Report for 2019 VC Employee Survey

Response Counts

Completion Rate:	**90%**		
	Complete		117
	Partial		13

Totals: 130

1. Administrative Services: Quality of Services Provided

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Business Office Count Row %	53 41.4%	49 38.3%	6 4.7%	3 2.3%	1 0.8%	16 12.5%	128
Central Stores Count Row %	63 49.2%	36 28.1%	3 2.3%	0 0.0%	1 0.8%	25 19.5%	128
Purchasing Dept Count Row %	54 42.2%	46 35.9%	5 3.9%	2 1.6%	1 0.8%	20 15.6%	128
Payment Center Count Row %	53 41.4%	42 32.8%	7 5.5%	3 2.3%	1 0.8%	22 17.2%	128
Totals						512 100.0%	

2. Courtesy, professionalism, and/or cooperation of personnel

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Business Office Count Row %	57 44.2%	43 33.3%	8 6.2%	3 2.3%	1 0.8%	17 13.2%	129
Central Stores Count Row %	66 51.2%	33 25.6%	4 3.1%	0 0.0%	1 0.8%	25 19.4%	129
Purchasing Dept Count Row %	59 45.7%	39 30.2%	7 5.4%	2 1.6%	1 0.8%	21 16.3%	129
Payment Center Count Row %	53 41.1%	41 31.8%	6 4.7%	2 1.6%	2 1.6%	25 19.4%	129
Totals						516 100.0%	

3. The Cove/Subway

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality of products and services provided Count Row %	24 18.9%	39 30.7%	20 15.7%	10 7.9%	1 0.8%	33 26.0%	127
Variety of Subway menu items Count Row %	23 18.1%	41 32.3%	24 18.9%	4 3.1%	1 0.8%	34 26.8%	127
Value of Subway menu items Count Row %	23 18.1%	42 33.1%	24 18.9%	4 3.1%	0 0.0%	34 26.8%	127
Variety/availability of items in the Cove Count Row %	20 15.7%	43 33.9%	22 17.3%	7 5.5%	2 1.6%	33 26.0%	127
Courtesy, professionalism, and/or cooperation of Cove/Subway personnel Count Row %	35 27.6%	34 26.8%	19 15.0%	2 1.6%	2 1.6%	35 27.6%	127
Speed of Service Count Row %	25 19.8%	36 28.6%	21 16.7%	3 2.4%	6 4.8%	35 27.8%	126
Hours of Operation Count Row %	23 18.1%	38 29.9%	22 17.3%	6 4.7%	4 3.1%	34 26.8%	127
Totals						888 100.0%	

4. Cafe Espresso

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
Quality of products and services provided Count Row %	19 15.0%	35 27.6%	12 9.4%	3 2.4%	1 0.8%	57 44.9%		127
Value of Cafe Espresso items Count Row %	18 14.2%	36 28.3%	12 9.4%	3 2.4%	1 0.8%	57 44.9%		127
Variety/availability of items in the Cafe Espresso Count Row %	16 12.6%	35 27.6%	13 10.2%	5 3.9%	1 0.8%	57 44.9%		127
Courtesy, professionalism, and/or cooperation of Cafe Espresso personnel Count Row %	25 19.7%	34 26.8%	10 7.9%	1 0.8%	1 0.8%	56 44.1%		127
Speed of Service Count Row %	21 16.8%	33 26.4%	13 10.4%	3 2.4%	0 0.0%	55 44.0%		125
Hours of Operation Count Row %	17 13.4%	26 20.5%	19 15.0%	4 3.1%	4 3.1%	57 44.9%		127
Totals						760 100.0%		

5. The Grind

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality of products and services provided Count Row %	24 18.9%	37 29.1%	12 9.4%	2 1.6%	0 0.0%	52 40.9%	127
Value of Grind items Count Row %	21 16.7%	36 28.6%	13 10.3%	4 3.2%	0 0.0%	52 41.3%	126
Variety/availability of items in the Grind Count Row %	20 15.7%	36 28.3%	15 11.8%	4 3.1%	0 0.0%	52 40.9%	127
Courtesy, professionalism, and/or cooperation of the Grind personnel Count Row %	33 26.0%	31 24.4%	9 7.1%	2 1.6%	0 0.0%	52 40.9%	127
Speed of Service Count Row %	30 23.6%	33 26.0%	10 7.9%	2 1.6%	0 0.0%	52 40.9%	127
Hours of Operation Count Row %	25 19.8%	35 27.8%	12 9.5%	3 2.4%	1 0.8%	50 39.7%	126
Totals							760 100.0%

6. Physical Plant

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
Exterior condition/appearance of buildings and of grounds Count Row %	72 55.8%	41 31.8%	9 7.0%	2 1.6%	1 0.8%	4 3.1%		129
Interior cleanliness and order of buildings and/or classrooms Count Row %	67 51.9%	45 34.9%	6 4.7%	3 2.3%	3 2.3%	5 3.9%		129
Overall quality of Physical Plant services provided Count Row %	69 53.9%	48 37.5%	3 2.3%	2 1.6%	1 0.8%	5 3.9%		128
Courtesy, professionalism, and/or cooperation of Physical Plant personnel Count Row %	82 63.6%	34 26.4%	3 2.3%	1 0.8%	2 1.6%	7 5.4%		129
Quality/timeliness of communication regarding construction, and/or other projects Count Row %	78 60.5%	30 23.3%	6 4.7%	4 3.1%	2 1.6%	9 7.0%		129
Totals						644 100.0%		

