

2016 Faculty and Staff Opinion Survey

Administrative Services

Business Office Services	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of Business Office services provided	33.9%	41	42.1%	51	6.6%	8	2.5%	3	1.7%	2	13.2%	16	121	95.2%
Courtesy, professionalism, and/or cooperation of Business Office Personnel	37.8%	45	37.8%	45	5.0%	6	5.0%	6	0.8%	1	13.4%	16	119	93.2%

Administrative Services

Central Stores	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of Central Stores services provided	39.7%	48	38.0%	46	1.7%	2	2.5%	3	0.0%	0	18.2%	22	121	97.0%
Courtesy, professionalism, and/or cooperation of Central Stores Personnel	43.3%	52	36.7%	44	0.8%	1	1.7%	2	0.0%	0	17.5%	21	120	98.0%

Administrative Services

Purchasing Dept	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of Purchasing Department services provided	33.9%	41	39.7%	48	5.0%	6	2.5%	3	0.0%	0	19.0%	23	121	96.9%
Courtesy, professionalism, and/or cooperation of Purchasing Department	36.7%	44	36.7%	44	5.8%	7	1.7%	2	0.8%	1	18.3%	22	120	96.9%

Administrative Services

Payment Center	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality of Payment Center services provided	30.6%	37	34.7%	42	5.8%	7	0.8%	1	0.0%	0	28.1%	34	121	98.9%
Courtesy, professionalism, and/or cooperation of Payment Center Personnel	36.7%	44	32.5%	39	5.0%	6	1.7%	2	0.0%	0	24.2%	29	120	97.8%

Human Resources

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality and efficiency of employee benefits enrollment process and payroll services	37.5%	45	48.3%	58	8.3%	10	3.3%	4	0.8%	1	1.7%	2	120	95.8%
Communication of College policies and revisions	34.2%	41	50.8%	61	9.2%	11	4.2%	5	0.8%	1	0.8%	1	120	95.0%
Quality of staffing practices, including recruiting, hiring, and orienting employees	32.2%	39	46.3%	56	9.9%	12	5.8%	7	1.7%	2	4.1%	5	121	92.2%
Satisfaction with the online features like ERS Online, United Health Care Access, HealthSelect Personal Health Manager, or the TRS member web site	31.9%	38	50.4%	60	10.1%	12	4.2%	5	0.0%	0	3.4%	4	119	95.7%
Courtesy, professionalism, and/or cooperation of Human Resources personnel	48.7%	58	43.7%	52	1.7%	2	4.2%	5	0.8%	1	0.8%	1	119	94.9%

Student Employment

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
General office and computer skills of student workers employed in your area	20.8%	25	32.5%	39	7.5%	9	1.7%	2	0.0%	0	37.5%	45	120	97.3%
Budget reports by Student Employment Coordinator	12.6%	15	21.0%	25	6.7%	8	0.8%	1	1.7%	2	57.1%	68	119	94.1%
Courtesy, professionalism, and/or cooperation of Student Employment Coordinator personnel	20.2%	24	26.1%	31	8.4%	10	0.8%	1	0.0%	0	44.5%	53	119	98.5%

The Cove/Subway

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of products and services provided	16.8%	20	47.9%	57	15.1%	18	3.4%	4	1.7%	2	15.1%	18	119	94.1%
Variety of Subway menu items	19.5%	23	44.9%	53	13.6%	16	5.1%	6	1.7%	2	15.3%	18	118	92.0%
Affordability of Subway menu items	17.8%	21	48.3%	57	16.1%	19	0.8%	1	1.7%	2	15.3%	18	118	97.0%
Variety/availability of items in the Cove	17.6%	21	41.2%	49	16.0%	19	8.4%	10	1.7%	2	15.1%	18	119	88.1%
Courtesy, professionalism, and/or cooperation of Cove/Subway personnel	25.2%	30	42.9%	51	11.8%	14	3.4%	4	2.5%	3	14.3%	17	119	93.1%

