0.9	1	0.9	63	57.8	109	<b>95.7</b>

<b>ADMINISTRATIVE SERVICES</b>	<b>Very Satisfied</b>		<b>Satisfied</b>		<b>Neutral</b>		<b>Dissatisfied</b>		<b>Very Dissatisfied</b>		<b>N/A</b>		<b>Total</b>	<b>% Not Dissatisfied*</b>
<b>The Grind</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	
Quality of products and services provided	13	11.9	20	18.3	9	8.3	2	1.8	0	0.0	65	59.6	109	<b>95.5</b>
Affordability of Grind menu items	12	11.0	18	16.5	9	8.3	2	1.8	3	2.8	65	59.6	109	<b>88.6</b>
Variety/availability of items in the Grind	11	10.1	19	17.4	9	8.3	4	3.7	1	0.9	65	59.6	109	<b>88.6</b>
Courtesy, professionalism, and/or cooperation of Grind personnel	19	17.4	18	16.5	7	6.4	0	0.0	0	0.0	65	59.6	109	<b>100.0</b>

<b>ADMINISTRATIVE SERVICES</b>	<b>Very Satisfied</b>		<b>Satisfied</b>		<b>Neutral</b>		<b>Dissatisfied</b>		<b>Very Dissatisfied</b>		<b>N/A</b>		<b>Total</b>	<b>% Not Dissatisfied*</b>
<b>Physical Plant</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	
Exterior condition/appearance of buildings and of grounds	46	42.2	45	41.3	4	3.7	2	1.8	0	0.0	12	11.0	109	<b>97.9</b>
Interior cleanliness and order of buildings and/or classrooms	48	44.0	41	37.6	4	3.7	3	2.8	0	0.0	13	11.9	109	<b>96.9</b>
Overall quality of Physical Plant services provided	54	49.5	38	34.9	3	2.8	1	0.9	0	0.0	13	11.9	109	<b>99.0</b>
Courtesy, professionalism, and/or cooperation of Physical Plant personnel	63	57.8	26	23.9	3	2.8	2	1.8	0	0.0	15	13.8	109	<b>97.9</b>

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
College Bookstore														
Hours of operation	30	27.5	35	32.1	6	5.5	1	0.9	0	0.0	37	33.9	109	100.0
Quality/timeliness of communication regarding bookstore requests(textbook adoptions, graduation regalia, etc.	34	31.2	31	28.4	4	3.7	0	0.0	0	0.0	40	36.7	109	100.0
Accessibility of book information on bookstore website	30	27.5	22	20.2	4	3.7	1	0.9	0	0.0	52	47.7	109	98.2
Quality/timeliness of response to bookstore related requests	33	30.3	25	22.9	5	4.6	0	0.0	0	0.0	46	42.2	109	100.0
Process for submitting textbook adoption form	24	22.0	21	19.3	5	4.6	2	1.8	0	0.0	57	52.3	109	96.2
Overall quality of services provided	37	33.9	35	32.1	7	6.4	0	0.0	0	0.0	30	27.5	109	100.0
Courtesy, professionalism, and/or cooperation of personnel	45	41.3	30	27.5	5	4.6	0	0.0	0	0.0	29	26.6	109	100.0

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Security														
Personal security/safety at the College.	46	42.2	42	38.5	9	8.3	2	1.8	0	0.0	10	9.2	109	98.0
Visibility of Security personnel in parking areas and buildings	43	39.4	35	32.1	14	12.8	7	6.4	1	0.9	9	8.3	109	92.0
Courtesy, professionalism, and/or cooperation of Security personnel	50	45.9	37	33.9	9	8.3	2	1.8	0	0.0	11	10.1	109	98.0

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Technology Services														
Overall Technology Services maintenance request process and timeliness of response	62	56.9	31	28.4	6	5.5	2	1.8	0	0.0	8	7.3	109	98.0
Ability of Technology Services to diagnose problem and quality of hardware/software support	60	55.0	33	30.3	5	4.6	1	0.9	1	0.9	9	8.3	109	98.0
E-mail services for faculty and staff	62	56.9	32	29.4	2	1.8	0	0.0	0	0.0	13	11.9	109	100.0
Courtesy, professionalism, and/or cooperation of Technology Services personnel	72	65.5	24	21.8	2	1.8	0	0.0	2	1.8	10	9.1	110	98.0