7. College Bookstore

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Hours of operation Count Row %	50 39.7%	44 34.9%	5 4.0%	1 0.8%	1 0.8%	25 19.8%	126
Quality/timeliness of communication regarding bookstore requests(textbook adoptions, graduation regalia, etc. Count Row %	49 38.6%	38 29.9%	3 2.4%	1 0.8%	0 0.0%	36 28.3%	127
Accessibility of book information on bookstore website Count Row %	42 33.1%	34 26.8%	6 4.7%	1 0.8%	0 0.0%	44 34.6%	127
Quality/timeliness of response to bookstore related requests Count Row %	51 40.2%	36 28.3%	4 3.1%	1 0.8%	1 0.8%	34 26.8%	127
Process for submitting textbook adoption form Count Row %	42 33.1%	27 21.3%	5 3.9%	2 1.6%	0 0.0%	51 40.2%	127
Overall quality of services provided Count Row %	54 42.9%	49 38.9%	4 3.2%	1 0.8%	0 0.0%	18 14.3%	126
Courtesy, professionalism, and/or cooperation of personnel Count Row %	65 51.2%	41 32.3%	2 1.6%	1 0.8%	1 0.8%	17 13.4%	127
Totals						887 100.0%	

8. Security

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Personal security/safety at the College Count Row %	78 60.9%	36 28.1%	4 3.1%	3 2.3%	2 1.6%	5 3.9%	128
Visibility of security personnel in parking areas and buildings Count Row %	71 55.5%	39 30.5%	8 6.3%	2 1.6%	4 3.1%	4 3.1%	128
Courtesy, professionalism, and/or cooperation of Security personnel Count Row %	81 63.3%	32 25.0%	3 2.3%	5 3.9%	2 1.6%	5 3.9%	128
Totals						384 100.0%	

9. Technology Services

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Overall Technology Service maintenance request process and timeliness of response Count Row %	73 57.0%	45 35.2%	4 3.1%	2 1.6%	0 0.0%	4 3.1%	128
Ability of Technology Services to diagnose problem and quality of hardware/software support Count Row %	78 60.5%	40 31.0%	6 4.7%	1 0.8%	0 0.0%	4 3.1%	129
Email services Count Row %	72 55.8%	49 38.0%	3 2.3%	1 0.8%	0 0.0%	4 3.1%	129
Courtesy, professionalism, and/or cooperation of Technology Services personnel Count Row %	84 65.6%	34 26.6%	4 3.1%	1 0.8%	0 0.0%	5 3.9%	128
Totals						514 100.0%	

10. College Information Systems (Banner Support Group)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
Overall CIS service support request process and timeliness of response Count Row %	59 46.5%	32 25.2%	6 4.7%	0 0.0%	0 0.0%	30 23.6%		127
Ability of CIS to diagnose problem and quality of software support Count Row %	58 46.0%	29 23.0%	9 7.1%	0 0.0%	0 0.0%	30 23.8%		126
Courtesy, professionalism, and/or cooperation of CIS personnel Count Row %	63 50.0%	29 23.0%	5 4.0%	0 0.0%	0 0.0%	29 23.0%		126
Totals						379 100.0%		

11. Overall Adminstrative Services Satisfaction

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
OVERALL QUALITY OF ADMINISTRATIVE SERVICES PROVIDED Count Row %	62 48.1%	57 44.2%	4 3.1%	1 0.8%	1 0.8%	4 3.1%	129
Totals						129 100.0%	

13. Human Resources

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
Quality and efficiency of employee benefits enrollment process and payroll services Count Row %	60 46.9%	49 38.3%	6 4.7%	7 5.5%	3 2.3%	3 2.3%		128
Communication of College policies and revisions Count Row %	48 37.5%	57 44.5%	10 7.8%	6 4.7%	4 3.1%	3 2.3%		128
Quality of staffing practices, including recruiting, hiring, and orienting employees Count Row %	50 39.1%	44 34.4%	16 12.5%	10 7.8%	2 1.6%	6 4.7%		128
Satisfaction with the online features like ERS Online, United Health Care Access, HealthSelect Personal Health Manager, or the TRS member web site Count Row %	45 35.2%	52 40.6%	22 17.2%	2 1.6%	3 2.3%	4 3.1%		128
Courtesy, professionalism, and/or cooperation of Human Resources personnel Count Row %	65 50.8%	39 30.5%	10 7.8%	9 7.0%	2 1.6%	3 2.3%		128
Totals						640 100.0%		

14. Student Employment

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
General office and computer skills of student workers employed in your area Count Row %	32 25.4%	30 23.8%	9 7.1%	2 1.6%	1 0.8%	52 41.3%		126
Budget reports by Student Employment Coordinator Count Row %	23 18.4%	23 18.4%	10 8.0%	2 1.6%	0 0.0%	67 53.6%		125
Courtesy, professionalism, and/or cooperation of Student Employment Coordinator personnel Count Row %	32 25.4%	28 22.2%	6 4.8%	4 3.2%	1 0.8%	55 43.7%		126
Totals						377 100.0%		

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15. Overall Human Resources Satisfaction

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
OVERALL QUALITY OF HUMAN RESOURCES SERVICES PROVIDED Count Row %	51 40.5%	54 42.9%	11 8.7%	6 4.8%	2 1.6%	2 1.6%	126
Totals						126 100.0%	