Cafe Espresso

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of products and services provided	12.6%	15	30.3%	36	14.3%	17	0.8%	1	0.0%	0	42.0%	50	119	98.6%
Affordability of Cafe Espresso items	14.3%	17	25.2%	30	15.1%	18	2.5%	3	0.8%	1	42.0%	50	119	94.2%
Variety/availability of items in the Cafe Espresso	10.9%	13	27.7%	33	16.8%	20	2.5%	3	0.0%	0	42.0%	50	119	95.7%
Courtesy, professionalism, and/or cooperation of Cafe Espresso personnel	16.0%	19	29.4%	35	11.8%	14	1.7%	2	0.8%	1	40.3%	48	119	95.8%

The Grind

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of products and services provided	15.1%	18	31.9%	38	14.3%	17	0.8%	1	0.0%	0	37.8%	45	119	98.6%
Affordability of Grind items	15.1%	18	29.4%	35	13.4%	16	2.5%	3	1.7%	2	37.8%	45	119	93.2%
Variety/availability of items in the Grind	12.6%	15	31.9%	38	15.1%	18	2.5%	3	0.0%	0	37.8%	45	119	95.9%
Courtesy, professionalism, and/or cooperation of the Grind personnel	21.0%	25	26.9%	32	12.6%	15	3.4%	4	0.0%	0	36.1%	43	119	94.7%

Physical Plant

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Exterior condition/appearance of buildings and of grounds	39.3%	48	45.1%	55	9.8%	12	2.5%	3	1.6%	2	1.6%	2	122	95.8%
Interior cleanliness and order of buildings and/or classrooms	43.8%	53	47.1%	57	5.0%	6	0.0%	0	2.5%	3	1.7%	2	121	97.5%
Overall quality of Physical Plant services provided	39.7%	48	49.6%	60	6.6%	8	0.0%	0	1.7%	2	2.5%	3	121	98.3%
Courtesy, professionalism, and/or cooperation of Physical Plant personnel	51.2%	62	38.0%	46	5.8%	7	1.7%	2	1.7%	2	1.7%	2	121	96.6%

Security

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Personal security/safety at the College	50.4%	61	34.7%	42	9.1%	11	2.5%	3	2.5%	3	0.8%	1	121	95.0%
Visibility of security personnel in parking areas and buildings	43.8%	53	38.0%	46	9.1%	11	5.8%	7	2.5%	3	0.8%	1	121	91.7%
Courtesy, professionalism, and/or cooperation of Security personnel	52.9%	64	35.5%	43	5.0%	6	3.3%	4	2.5%	3	0.8%	1	121	94.2%

College Bookstore

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Hours of operation	31.9%	38	39.5%	47	5.0%	6	0.8%	1	0.0%	0	22.7%	27	119	98.9%
Quality/timeliness of communication regarding bookstore requests(textbook adoptions, graduation regalia, etc.	35.9%	42	33.3%	39	4.3%	5	0.0%	0	0.0%	0	26.5%	31	117	100.0%
Accessibility of book information on bookstore website	34.5%	41	32.8%	39	5.0%	6	1.7%	2	0.0%	0	26.1%	31	119	97.7%
Quality/timeliness of response to bookstore related requests	35.3%	42	31.9%	38	1.7%	2	0.8%	1	0.0%	0	30.3%	36	119	98.8%
Process for submitting textbook adoption form	26.1%	31	24.4%	29	6.7%	8	1.7%	2	0.0%	0	41.2%	49	119	97.1%
Overall quality of services provided	35.3%	42	39.5%	47	7.6%	9	0.0%	0	0.0%	0	17.6%	21	119	100.0%
Courtesy, professionalism, and/or cooperation of personnel	43.7%	52	40.3%	48	3.4%	4	0.0%	0	0.0%	0	12.6%	15	119	100.0%

Special Projects

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality/timeliness of communication regarding construction, and/or other projects	20.2%	24	32.8%	39	18.5%	22	10.1%	12	0.0%	0	18.5%	22	119	87.6%
Courtesy, professionalism, and/or cooperation of Special Projects Director	25.2%	30	35.3%	42	14.3%	17	6.7%	8	0.8%	1	17.6%	21	119	90.8%