ADMINISTRATIVE SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%	#	
OVERALL QUALITY OF ADMINISTRATIVE SERVICES PROVIDED	44	40.4	49	45.0	6	5.5	0	0.0	0	0.0	10	9.2	109	<b>100.0</b>

**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	14	13.0	29	26.9	11	10.2	6	5.6	1	0.9	47	43.5	108	88.5
Courtesy, professionalism, and/or cooperation of Special Projects Director	16	14.8	32	29.6	7	6.5	6	5.6	1	0.9	46	42.6	108	88.7

### 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	27	25.7	29	27.6	14	13.3	4	3.8	1	1.0	30	28.6	105	<b>93.3</b>
Accessibility of information on web site	21	19.4	38	35.2	16	14.8	1	0.9	0	0.0	32	29.6	108	<b>98.7</b>
Quality/timeliness of response to data requests	26	24.1	32	29.6	8	7.4	1	0.9	1	0.9	40	37.0	108	<b>97.1</b>
Support of college-wide and unit-level planning and assessment	25	23.1	32	29.6	11	10.2	1	0.9	4	3.7	35	32.4	108	<b>93.2</b>
Courtesy, professionalism, and/or cooperation of IERA personnel	38	35.2	36	33.3	6	5.6	1	0.9	0	0.0	27	25.0	108	<b>98.8</b>

## Institutional Advancement and External Affairs

Institutional Advancement and External Affairs	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total #	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Accuracy, timeliness, and availability of VC information throughout campus	35	32.7	40	37.4	17	15.9	4	3.7	1	0.9	10	9.3	107	94.8
Accuracy, timeliness, and availability of VC information throughout the VC web site	30	28.0	36	33.6	12	11.2	15	14.0	2	1.9	12	11.2	107	82.1
Quality of VC web site	23	21.5	40	37.4	20	18.7	10	9.3	3	2.8	11	10.3	107	86.5
Process for producing Victoria College course catalog and other publications	27	25.2	37	34.6	10	9.3	5	4.7	0	0.0	28	26.2	107	93.7
Accuracy, timeliness, and usefulness of information provided in the weekly News Flush bulletin	36	33.6	44	41.1	7	6.5	5	4.7	2	1.9	13	12.1	107	92.6
Process for submitting internal marketing requests and the response to such submissions.	29	27.1	39	36.4	9	8.4	3	2.8	0	0.0	27	25.2	107	96.3
Routine and regularly scheduled appearances of VC-related information in local media	27	25.2	42	39.3	12	11.2	6	5.6	2	1.9	18	16.8	107	91.0
Overall quality of services provided	33	30.8	43	40.2	12	11.2	3	2.8	1	0.9	15	14.0	107	95.7
Courtesy, professionalism and/or cooperation of Marketing personnel	48	44.9	36	33.6	4	3.7	2	1.9	0	0.0	17	15.9	107	97.8

Institutional Advancement and External Affairs	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total #	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Call Center</b>														
Hours of operation	34	31.8	36	33.6	7	6.5	1	0.9	0	0.0	29	27.1	107	98.7
Overall quality of services provided	42	39.3	33	30.8	2	1.9	2	1.9	0	0.0	28	26.2	107	97.5
Accuracy and timeliness for producing and distributing the internal phone directory and organizational charts	42	39.3	37	34.6	4	3.7	0	0.0	0	0.0	24	22.4	107	100.0
Courtesy, professionalism, and/or cooperation of Call Center personnel	48	44.9	32	29.9	2	1.9	0	0.0	0	0.0	25	23.4	107	100.0