17. Institutional Advancement and External Affairs Marketing & Communications

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Accuracy, timeliness, and availability of VC information throughout campus Count Row %	51 41.5%	48 39.0%	9 7.3%	5 4.1%	1 0.8%	9 7.3%	123
VC website's appearance, functionality, and ease of use Count Row %	45 36.6%	47 38.2%	17 13.8%	4 3.3%	6 4.9%	4 3.3%	123
Relevance and usefulness of the weekly "NewsFlush" bulletin Count Row %	58 47.2%	46 37.4%	10 8.1%	1 0.8%	2 1.6%	6 4.9%	123
Relevance and usefulness of the weekly "What You Need to Know" email Count Row %	48 39.0%	47 38.2%	18 14.6%	3 2.4%	0 0.0%	7 5.7%	123
Relevance and usefulness of the monthly "What's Your VC IQ?" game Count Row %	37 30.3%	38 31.1%	29 23.8%	6 4.9%	2 1.6%	10 8.2%	122
Relevance of the "Campus Connection" employee newsletter Count Row %	51 41.5%	54 43.9%	8 6.5%	1 0.8%	1 0.8%	8 6.5%	123
Process for submitting internal marketing requests and the response to such submissions Count Row %	49 39.8%	36 29.3%	12 9.8%	5 4.1%	3 2.4%	18 14.6%	123
Relevance and timeliness of emergency alerts Count Row %	64 52.0%	42 34.1%	8 6.5%	0 0.0%	0 0.0%	9 7.3%	123
Courtesy, professionalism, and/or cooperation of Marketing & Communications personnel Count Row %	70 56.9%	38 30.9%	4 3.3%	2 1.6%	1 0.8%	8 6.5%	123
Overall quality of services provided Count Row %	60 49.2%	46 37.7%	8 6.6%	2 1.6%	1 0.8%	5 4.1%	122
Totals						1228 100.0%	

18. Call Center

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
Overall quality of services provided Count Row %	57 46.3%	44 35.8%	5 4.1%	0 0.0%	1 0.8%	16 13.0%		123
Accuracy and timeliness for producing and distributing the internal phone directory and organizational charts Count Row %	53 43.4%	46 37.7%	7 5.7%	1 0.8%	1 0.8%	14 11.5%		122
Courtesy, professionalism, and/or cooperation of Call Center personnel Count Row %	69 56.1%	31 25.2%	6 4.9%	1 0.8%	1 0.8%	15 12.2%		123
Totals						368 100.0%		

19. Printing & Mailroom Services

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality of materials produced Count Row %	68 55.3%	38 30.9%	4 3.3%	0 0.0%	1 0.8%	12 9.8%	123
Variety of services provided Count Row %	62 50.8%	39 32.0%	6 4.9%	0 0.0%	1 0.8%	14 11.5%	122
Process for submitting print requests and the response to such submissions Count Row %	64 52.5%	37 30.3%	4 3.3%	1 0.8%	1 0.8%	15 12.3%	122
Courtesy, professionalism, and/or cooperation of Printing and Mailroom Services personnel Count Row %	76 62.3%	28 23.0%	4 3.3%	0 0.0%	1 0.8%	13 10.7%	122
Totals						489 100.0%	

20. Grants Development

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Availability and quality of general funding information (web page) Count Row %	41 33.6%	32 26.2%	11 9.0%	2 1.6%	1 0.8%	35 28.7%	122
Availability and quality of guides for project personnel (Pirate Portal) Count Row %	41 33.6%	25 20.5%	13 10.7%	2 1.6%	1 0.8%	40 32.8%	122
Availability and quality of technical training and assistance (in person) Count Row %	38 31.7%	24 20.0%	12 10.0%	3 2.5%	2 1.7%	41 34.2%	120
Attentiveness and collaboration during project planning (pre-award) Count Row %	39 32.0%	25 20.5%	9 7.4%	3 2.5%	2 1.6%	44 36.1%	122
Attentiveness and support during project management (post-award) Count Row %	41 33.6%	26 21.3%	9 7.4%	3 2.5%	1 0.8%	42 34.4%	122
Totals						608 100.0%	

21. VC Foundation

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Aware of what the Victoria College Foundation has to offer in regards to faculty, staff, students and community. Count Row %	56 45.5%	39 31.7%	14 11.4%	3 2.4%	1 0.8%	10 8.1%	123
Quality and usefulness of Victoria College Foundation online scholarship application process. Count Row %	50 40.7%	33 26.8%	11 8.9%	0 0.0%	1 0.8%	28 22.8%	123
Overall quality of services provided Count Row %	59 48.4%	40 32.8%	8 6.6%	1 0.8%	1 0.8%	13 10.7%	122
Courtesy, professionalism, and/or cooperation of VC Foundation personnel Count Row %	68 55.3%	33 26.8%	6 4.9%	1 0.8%	1 0.8%	14 11.4%	123
Totals						491 100.0%	

22. Workforce and Continuing Education(CE)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality of cooperation between CE and the rest of the College Count Row %	42 34.1%	33 26.8%	20 16.3%	7 5.7%	1 0.8%	20 16.3%	123
Timeliness of information/ communication between CE and the rest of the College Count Row %	41 33.3%	33 26.8%	20 16.3%	8 6.5%	0 0.0%	21 17.1%	123
Totals						246 100.0%	

23. Allied Health CE

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality of cooperation between CE and the rest of the College Count Row %	41 33.6%	34 27.9%	13 10.7%	6 4.9%	2 1.6%	26 21.3%	122
Timeliness of information/ communication between CE and the rest of the College Count Row %	38 30.9%	35 28.5%	14 11.4%	7 5.7%	2 1.6%	27 22.0%	123
Totals						245 100.0%	

24. Leo J. Welder Center for the Performing Arts

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Overall experience with customer service as a member of the audience Count Row %	50 40.7%	41 33.3%	9 7.3%	0 0.0%	0 0.0%	23 18.7%	123
Overall experience with the booking process, A/V, lighting and sound services offered to organizers of events Count Row %	38 31.1%	32 26.2%	9 7.4%	1 0.8%	0 0.0%	42 34.4%	122
Quality and diversity of items offered in the concessions bar Count Row %	37 30.1%	31 25.2%	18 14.6%	1 0.8%	0 0.0%	36 29.3%	123
Courtesy, professionalism and cooperation of staff Count Row %	55 45.1%	36 29.5%	10 8.2%	0 0.0%	0 0.0%	21 17.2%	122
Totals						490 100.0%	

25. Museum of the Coastal Bend

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
Quality and variety of exhibits offered Count Row %	40 32.5%	41 33.3%	12 9.8%	1 0.8%	0 0.0%	29 23.6%		123
Quality and variety of educational/public programs offered Count Row %	42 34.1%	39 31.7%	11 8.9%	0 0.0%	0 0.0%	31 25.2%		123
Courtesy, professionalism and cooperation of staff Count Row %	52 43.3%	33 27.5%	9 7.5%	0 0.0%	0 0.0%	26 21.7%		120
Totals						366 100.0%		