Technology Services

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Overall Technology Service maintenance request process and timeliness of response	50.4%	61	40.5%	49	2.5%	3	0.8%	1	0.0%	0	5.8%	7	121	99.1%
Ability of Technology Services to diagnose problem and quality of hardware/software support	52.9%	64	36.4%	44	5.8%	7	0.0%	0	0.0%	0	5.0%	6	121	100.0%
Email services	52.9%	64	40.5%	49	3.3%	4	0.0%	0	0.0%	0	3.3%	4	121	100.0%
Courtesy, professionalism, and/or cooperation of Technology Services personnel	61.7%	74	30.0%	36	3.3%	4	0.8%	1	0.0%	0	4.2%	5	120	99.1%

Overall Administrative Services Satisfaction

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
OVERALL QUALITY OF ADMINISTRATIVE SERVICES PROVIDED	41.7%	50	50.0%	60	6.7%	8	1.7%	2	0.0%	0	0.0%	0	120	98.3%

Institutional Advancement and External Affairs Marketing & Communications

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Accuracy, timeliness, and availability of VC information throughout campus	27.4%	32	50.4%	59	12.8%	15	7.7%	9	0.0%	0	1.7%	2	117	92.2%
Process for updating content on the VC website and in the Pirate Portal	23.1%	27	46.2%	54	11.1%	13	8.5%	10	1.7%	2	9.4%	11	117	88.7%
VC website's appearance, functionality, and ease of use	23.1%	27	42.7%	50	12.8%	15	15.4%	18	2.6%	3	3.4%	4	117	81.4%
Process for producing Victoria College course catalog and other publications	23.1%	27	39.3%	46	12.8%	15	3.4%	4	0.0%	0	21.4%	25	117	95.7%
Accuracy, timeliness, and usefulness of information in the weekly News Flush bulletin	42.7%	50	45.3%	53	6.8%	8	2.6%	3	0.0%	0	2.6%	3	117	97.4%
Process for submitting internal marketing requests and the response to such submissions	29.3%	34	32.8%	38	11.2%	13	3.4%	4	2.6%	3	20.7%	24	116	92.4%
Routine and regularly scheduled appearances of VC-related information in local media	25.2%	29	36.5%	42	13.9%	16	13.0%	15	2.6%	3	8.7%	10	115	82.9%
Overall quality of services provided	32.5%	38	46.2%	54	9.4%	11	6.8%	8	0.9%	1	4.3%	5	117	92.0%
Courtesy, professionalism, and/or cooperation of Marketing & Communications personnel	48.3%	56	37.1%	43	6.9%	8	2.6%	3	0.0%	0	5.2%	6	116	97.3%

Call Center

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Hours of operation	37.4%	43	40.9%	47	6.1%	7	0.9%	1	0.9%	1	13.9%	16	115	98.0%
Overall quality of services provided	42.6%	49	39.1%	45	5.2%	6	0.9%	1	0.0%	0	12.2%	14	115	99.0%
Accuracy and timeliness for producing and distributing the internal phone directory and organizational charts	43.1%	50	41.4%	48	6.0%	7	0.0%	0	0.0%	0	9.5%	11	116	100.0%
Courtesy, professionalism, and/or cooperation of Call Center personnel	52.6%	61	33.6%	39	3.4%	4	0.9%	1	0.0%	0	9.5%	11	116	99.0%

Printing & Mailroom Services

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality of materials produced	44.4%	52	39.3%	46	4.3%	5	0.9%	1	0.0%	0	11.1%	13	117	99.0%
Variety of services provided	41.0%	48	44.4%	52	6.0%	7	0.0%	0	0.0%	0	8.5%	10	117	100.0%
Hours of operation	40.2%	47	40.2%	47	6.0%	7	0.9%	1	0.0%	0	12.8%	15	117	99.0%
Process for submitting print requests and the response to such submissions	41.9%	49	35.9%	42	6.0%	7	0.9%	1	0.0%	0	15.4%	18	117	99.0%
Quality of assistance of personnel	49.6%	58	34.2%	40	5.1%	6	0.9%	1	0.0%	0	10.3%	12	117	99.0%
Courtesy, professionalism, and/or cooperation of Printing and Mailroom Services personnel	52.6%	61	31.9%	37	2.6%	3	1.7%	2	0.0%	0	11.2%	13	116	98.1%