Institutional Advancement and External Affairs	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied *
	#	%	#	%	#	%	#	%	#	%	#	%		
Printing & Mailroom Services														
Quality of materials produced	48	44.9	29	27.1	4	3.7	0	0.0	0	0.0	26	24.3	107	100.0
Variety of services provided	47	43.9	31	29.0	3	2.8	0	0.0	0	0.0	26	24.3	107	100.0
Hours of operation	44	41.1	33	30.8	5	4.7	0	0.0	0	0.0	25	23.4	107	100.0
Process for submitting print requests and the response to such submissions	46	43.0	25	23.4	5	4.7	2	1.9	0	0.0	29	27.1	107	97.4
Quality of assistance of personnel	47	43.9	29	27.1	5	4.7	0	0.0	0	0.0	26	24.3	107	100.0
Courtesy, professionalism, and/or cooperation of Print & Graphics personnel	50	46.7	27	25.2	6	5.6	0	0.0	0	0.0	24	22.4	107	100.0

Institutional Advancement and External Affairs	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied *
	#	%	#	%	#	%	#	%	#	%	#	%		
Grant Development														
Clarity of communication of grant development and post-award procedures	15	14.3	18	17.1	8	7.6	4	3.8	0	0.0	60	57.1	105	91.1
Relevance and timeliness of assistance with funding opportunity information, proposal development, and post-award procedures	13	12.4	17	16.2	9	8.6	5	4.8	0	0.0	61	58.1	105	88.6
Quantity and quality of grant development training activities	12	11.4	13	12.4	5	4.8	4	3.8	1	1.0	70	66.7	105	85.7
Overall quality of services provided	12	11.4	20	19.0	7	6.7	2	1.9	0	0.0	64	61.0	105	95.1
Courtesy, professionalism and/or cooperation of Grants Development personnel	24	22.9	15	14.3	7	6.7	0	0.0	0	0.0	59	56.2	105	100.0

Institutional Advancement and External Affairs	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied *
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>VC Foundation</b>														
Overall quality of services provided	28	26.7	23	21.9	3	2.9	1	1.0	0	0.0	50	47.6	105	<b>98.2</b>
Courtesy, professionalism and/or cooperation of Institutional Advancement Office personnel	33	22.0	20	13.3	48	32.0	1	0.7	0	0.0	48	32.0	105	<b>99.0</b>
Overall Quality of communication/Cooperation between Institutional Advancement & External Affairs with the rest of the college	28	26.7	32	30.5	7	6.7	3	2.9	0	0.0	35	33.3	105	<b>95.7</b>

## Student Services

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied *
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Admissions and Records</b>														
Overall registration process	19	18.1	25	23.8	12	11.4	3	2.9	0	0.0	46	43.8	105	<b>94.9</b>
Ease and convenience for submitting forms (grade changes, course substitutions, etc.)	20	19.0	26	24.8	8	7.6	3	2.9	0	0.0	48	45.7	105	<b>94.7</b>
Quality and timeliness of information provided by staff	21	20.0	29	27.6	8	7.6	5	4.8	0	0.0	42	40.0	105	<b>92.1</b>
Courtesy, professionalism, and/or cooperation of Admissions and Records/Welcome Center personnel	29	27.6	29	27.6	8	7.6	1	1.0	0	0.0	38	36.2	105	<b>98.5</b>

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied *
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Advising and Counseling Services</b>														
Quality of faculty advisors update sessions	18	17.1	29	27.6	10	9.5	5	4.8	1	1.0	42	40.0	105	<b>90.5</b>
Quality/adequacy and timeliness of information provided by advisors for students with disabilities	25	23.8	27	25.7	9	8.6	1	1.0	0	0.0	43	41.0	105	<b>98.4</b>
Advising for course selection	18	17.1	26	24.8	8	7.6	12	11.4	4	3.8	37	35.2	105	<b>76.5</b>
Courtesy, professionalism, and/or cooperation of Advising and Counseling Services personnel	32	30.5	30	28.6	6	5.7	2	1.9	2	1.9	33	31.4	105	<b>94.4</b>
Overall satisfaction with substitute Workshop Services	18	17.1	23	21.9	6	5.7	1	1.0	0	0.0	57	54.3	105	<b>97.9</b>
Ease and convenience of submitting Instructor Withdraw Forms	24	22.9	25	23.8	5	4.8	0	0.0	0	0.0	51	48.6	105	<b>100.0</b>