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

11% Yes

26% No
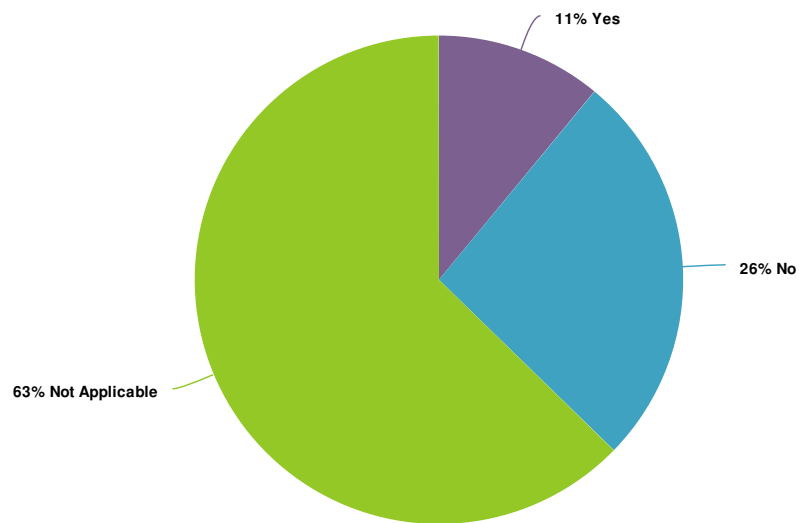
63% Not Applicable

Value		Percent	Responses
Yes		11.0%	13
No		26.3%	31
Not Applicable		62.7%	74
			Totals: 118

27. Conference & Education Center

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
As an audience member or attendee at events, your overall experience with customer service Count Row %	49 39.8%	42 34.1%	7 5.7%	1 0.8%	1 0.8%	23 18.7%	123
As an organizer of events, your overall experience with the booking process, A/V, catering, and other services Count Row %	37 30.1%	21 17.1%	8 6.5%	2 1.6%	0 0.0%	55 44.7%	123
Quality and diversity of food and beverage items offered for catering Count Row %	33 27.5%	32 26.7%	12 10.0%	5 4.2%	0 0.0%	38 31.7%	120
Courtesy, professionalism and cooperation of staff Count Row %	63 51.2%	30 24.4%	7 5.7%	4 3.3%	0 0.0%	19 15.4%	123
Totals						489 100.0%	

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28. Overall Advancement & External Affairs Satisfaction

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Overall Quality of Communication/Cooperation between Institutional Advancement & External Affairs with the rest of the college Count Row %	53 43.4%	43 35.2%	11 9.0%	0 0.0%	2 1.6%	13 10.7%	122
Totals						122 100.0%	

30. Student Services Admissions and Records/Welcome Center

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Overall registration process Count Row %	30 25.4%	36 30.5%	7 5.9%	3 2.5%	1 0.8%	41 34.7%	118
Ease and convenience for submitting forms (grade changes, course substitutions, etc.) Count Row %	31 26.1%	32 26.9%	7 5.9%	0 0.0%	2 1.7%	47 39.5%	119
Quality and timeliness of information provided by staff Count Row %	40 33.6%	40 33.6%	9 7.6%	0 0.0%	2 1.7%	28 23.5%	119
Courtesy, professionalism, and/or cooperation of Admissions and Records/Welcome Center personnel Count Row %	59 49.6%	37 31.1%	3 2.5%	1 0.8%	1 0.8%	18 15.1%	119
Totals						475 100.0%	

31. Advising and Counseling Services

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Courtesy, professionalism, and/or cooperation of Advising & Counseling Services personnel Count Row %	58 48.7%	33 27.7%	7 5.9%	3 2.5%	1 0.8%	17 14.3%	119
Advising for course selection Count Row %	29 24.6%	27 22.9%	14 11.9%	5 4.2%	4 3.4%	39 33.1%	118
Quality/adequacy and timeliness of information provided by advisors for students with disabilities Count Row %	35 29.4%	37 31.1%	6 5.0%	1 0.8%	2 1.7%	38 31.9%	119
Overall satisfaction with Veteran Support services Count Row %	25 21.0%	28 23.5%	12 10.1%	7 5.9%	3 2.5%	44 37.0%	119
Overall satisfaction with Counseling services Count Row %	38 31.9%	37 31.1%	9 7.6%	4 3.4%	0 0.0%	31 26.1%	119
Overall satisfaction with Wrap-Around Support services Count Row %	30 25.4%	38 32.2%	8 6.8%	2 1.7%	0 0.0%	40 33.9%	118
Overall satisfaction with Transfer Preparation services Count Row %	26 21.8%	28 23.5%	10 8.4%	3 2.5%	0 0.0%	52 43.7%	119
Overall satisfaction with Career Planning services Count Row %	27 22.7%	27 22.7%	11 9.2%	1 0.8%	2 1.7%	51 42.9%	119
Overall satisfaction of Navigate student software Count Row %	31 26.3%	28 23.7%	13 11.0%	1 0.8%	2 1.7%	43 36.4%	118
Overall satisfaction with ease and convenience of submitting Instructor Withdraw Form Count Row %	31 26.3%	33 28.0%	6 5.1%	1 0.8%	1 0.8%	46 39.0%	118
Totals						1186 100.0%	