Grant Development

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Clarity of communication of grant development and post-award procedures	22.4%	26	31.0%	36	11.2%	13	1.7%	2	0.0%	0	33.6%	39	116	97.4%
Relevance and timeliness of assistance with funding opportunity information, proposal development, and post-award procedures	23.3%	27	31.0%	36	7.8%	9	2.6%	3	0.9%	1	34.5%	40	116	94.7%
Quantity and quality of grant development training activities	18.8%	22	27.4%	32	10.3%	12	4.3%	5	0.9%	1	38.5%	45	117	91.7%
Overall quality of services provided	24.1%	28	32.8%	38	6.9%	8	1.7%	2	0.0%	0	34.5%	40	116	97.4%
Courtesy, professionalism, and/or cooperation of Grants Development personnel	39.7%	46	24.1%	28	7.8%	9	0.0%	0	0.0%	0	28.4%	33	116	100.0%

VC Foundation

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Aware of what the Victoria College Foundation has to offer in regards to faculty, staff, students and community.	35.0%	41	28.2%	33	17.9%	21	6.8%	8	0.0%	0	12.0%	14	117	92.2%
Quality and usefulness of Victoria College Foundation online scholarship application process.	31.3%	36	25.2%	29	13.0%	15	0.9%	1	0.0%	0	29.6%	34	115	98.8%
Overall quality of services provided	35.0%	41	33.3%	39	11.1%	13	1.7%	2	0.0%	0	18.8%	22	117	97.9%
Courtesy, professionalism, and/or cooperation of VC Foundation personnel	48.7%	57	25.6%	30	6.8%	8	0.9%	1	0.0%	0	17.9%	21	117	99.0%

Overall Advancement & External Affairs Satisfaction

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Overall Quality of Communication/Cooperation between Institutional Advancement & External Affairs with the rest of the college	32.5%	38	43.6%	51	11.1%	13	2.6%	3	0.9%	1	9.4%	11	117	96.2%

Student Services Admissions and Records/Welcome Center

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Overall registration process	21.7%	25	33.9%	39	7.8%	9	3.5%	4	0.0%	0	33.0%	38	115	94.8%
Ease and convenience for submitting forms (grade changes, course substitutions, etc.)	25.2%	29	32.2%	37	7.8%	9	2.6%	3	0.0%	0	32.2%	37	115	96.2%
Quality and timeliness of information provided by staff	28.7%	33	39.1%	45	9.6%	11	2.6%	3	0.9%	1	19.1%	22	115	95.7%
Courtesy, professionalism, and/or cooperation of Admissions and Records/Welcome Center personnel	33.9%	39	40.9%	47	9.6%	11	2.6%	3	0.0%	0	13.0%	15	115	97.0%

Advising and Counseling Services

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality of faculty advisors update sessions	17.9%	21	27.4%	32	17.9%	21	1.7%	2	0.9%	1	34.2%	40	117	96.1%
Quality/adequacy and timeliness of information provided by advisors for students with disabilities	23.5%	27	32.2%	37	13.0%	15	0.9%	1	0.0%	0	30.4%	35	115	98.8%
Advising for course selection	17.1%	20	25.6%	30	15.4%	18	8.5%	10	2.6%	3	30.8%	36	117	84.0%
Courtesy, professionalism, and/or cooperation of Advising and Counseling Services personnel	34.5%	40	31.0%	36	14.7%	17	2.6%	3	0.0%	0	17.2%	20	116	96.9%
Overall satisfaction with the Substitute Workshop services	18.3%	21	17.4%	20	5.2%	6	0.9%	1	0.0%	0	58.3%	67	115	97.9%
Ease and convenience of submitting Instructor Withdraw Forms	24.1%	28	25.9%	30	6.9%	8	0.9%	1	0.0%	0	42.2%	49	116	98.5%