STUDENT SERVICES	Yes		No		Not Used		Total
	#	%	#	%	#	%	
<b>Advising and Counseling Services</b>							
Have you referred students to the Annual Career Fair and its associated workshops (Interviewing Skills, Resume Writing)?	42	40.0	21	20.0	42	40.0	105
Have you utilized the Substitute Workshop opportunities offered by the Advising & Counseling Services Office?	20	19.0	35	33.3	50	47.6	105
Have you referred students to the Student Success Workshops (Time Management, Degree Planning, Conquering Math Anxiety, etc.)?	38	36.2	21	20.0	46	43.8	105

STUDENT SERVICES Financial Aid	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total #	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Quality and usefulness of financial aid and scholarship information on VC web site	21	20.0	31	29.5	7	6.7	0	0.0	0	0.0	46	43.8	105	100.0
Availability of office staff	26	24.8	29	27.6	4	3.8	1	1.0	0	0.0	45	42.9	105	98.3
Courtesy, professionalism, and/or cooperation of Child Care Coordinator personnel	22	21.0	17	16.2	4	3.8	0	0.0	0	0.0	62	59.0	105	100.0
Courtesy, professionalism, and/or cooperation of Financial Aid personnel	30	28.6	30	28.6	3	2.9	0	0.0	0	0.0	42	40.0	105	100.0

STUDENT SERVICES Student Activities and Student Center Operations	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total #	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
As a club advisor, quality of interaction with Director	11	10.5	14	13.3	3	2.9	2	1.9	1	1.0	74	70.5	105	90.3
Room reservation procedures and setups including equipment	22	21.0	20	19.0	13	12.4	2	1.9	1	1.0	47	44.8	105	94.8
Overall professionalism of Student Activities and Student Center Operations personnel	33	31.4	26	24.8	8	7.6	1	1.0	1	1.0	36	34.3	105	97.1

STUDENT SERVICES Testing	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total #	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
Quality of cooperation between Test Center and faculty	26	24.8	21	20.0	9	8.6	3	2.9	0	0.0	46	43.8	105	94.9
Quality of communication between Testing Center and faculty regarding availability of online class testing	25	23.8	20	19.0	5	4.8	2	1.9	0	0.0	53	50.5	105	96.2
Convenience of meeting testing needs	23	21.9	21	20.0	5	4.8	4	3.8	0	0.0	52	49.5	105	92.5
Method of registering online for DET, VCT/Department exam and TSI Assessment	16	15.2	16	15.2	4	3.8	3	2.9	0	0.0	66	62.9	105	92.3
courtesy, professionalism, and/or cooperation of Testing Center personnel	30	28.6	24	22.9	6	5.7	1	1.0	2	1.9	42	40.0	105	95.2

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	13.3	28	26.7	63	60.0	105

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Tutoring	#	%	#	%	#	%	#	%	#	%	#	%	#	
Quality (knowledge) of tutors	18	17.1	20	19.0	4	3.8	4	3.8	0	0.0	59	56.2	105	91.3
Academic progress of students who have utilized tutoring	19	18.1	17	16.2	4	3.8	2	1.9	0	0.0	63	60.0	105	95.2
Efforts of Tutoring Coordinator to work with faculty	16	15.2	14	13.3	8	7.6	2	1.9	0	0.0	65	61.9	105	95.0
Courtesy, professionalism, and/or cooperation of Tutor Center personnel	23	21.9	21	20.0	3	2.9	1	1.0	0	0.0	57	54.3	105	97.9

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?	23	21.9	12	11.4	70	66.7	105