32. Have you referred student to the Advising & Counseling office for Wrap-Around Services?
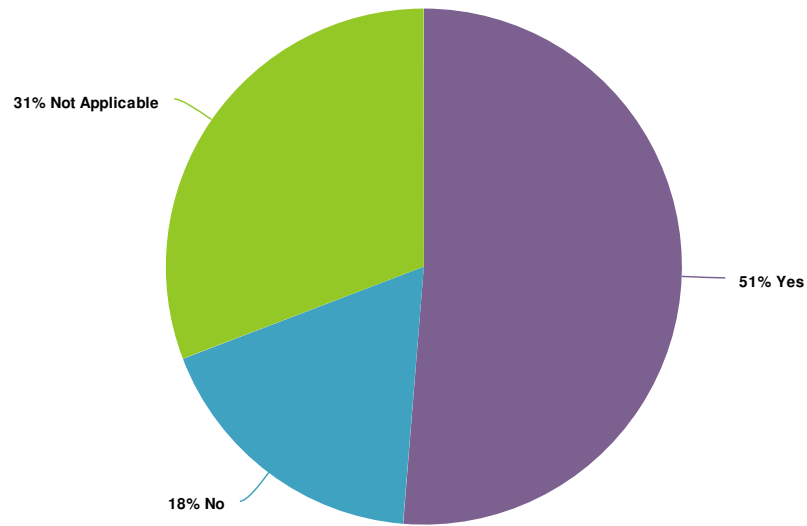
Value		Percent	Responses
Yes		51.3%	60
No		17.9%	21
Not Applicable		30.8%	36

Totals: 117

33. Financial Aid

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality and usefulness of financial aid and scholarship information on VC web site Count Row %	33 27.7%	36 30.3%	8 6.7%	0 0.0%	1 0.8%	41 34.5%	119
Availability of office staff Count Row %	35 29.4%	39 32.8%	8 6.7%	0 0.0%	1 0.8%	36 30.3%	119
Courtesy, professionalism, and/or cooperation of Child Care Coordinator personnel Count Row %	33 28.0%	24 20.3%	6 5.1%	0 0.0%	1 0.8%	54 45.8%	118
Courtesy, professionalism, and/or cooperation of Financial Aid personnel Count Row %	53 44.5%	31 26.1%	5 4.2%	0 0.0%	1 0.8%	29 24.4%	119
Totals						475 100.0%	

34

34. Student Activities and Student Center Operations

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
As a club advisor, quality of interaction with Director Count Row %	24 20.3%	15 12.7%	8 6.8%	0 0.0%	1 0.8%	70 59.3%		118
Room reservation procedures and setups including equipment Count Row %	31 26.3%	23 19.5%	8 6.8%	5 4.2%	1 0.8%	50 42.4%		118
Overall professionalism of Student Activities and Student Center Operations personnel Count Row %	45 38.5%	26 22.2%	15 12.8%	3 2.6%	0 0.0%	28 23.9%		117
Totals						353 100.0%		

35. Testing

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality of cooperation between Testing Center staff and faculty Count Row %	38 32.2%	30 25.4%	16 13.6%	2 1.7%	2 1.7%	30 25.4%	118
Quality of communication between Testing Center staff and faculty regarding availability of online class testing Count Row %	32 27.4%	30 25.6%	11 9.4%	1 0.9%	2 1.7%	41 35.0%	117
Convenience of meeting testing needs Count Row %	31 26.3%	33 28.0%	9 7.6%	2 1.7%	5 4.2%	38 32.2%	118
Method of registering online for DET, VCT/Department exam and TSI Assessment Count Row %	27 22.9%	26 22.0%	6 5.1%	2 1.7%	2 1.7%	55 46.6%	118
Courtesy, professionalism, and/or cooperation of Testing Center personnel Count Row %	48 41.4%	32 27.6%	13 11.2%	2 1.7%	2 1.7%	19 16.4%	116
Totals						587 100.0%	

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

16% Yes

28% No
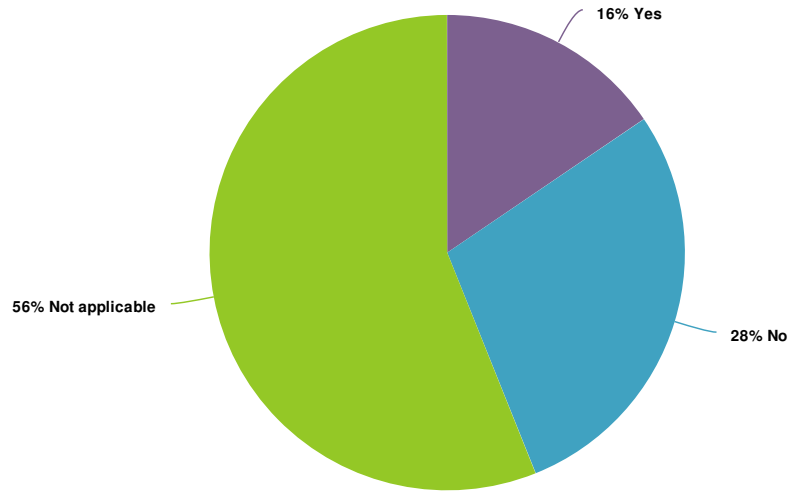
56% Not applicable

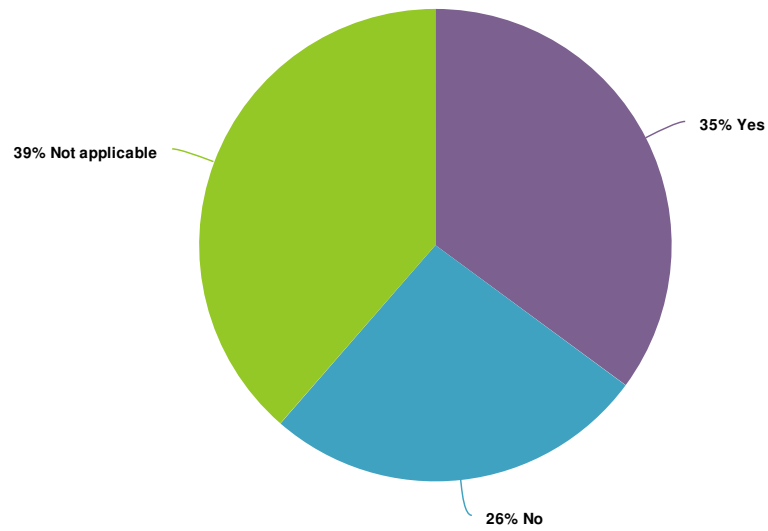| Value		Percent	Responses
Yes		15.5%	18
No		28.4%	33
Not applicable		56.0%	65