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

Value	Percent	Count
Yes	33.3%	39
No	41.9%	49
Not Applicable	24.8%	29
Total		117

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

Value	Percent	Count
Yes	14.9%	17
No	47.4%	54
Not Applicable	37.7%	43
Total		114

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

Value	Percent	Count
Yes	31.6%	37
No	41.0%	48
Not Applicable	27.4%	32
Total		117

Financial Aid

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality and usefulness of financial aid and scholarship information on VC web site	29.3%	34	31.9%	37	11.2%	13	0.9%	1	0.9%	1	25.9%	30	116	97.7%
Availability of office staff	31.0%	36	31.0%	36	6.9%	8	1.7%	2	0.0%	0	29.3%	34	116	97.6%
Courtesy, professionalism, and/or cooperation of Child Care Coordinator personnel	28.4%	33	21.6%	25	5.2%	6	0.0%	0	0.0%	0	44.8%	52	116	100.0%
Courtesy, professionalism, and/or cooperation of Financial Aid personnel	44.0%	51	25.9%	30	6.9%	8	0.0%	0	0.0%	0	23.3%	27	116	100.0%

Student Activities and Student Center Operations

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses #	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
As a club advisor, quality of interaction with Director	15.7%	18	20.9%	24	5.2%	6	0.9%	1	0.9%	1	56.5%	65	115	96.0%
Room reservation procedures and setups including equipment	21.7%	25	31.3%	36	13.0%	15	3.5%	4	0.0%	0	30.4%	35	115	95.0%
Overall professionalism of Student Activities and Student Center Operations personnel	34.5%	40	33.6%	39	9.5%	11	6.0%	7	0.0%	0	16.4%	19	116	92.8%

Testing

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses #	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of cooperation between Testing Center staff and faculty	28.7%	33	24.3%	28	7.0%	8	5.2%	6	0.0%	0	34.8%	40	115	92.0%
Quality of communication between Testing Center staff and faculty regarding availability of online class testing	23.5%	27	20.9%	24	7.8%	9	0.9%	1	0.0%	0	47.0%	54	115	98.4%
Convenience of meeting testing needs	25.2%	29	22.6%	26	7.0%	8	5.2%	6	0.9%	1	39.1%	45	115	90.0%
Method of registering online for DET, VCT/Department exam and TSI Assessment	21.7%	25	15.7%	18	7.8%	9	0.0%	0	0.0%	0	54.8%	63	115	100.0%
Courtesy, professionalism, and/or cooperation of Testing Center personnel	34.2%	39	29.8%	34	8.8%	10	2.6%	3	0.0%	0	24.6%	28	114	96.5%

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

Value	Percent	Count
Yes	16.5%	19
No	26.1%	30
Not applicable	57.4%	66
Total		115

Tutoring

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality (knowledge) of tutors	19.0%	22	25.9%	30	6.0%	7	2.6%	3	0.9%	1	45.7%	53	116	93.7%
Academic progress of students who have utilized tutoring	18.1%	21	25.9%	30	7.8%	9	2.6%	3	0.0%	0	45.7%	53	116	95.2%
Efforts of Tutoring Coordinator to work with faculty	18.3%	21	23.5%	27	7.8%	9	0.9%	1	0.0%	0	49.6%	57	115	98.3%
Courtesy, professionalism, and/or cooperation of Tutor Center personnel	31.9%	37	26.7%	31	7.8%	9	0.9%	1	0.0%	0	32.8%	38	116	98.7%

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

Value	Percent	Count
Yes	38.9%	44
No	15.9%	18
Not applicable	45.1%	51
Total		113

Pre-College Programs and Recruitment

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality and coordination of VC recruitment events such as: VC Info night, GenTex Day, Pirate Preview Days, Welding Rodeo, and campus tours.	23.0%	26	38.9%	44	8.8%	10	2.7%	3	1.8%	2	24.8%	28	113	94.1%
Efforts of staff to work with faculty to coordinate dual credit	17.7%	20	28.3%	32	7.1%	8	4.4%	5	0.0%	0	42.5%	48	113	92.3%
Courtesy, professionalism, and/or cooperation of Pre-College Programs and Recruitment personnel	31.9%	36	28.3%	32	8.8%	10	2.7%	3	0.0%	0	28.3%	32	113	96.3%