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
Supplemental Instruction	#	%	#	%	#	%	#	%	#	%	#	%	#	
Quality (knowledge) of Supplemental Instruction leaders	3	2.9	13	12.4	1	1.0	0	0.0	1	1.0	87	82.9	105	94.4
Academic progress of students who have utilized Supplemental Instruction	5	4.8	11	10.5	2	1.9	0	0.0	1	1.0	86	81.9	105	94.7
Efforts of Supplemental Instruction Coordinator to work with faculty	4	3.8	10	9.5	1	1.0	1	1.0	0	0.0	89	84.8	105	93.8
Courtesy, professionalism, and/or cooperation of Supplemental Instruction personnel	6	5.7	16	15.2	1	1.0	0	0.0	0	0.0	82	78.1	105	100.0

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Pre-College Programs and Recruitment</b>														
Quality of coordination of fall/spring VC Information Night	19	18.1	19	18.1	10	9.5	3	2.9	1	1.0	53	50.5	105	92.3
Efforts of staff to work with faculty to coordinate dual credit	15	14.3	17	16.2	7	6.7	3	2.9	0	0.0	63	60.0	105	92.9
Courtesy, professionalism and/or cooperation of Pre-College Programs and Recruitment personnel	26	24.8	23	21.9	7	6.7	2	1.9	1	1.0	46	43.8	105	94.9

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>TRiO Student Support Services KEY Center</b>														
Availability of information regarding TRiO Center-Support Programs	19	18.1	15	14.3	4	3.8	1	1.0	0	0.0	66	62.9	105	97.4
Academic progress of students who have utilized TRiO center	18	17.1	12	11.4	4	3.8	2	1.9	0	0.0	69	65.7	105	94.4
Courtesy, professionalism and/or cooperation of TRiO Center personnel	26	24.8	16	15.2	4	3.8	1	1.0	0	0.0	58	55.2	105	97.9

STUDENT SERVICES	Yes		No		Not Used		Total
	#	%	#	%	#	%	
<b>TRiO Student Support Services KEY Center</b>							
Have you referred students to the Trio Center-Student Support Services Program	31	29.5	23	21.9	51	48.6	105

STUDENT SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>OVERALL QUALITY OF PROGRAMS/SERVICES PROVIDED BY STUDENT SERVICES</b>														
OVERALL QUALITY OF PROGRAMS/SERVICES PROVIDED BY STUDENT SERVICES	27	25.7	38	36.2	13	12.4	0	0.0	0	0.0	27	25.7	105	100.0

## Instructional Services

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Academic Foundations Division</b>														
Quality of cooperation between the Academic Foundations Division and the rest of the College	19	18.1	19	18.1	8	7.6	4	3.8	2	1.9	53	50.5	105	88.5
Timeliness of information/ communication between the Academic Foundations Division and the rest of the College	16	15.2	21	20.0	10	9.5	3	2.9	1	1.0	54	51.4	105	92.2

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Arts, Humanities and Social Science (AHS) Division</b>														
Quality of cooperation between the AHS Division and the rest of the College	17	16.2	26	24.8	6	5.7	2	1.9	0	0.0	54	51.4	105	96.1
Timeliness of information/ communication between the AHS Division and the rest of the College	16	15.2	25	23.8	5	4.8	2	1.9	0	0.0	57	54.3	105	95.8

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Career, Health and Technical Professions (CHT) Division</b>														
Quality of cooperation between the CHT Division and the rest of the College	18	17.1	27	25.7	6	5.7	2	1.9	0	0.0	52	49.5	105	96.2
Timeliness of information/ communication between the CHT Division and the rest of the College	15	14.3	27	25.7	6	5.7	3	2.9	1	1.0	53	50.5	105	92.3

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Science and Math Division</b>														
Quality of cooperation between the SM Division and the rest of the College	17	16.2	26	24.8	6	5.7	1	1.0	0	0.0	55	52.4	105	98.0
Timeliness of information/ communication between the SM Division and the rest of the College	17	16.2	24	22.9	4	3.8	1	1.0	0	0.0	59	56.2	105	97.8