Totals: 116

37. Pre-College Programs and Recruitment

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
Quality and coordination of VC recruitment events such as: VC Info night, GenTex Day, Pirate Preview Days, Welding Rodeo, and campus tours. Count Row %	33 28.0%	40 33.9%	14 11.9%	3 2.5%	3 2.5%	25 21.2%		118
Efforts of staff to work with faculty to coordinate dual credit Count Row %	25 21.2%	28 23.7%	13 11.0%	3 2.5%	6 5.1%	43 36.4%		118
Courtesy, professionalism, and/or cooperation of Pre-College Programs and Recruitment personnel Count Row %	38 32.2%	34 28.8%	15 12.7%	6 5.1%	3 2.5%	22 18.6%		118
Totals						354 100.0%		

38. TRIO Student Support Services KEY Center

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
Availability of information regarding TRIO Center-Supported Programs Count Row %	29 24.6%	27 22.9%	10 8.5%	3 2.5%	1 0.8%	48 40.7%		118
Academic progress of students who have utilized the TRIO center Count Row %	29 24.6%	20 16.9%	9 7.6%	3 2.5%	2 1.7%	55 46.6%		118
Courtesy, professionalism, and/or cooperation of TRIO Center personnel Count Row %	46 39.0%	22 18.6%	7 5.9%	2 1.7%	1 0.8%	40 33.9%		118
Totals						354 100.0%		

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

Value		Percent	Responses
Yes		35.1%	40
No		26.3%	30
Not applicable		38.6%	44

Totals: 114

40. Overall Student Services Satisfaction

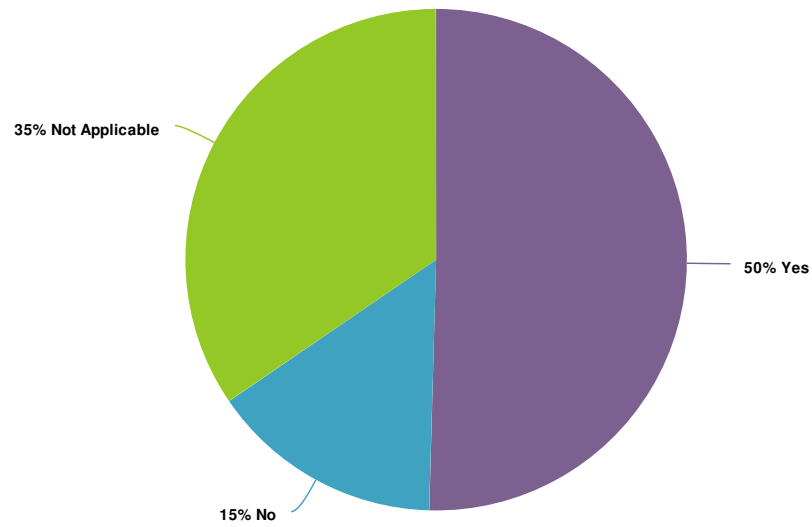|	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
OVERALL QUALITY OF PROGRAMS/SERVICES PROVIDED BY STUDENT SERVICES Count Row %	39 33.1%	54 45.8%	13 11.0%	2 1.7%	1 0.8%	9 7.6%	118
Totals						118 100.0%	

42. Academic Support and Student Success

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality of cooperation between the Academic Support and Student Success Division and the rest of the College Count Row %	38 32.5%	36 30.8%	10 8.5%	3 2.6%	2 1.7%	28 23.9%	117
Timeliness of information/ communication between the Academic Support and Student Success Division and the rest of the college Count Row %	38 33.0%	35 30.4%	11 9.6%	2 1.7%	2 1.7%	27 23.5%	115
Totals						232 100.0%	

43. Tutoring

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
Quality (knowledge) of tutors Count Row %	22 18.8%	33 28.2%	10 8.5%	5 4.3%	1 0.9%	46 39.3%		117
Academic progress of students who have utilized tutoring Count Row %	22 19.0%	33 28.4%	13 11.2%	2 1.7%	1 0.9%	45 38.8%		116
Efforts of Tutoring Coordinator to work with faculty Count Row %	23 19.8%	28 24.1%	15 12.9%	0 0.0%	3 2.6%	47 40.5%		116
Courtesy, professionalism, and/or cooperation of Tutor Center personnel Count Row %	37 32.2%	32 27.8%	9 7.8%	0 0.0%	3 2.6%	34 29.6%		115
Totals						464 100.0%		

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

Value		Percent	Responses
Yes		50.4%	57
No		15.0%	17
Not Applicable		34.5%	39

Totals: 113

45. Arts, Humanities and Social Science (AHSS) Division

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
Quality of cooperation between the AHS Division and the rest of the College Count Row %	36 30.8%	35 29.9%	8 6.8%	2 1.7%	1 0.9%	35 29.9%		117
Timeliness of information/ communication between AHS Division and the rest of the college Count Row %	36 30.8%	37 31.6%	5 4.3%	2 1.7%	0 0.0%	37 31.6%		117
Totals						234 100.0%		

46. Career and Technical Education (CTE) Division

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality of cooperation between CT Division and the rest of the College Count Row %	33 28.2%	36 30.8%	5 4.3%	6 5.1%	0 0.0%	37 31.6%	117
Timeliness of information/ communication between CT Division and the rest of the College Count Row %	31 27.0%	33 28.7%	7 6.1%	4 3.5%	0 0.0%	40 34.8%	115
Totals						232 100.0%	