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Workforce and Continuing Education Division (CE)</b>														
Quality of cooperation between CE Division and the rest of the College	22	21.0	28	26.7	7	6.7	1	1.0	0	0.0	47	44.8	105	<b>98.3</b>
Timeliness of information/ communication between CE Division and the rest of the College	21	20.0	26	24.8	9	8.6	1	1.0	0	0.0	48	45.7	105	<b>98.2</b>

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Library</b>														
Quality of cooperation between the Library and the rest of the College	25	23.8	35	33.3	10	9.5	0	0.0	0	0.0	35	33.3	105	<b>100.0</b>
Timeliness of information/ communication between the Library and the rest of the College	21	20.0	37	35.2	7	6.7	0	0.0	0	0.0	40	38.1	105	<b>100.0</b>
Quality of library instruction for your classes (class tours, specialized instruction, etc.)	13	12.4	23	21.9	7	6.7	0	0.0	0	0.0	62	59.0	105	<b>100.0</b>
Quality of library collection in relation to your academic discipline.	18	17.1	24	22.9	8	7.6	0	0.0	2	1.9	53	50.5	105	<b>96.2</b>
Availability of online resources in your discipline.	16	15.2	26	24.8	7	6.7	1	1.0	1	1.0	54	51.4	105	<b>96.1</b>
Courtesy and helpfulness of Library staff	41	39.0	31	29.5	5	4.8	0	0.0	0	0.0	28	26.7	105	<b>100.0</b>



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	9	8.6	10	9.5	5	4.8	5	4.8	1	1.0	75	71.4	105	80.0
Availability of Distance Education personnel for 1 on 1 training sessions	10	9.5	11	10.5	4	3.8	1	1.0	0	0.0	79	75.2	105	96.2
Quality of ITV class support	9	8.6	10	9.5	3	2.9	0	0.0	0	0.0	83	79.0	105	100.0
Quality of assistance from Distance Education personnel	12	11.4	13	12.4	5	4.8	0	0.0	1	1.0	74	70.5	105	96.8
Quality and overall usefulness of the Victoria College Learning Management System (Blackboard)	9	8.6	14	13.3	8	7.6	2	1.9	0	0.0	72	68.6	105	93.9
Blackboard integration with Banner	7	6.7	12	11.4	6	5.7	2	1.9	2	1.9	76	72.4	105	86.2
Other than the regularly scheduled maintenance hour, amount of time Blackboard system is available	10	9.5	17	16.2	6	5.7	0	0.0	0	0.0	72	68.6	105	100.0
Courtesy, professionalism and/or cooperation of personnel	19	18.1	17	16.2	4	3.8	0	0.0	0	0.0	65	61.9	105	100.0

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	20	19.0	26	24.8	2	1.9	1	1.0	0	0.0	56	53.3	105	98.0
Timeliness of information/communication between the Gonzales Center and the rest of the College	20	19.0	22	21.0	2	1.9	1	1.0	0	0.0	60	57.1	105	97.8
Ability to assist with admission to VC registration for course, financial aid application, payment of fees, academic counseling, technology and computer issues	13	12.4	19	18.1	1	1.0	0	0.0	0	0.0	72	68.6	105	100.0
Tutoring at the Gonzales Center	8	7.6	12	11.4	2	1.9	0	0.0	0	0.0	83	79.0	105	100.0
The hours the tutoring center is available at the Gonzales Center	8	7.6	12	11.4	2	1.9	0	0.0	0	0.0	83	79.0	105	100.0
The quality of tutors at the Gonzales tutoring center	7	6.7	12	11.4	2	1.9	0	0.0	0	0.0	84	80.0	105	100.0
Testing at the Gonzales Center	9	8.6	16	15.2	2	1.9	0	0.0	0	0.0	78	74.3	105	100.0
Knowledge/helpfulness of Gonzales Center staff in assisting with ITV courses	13	12.4	16	15.2	1	1.0	0	0.0	0	0.0	75	71.4	105	100.0

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Calhoun County Center</b>														
Quality of cooperation between Calhoun County Center and the rest of the college	5	4.8	12	11.4	5	4.8	4	3.8	0	0.0	79	75.2	105	<b>84.6</b>
Timeliness of information/communication between the Calhoun County Center and the rest of the College	6	5.7	11	10.5	6	5.7	1	1.0	0	0.0	81	77.1	105	<b>95.8</b>
Ability to assist with admission to VC registration for course, financial aid application, payment of fees, academic counseling, technology and computer issues	3	2.9	5	4.8	6	5.7	0	0.0	0	0.0	91	86.7	105	<b>100.0</b>
Tutoring at the Calhoun County Center	2	1.9	6	5.7	4	3.8	0	0.0	0	0.0	93	88.6	105	<b>100.0</b>
The hours the tutoring center is available at the Calhoun County Center	1	1.0	7	6.7	4	3.8	0	0.0	0	0.0	93	88.6	105	<b>100.0</b>
The quality of tutors at the Calhoun County tutoring center	1	1.0	6	5.7	4	3.8	0	0.0	0	0.0	94	89.5	105	<b>100.0</b>
Testing at the Calhoun County Center	3	2.9	9	8.6	4	3.8	0	0.0	0	0.0	89	84.8	105	<b>100.0</b>
Knowledge/helpfulness of Calhoun County Center staff in assisting with ITV courses	6	5.7	6	5.7	3	2.9	1	1.0	0	0.0	89	84.8	105	<b>93.8</b>

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Computer Information System (Banner Support Group)</b>														
Overall CIS service support request process and timeliness of response	22	21.0	28	26.7	5	4.8	2	1.9	0	0.0	48	45.7	105	<b>96.5</b>
Ability of CIS to diagnose problem and quality of software support	21	20.0	24	22.9	8	7.6	1	1.0	0	0.0	51	48.6	105	<b>98.1</b>
Courtesy, professionalism, and/or cooperation of CIS personnel	31	29.5	22	21.0	5	4.8	0	0.0	0	0.0	47	44.8	105	<b>100.0</b>

INSTRUCTIONAL SERVICES	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
OVERALL QUALITY OF COMMUNICATION/ COOPERATION BETWEEN INSTRUCTIONAL SERVICES and THE REST OF THE COLLEGE	21	20.0	46	43.8	6	5.7	2	1.9	0	0.0	30	28.6	105	97.3

## College-Wide

COLLEGE-WIDE	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>College-wide efforts to maintain a workforce that is well-qualified to carry out the College's mission and meet its strategic objectives</b>														
Methods currently used to recruit new employees	13	12.5	39	37.5	26	25.0	7	6.7	1	1.0	18	17.3	104	<b>90.7</b>
Quality of benefits and working conditions to retain employees	19	18.3	43	41.3	18	17.3	15	14.4	3	2.9	6	5.8	104	<b>81.6</b>
Quality of technical training and/or educational opportunities for the development of employees	26	25.0	43	41.3	16	15.4	6	5.8	4	3.8	9	8.7	104	<b>89.5</b>
Communication with employees about the salaries paid to employees, and communication of the College's funding issues that affect salaries	15	14.4	34	32.7	28	26.9	13	12.5	2	1.9	12	11.5	104	<b>83.7</b>
Quality of team work and communications within a department and on teams	28	26.9	35	33.7	22	21.2	7	6.7	2	1.9	10	9.6	104	<b>90.4</b>
Communication across campus to help the campus connect and collaborate	18	17.3	33	31.7	21	20.2	18	17.3	6	5.8	8	7.7	104	<b>75.0</b>
Quality of the employee newsletter, Campus Connection	31	29.8	45	43.3	16	15.4	2	1.9	0	0.0	10	9.6	104	<b>97.9</b>

COLLEGE-WIDE	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>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</b>														
College efforts to provide for ADMINISTRATIVE computer technology needs	21	20.2	40	38.5	12	11.5	4	3.8	2	1.9	25	24.0	104	<b>92.4</b>
College efforts to provide for INSTRUCTIONAL computer technology needs	12	11.5	23	22.1	14	13.5	8	7.7	5	4.8	42	40.4	104	<b>79.0</b>
College efforts to provide for STUDENT computer technology needs	11	10.6	22	21.2	13	12.5	12	11.5	11	10.6	35	33.7	104	<b>66.7</b>