47. Allied Health (AH) Division

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
Quality of cooperation between AH Division and the rest of the College Count Row %	38 32.5%	31 26.5%	9 7.7%	6 5.1%	1 0.9%	32 27.4%		117
Timeliness of information/ communication between AH Division and the rest of the College Count Row %	34 29.3%	32 27.6%	10 8.6%	6 5.2%	1 0.9%	33 28.4%		116
Totals						233 100.0%		

48. Science, Mathematics, and PE (SMPE) Division

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality of cooperation between the SM Division and the rest of the College Count Row %	37 31.9%	33 28.4%	9 7.8%	3 2.6%	0 0.0%	34 29.3%	116
Timeliness of information/ communication between SM Division and the rest of the College Count Row %	36 30.8%	32 27.4%	10 8.5%	3 2.6%	0 0.0%	36 30.8%	117
Totals							233 100.0%

49. Library

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality of cooperation between the Library and the rest of the College Count Row %	29 24.8%	43 36.8%	15 12.8%	5 4.3%	0 0.0%	25 21.4%	117
Timeliness of information/ communication between the Library and the rest of the College Count Row %	32 27.6%	37 31.9%	14 12.1%	7 6.0%	0 0.0%	26 22.4%	116
Quality of library instruction for your classes (class tours, specialized instruction, etc.) Count Row %	21 17.9%	21 17.9%	11 9.4%	2 1.7%	1 0.9%	61 52.1%	117
Quality of library collections in relation to your academic discipline Count Row %	24 20.5%	24 20.5%	11 9.4%	3 2.6%	2 1.7%	53 45.3%	117
Availability of online resources in your discipline Count Row %	25 21.4%	25 21.4%	13 11.1%	4 3.4%	1 0.9%	49 41.9%	117
Courtesy and helpfulness of Library staff Count Row %	42 36.2%	36 31.0%	11 9.5%	2 1.7%	1 0.9%	24 20.7%	116

Totals

700
100.0%

50. Distance Education & Instructional Technology (DEIT)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
DEIT training opportunities that were applicable to my skill level and/or to my job requirement Count Row %	26 22.2%	20 17.1%	11 9.4%	3 2.6%	0 0.0%	57 48.7%		117
Availability of DEIT personnel for 1 on 1 training sessions Count Row %	26 22.2%	22 18.8%	10 8.5%	1 0.9%	0 0.0%	58 49.6%		117
Quality of ITV class support Count Row %	27 23.1%	15 12.8%	7 6.0%	2 1.7%	0 0.0%	66 56.4%		117
Quality of assistance from DEIT personnel Count Row %	31 26.5%	23 19.7%	9 7.7%	2 1.7%	0 0.0%	52 44.4%		117
Quality and overall usefulness of the Victoria College Learning Management System (Canvas) Count Row %	29 25.0%	27 23.3%	8 6.9%	2 1.7%	0 0.0%	50 43.1%		116
Canvas integration with Banner Count Row %	23 19.7%	26 22.2%	6 5.1%	5 4.3%	2 1.7%	55 47.0%		117
Amount of time Canvas system is available Count Row %	26 22.8%	26 22.8%	9 7.9%	1 0.9%	0 0.0%	52 45.6%		114
Courtesy, professionalism, and/or cooperation of DEIT personnel Count Row %	44 37.9%	23 19.8%	9 7.8%	1 0.9%	0 0.0%	39 33.6%		116
Totals						931 100.0%		

51. Gonzales Center

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality of cooperation between Gonzales Center and the rest of the College Count Row %	32 27.4%	29 24.8%	15 12.8%	2 1.7%	0 0.0%	39 33.3%	117
Timeliness of information/communication between the Gonzales Center and the rest of the College Count Row %	29 25.0%	25 21.6%	17 14.7%	3 2.6%	0 0.0%	42 36.2%	116
Ability to assist with admission to VC registration for course, financial aid application, payment of fees, academic counseling, technology and computer issues Count Row %	22 18.8%	13 11.1%	14 12.0%	0 0.0%	2 1.7%	66 56.4%	117
Tutoring at the Gonzales Center Count Row %	18 15.4%	10 8.5%	13 11.1%	1 0.9%	0 0.0%	75 64.1%	117
The hours the tutoring center is available at the Gonzales Center Count Row %	17 14.5%	11 9.4%	13 11.1%	0 0.0%	0 0.0%	76 65.0%	117
The quality of tutors at the Gonzales tutoring center Count Row %	18 15.4%	10 8.5%	12 10.3%	2 1.7%	0 0.0%	75 64.1%	117
Testing at the Gonzales Center Count Row %	25 21.4%	16 13.7%	11 9.4%	0 0.0%	0 0.0%	65 55.6%	117
Knowledge/helpfulness of Gonzales Center staff in assisting with ITV courses Count Row %	22 19.0%	15 12.9%	11 9.5%	0 0.0%	0 0.0%	68 58.6%	116

Totals

934
100.0%

52. Overall Instructional Services Satisfaction

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
OVERALL QUALITY OF COMMUNICATION/COOPERATION BETWEEN INSTRUCTIONAL SERVICES AND THE REST OF THE COLLEGE Count Row %	33 28.4%	54 46.6%	12 10.3%	1 0.9%	0 0.0%	16 13.8%	116
Totals						116 100.0%	

54. Institutional Effectiveness, Research, and Assessment (IERA)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Quality, accuracy, and usefulness of data (e.g., reports, publications, and ad-hoc requests). Count Row %	43 36.8%	39 33.3%	14 12.0%	1 0.9%	1 0.9%	19 16.2%	117
Overall effectiveness of VC's surveys, assessments, and/or unit plan to capture useful, needed information. Count Row %	43 36.8%	41 35.0%	13 11.1%	1 0.9%	2 1.7%	17 14.5%	117
Courtesy, professionalism, and/or cooperation of IERA personnel Count Row %	61 52.1%	32 27.4%	8 6.8%	1 0.9%	1 0.9%	14 12.0%	117
Totals						351 100.0%	

56. 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
Methods currently used to recruit new employees Count Row %	27 23.3%	42 36.2%	24 20.7%	9 7.8%	2 1.7%	12 10.3%	116
Quality of benefits and working conditions to retain employees Count Row %	38 33.0%	50 43.5%	13 11.3%	5 4.3%	4 3.5%	5 4.3%	115
Quality of technical training and/or educational opportunities for the development of employees Count Row %	28 24.1%	40 34.5%	23 19.8%	18 15.5%	3 2.6%	4 3.4%	116
Communication with employees about the salaries paid to employees and communication of the College's funding issues that affect salaries Count Row %	34 29.6%	38 33.0%	23 20.0%	11 9.6%	4 3.5%	5 4.3%	115
Quality of team work and communications within a department and on teams Count Row %	37 32.2%	50 43.5%	11 9.6%	7 6.1%	4 3.5%	6 5.2%	115
Communication across campus to help the campus connect and collaborate Count Row %	38 33.0%	43 37.4%	14 12.2%	10 8.7%	3 2.6%	7 6.1%	115
Quality of the employee newsletter, Campus Connection Count Row %	44 37.9%	51 44.0%	10 8.6%	1 0.9%	3 2.6%	7 6.0%	116
Totals						808 100.0%	

57. 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.

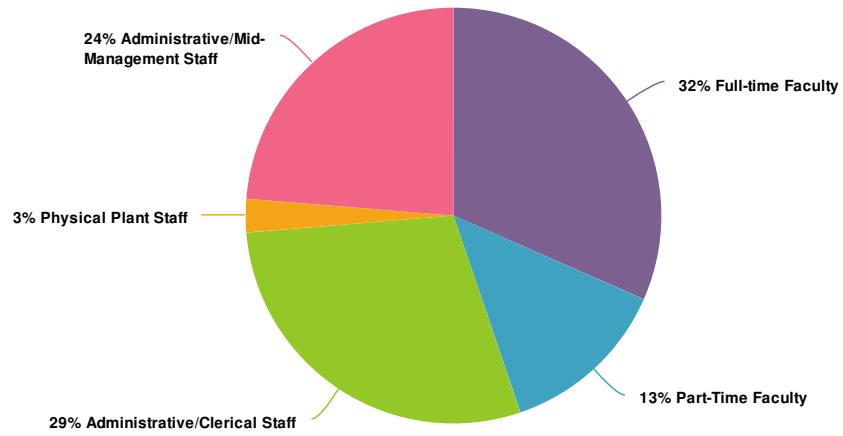|	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable		Responses
College efforts to provide for ADMINISTRATIVE computer technology needs Count Row %	33 28.4%	48 41.4%	16 13.8%	2 1.7%	2 1.7%	15 12.9%		116
College efforts to provide for INSTRUCTIONAL computer technology needs Count Row %	25 21.7%	31 27.0%	16 13.9%	9 7.8%	1 0.9%	33 28.7%		115
College efforts to provide for STUDENT computer technology needs Count Row %	24 21.2%	26 23.0%	17 15.0%	14 12.4%	3 2.7%	29 25.7%		113
Totals						344 100.0%		

58. Victoria College Institutional Effectiveness (IE) Planning and Assessment

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
The VC Operational Planning & Assessment process (unit plans) as a useful planning, budgeting, and decision making tool Count Row %	25 21.9%	41 36.0%	21 18.4%	3 2.6%	2 1.8%	22 19.3%	114
The VC Strategic Planning process as a useful process of institutional improvement Count Row %	26 23.2%	46 41.1%	20 17.9%	5 4.5%	1 0.9%	14 12.5%	112
The VC Facilities Master Planning process as a useful process of institutional improvement Count Row %	26 22.8%	44 38.6%	23 20.2%	3 2.6%	1 0.9%	17 14.9%	114
Totals						340 100.0%	

59. Victoria College Quality Enhancement Plan (QEP) Please keep in mind Quality Enhancement Plans only last five years (and our QEP is in its final months). Thus, some programs (such as Boot Camp) were already achieved last year while others (such as Pirate Orientation for new students) are ongoing. In all cases, please consider all five years of our QEP when rating each part.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
12 Best Practices Count Row %	26 22.6%	45 39.1%	15 13.0%	4 3.5%	3 2.6%	22 19.1%	115
Boot Camp Count Row %	27 23.5%	37 32.2%	18 15.7%	3 2.6%	2 1.7%	28 24.3%	115
Pirate Orientation Count Row %	25 21.7%	47 40.9%	16 13.9%	3 2.6%	3 2.6%	21 18.3%	115
SEAL Academy Count Row %	19 16.5%	33 28.7%	19 16.5%	2 1.7%	3 2.6%	39 33.9%	115
QEP efforts were useful in supporting the use of active learning / critical thinking strategies in my position on the VC campus. Count Row %	26 23.0%	46 40.7%	16 14.2%	2 1.8%	2 1.8%	21 18.6%	113
Totals						573 100.0%	

60. I work in the following capacity at the College:

24% Administrative/Mid-Management Staff

32% Full-time Faculty

3% Physical Plant Staff

13% Part-Time Faculty

29% Administrative/Clerical Staff

Value		Percent	Responses
Full-time Faculty		31.6%	36
Part-Time Faculty		13.2%	15
Administrative/Clerical Staff		28.9%	33
Physical Plant Staff		2.6%	3
Administrative/Mid-Management Staff		23.7%	27

Totals: 114

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

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
Email	1		923	112
Text	2		620	102
Phone	3		565	103
Meetings	4		500	101
Written Correspondence	5		498	96
Portal	6		481	99
Website	7		456	100
Social Media (VC Facebook, VC Twitter)	8		353	102
Other	9		153	68

Lowest Rank   Highest Rank