COLLEGE-WIDE	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Institutional Effectiveness (IE) Planning and Assessment</b>														
The VC Operational Planning & Assessment process (units plans) as a useful planning, budgeting, and decision making tool	10	9.6	19	18.3	15	14.4	8	7.7	1	1.0	51	49.0	104	<b>83.0</b>
The VC Strategic Planning process as a useful process of institutional improvement.	9	8.7	26	25.0	13	12.5	9	8.7	0	0.0	47	45.2	104	<b>84.2</b>
The VC Facilities Master Planning process as a useful process of institutional improvement	9	8.7	24	23.1	12	11.5	6	5.8	0	0.0	53	51.0	104	<b>88.2</b>

COLLEGE-WIDE	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Victoria College Quality Enhancement Plan (QEP)</b>														
What is your level of satisfaction with the information you receive about QEP and its ongoing development?	23	25.3	39	42.9	18	19.8	6	6.6	2	2.2	3	3.3	91	<b>90.9</b>
Are you satisfied with the quality of professional development in active learning and student engagement through the QEP efforts?	24	26.1	31	33.7	19	20.7	5	5.4	5	5.4	8	8.7	92	<b>88.1</b>
Are you satisfied with the number of professional development opportunities available through the QEP efforts?	27	29.3	39	42.4	13	14.1	7	7.6	2	2.2	4	4.3	92	<b>89.8</b>
QEP efforts have been useful in supporting the use of active learning strategies into my position on the VC Campus	21	23.6	31	34.8	18	20.2	5	5.6	5	5.6	9	10.1	89	<b>87.5</b>

COLLEGE-WIDE	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Leo J. Welder Center for the Performing Arts</b>														
Overall experience with customer service as a member of the audience	34	39.1	35	40.2	5	5.7	1	1.1	1	1.1	11	12.6	87	<b>97.4</b>
Overall experience with the booking process, A/V, lighting and sound services offered to organizers of events	17	23.6	25	34.7	6	8.3	1	1.4	1	1.4	22	30.6	72	<b>96.0</b>
Quality and diversity of items offered in the concessions bar	18	22.5	25	31.3	8	10.0	4	5.0	0	0.0	25	31.3	80	<b>92.7</b>
Courtesy, professionalism and cooperation of staff	39	43.8	33	37.1	6	6.7	3	3.4	0	0.0	8	9.0	89	<b>96.3</b>

COLLEGE-WIDE	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	% Not Dissatisfied*
	#	%	#	%	#	%	#	%	#	%	#	%		
<b>Museum of the Coastal Bend</b>														
Quality and variety of exhibits offered	23	28.8	27	33.8	10	12.5	0	0.0	0	0.0	20	25.0	80	100.0
Quality and variety of educational/public programs offered	24	30.4	23	29.1	12	15.2	0	0.0	0	0.0	20	25.3	79	100.0
Courtesy, professionalism and cooperation of staff	30	38.0	26	32.9	6	7.6	0	0.0	0	0.0	17	21.5	79	100.0
Have you utilized the museum's tour services for your students, or used the museum's classroom resources?	12	10.9	75	68.2	6	5.5	0	0.0	0	0.0	17	15.5	110	100.0

COLLEGE-WIDE	Yes		No		Not Used		Total
	#	%	#	%	#	%	
<b>Museum of the Coastal Bend</b>							
Have you utilized the museum's tour services for your students, or used the museum's classroom resources?	12	13.8	75	86.2	0	0.0	87

I work in the following capacity at the College:	#	%
Full-time Faculty	39	39.4
Part-Time Faculty	3	3.0
Administrative/Clerical Staff	38	38.4
Physical Plant Staff	4	4.0
Administrative/Mid-Management Staff	15	15.2
<b>Total</b>	<b>99</b>	