TRIO Student Support Services KEY Center

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Availability of information regarding TRIO Center-Supported Programs	23.0%	26	27.4%	31	12.4%	14	2.7%	3	0.0%	0	34.5%	39	113	95.9%
Academic progress of students who have utilized the TRIO center	19.6%	22	20.5%	23	10.7%	12	3.6%	4	0.0%	0	45.5%	51	112	93.4%
Courtesy, professionalism, and/or cooperation of TRIO Center personnel	35.4%	40	22.1%	25	11.5%	13	0.9%	1	0.0%	0	30.1%	34	113	98.7%

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

Value	Percent	Count
Yes	33.3%	38
No	38.6%	44
Not applicable	28.1%	32
Total		114

Overall Student Services Satisfaction

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
OVERALL QUALITY OF PROGRAMS/SERVICES PROVIDED BY STUDENT SERVICES	25.4%	29	44.7%	51	16.7%	19	1.8%	2	0.0%	0	11.4%	13	114	98.0%

Instructional Services Academic Foundations Division

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality of cooperation between the Academic Foundations Division and the rest of the College	30.7%	35	29.8%	34	7.9%	9	2.6%	3	2.6%	3	26.3%	30	114	92.9%
Timeliness of information/ communication between the Academic Foundations Division and the rest of the college	31.0%	35	28.3%	32	8.8%	10	2.7%	3	1.8%	2	27.4%	31	113	93.9%

Arts, Humanities and Social Science (AHS) Division

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality of cooperation between the AHS Division and the rest of the College	25.7%	29	35.4%	40	8.8%	10	2.7%	3	0.0%	0	27.4%	31	113	96.3%
Timeliness of information/ communication between AHS Division and the rest of the college	26.5%	30	33.6%	38	9.7%	11	1.8%	2	0.0%	0	28.3%	32	113	97.5%

Career, Health, and Technical Professions (CHT) Division

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality of cooperation between CHT Division and the rest of the College	28.3%	32	32.7%	37	10.6%	12	1.8%	2	0.9%	1	25.7%	29	113	96.4%
Timeliness of information/ communication between CHT Division and the rest of the College	26.1%	29	31.5%	35	10.8%	12	4.5%	5	0.9%	1	26.1%	29	111	92.7%

Science, Mathematics and PE (SM) Division

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality of cooperation between the SM Division and the rest of the College	25.7%	29	34.5%	39	9.7%	11	1.8%	2	0.0%	0	28.3%	32	113	97.5%
Timeliness of information/ communication between SM Division and the rest of the College	26.5%	30	33.6%	38	10.6%	12	0.9%	1	0.0%	0	28.3%	32	113	98.8%

Workforce and Continuing Education(CE)

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of cooperation between CE and the rest of the College	31.9%	36	33.6%	38	6.2%	7	2.7%	3	2.7%	3	23.0%	26	113	93.1%
Timeliness of information/ communication between CE and the rest of the College	28.9%	33	36.0%	41	7.0%	8	2.6%	3	2.6%	3	22.8%	26	114	93.2%

Library

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality of cooperation between the Library and the rest of the College	31.0%	35	46.0%	52	8.0%	9	0.0%	0	0.0%	0	15.0%	17	113	100.0%
Timeliness of information/ communication between the Library and the rest of the College	29.7%	33	44.1%	49	10.8%	12	0.0%	0	0.0%	0	15.3%	17	111	100.0%
Quality of library instruction for your classes (class tours, specialized instruction, etc.)	18.6%	21	28.3%	32	7.1%	8	0.0%	0	0.0%	0	46.0%	52	113	100.0%
Quality of library collections in relation to your academic discipline	22.1%	25	28.3%	32	9.7%	11	0.0%	0	0.0%	0	39.8%	45	113	100.0%
Availability of online resources in your discipline	23.9%	27	29.2%	33	11.5%	13	0.0%	0	0.0%	0	35.4%	40	113	100.0%
Courtesy and helpfulness of Library staff	45.1%	51	32.7%	37	7.1%	8	1.8%	2	0.0%	0	13.3%	15	113	98.0%

Distance Education

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Number of Distance Education training opportunities that were applicable to my skill level and/or to my job requirement	13.4%	15	23.2%	26	10.7%	12	2.7%	3	0.0%	0	50.0%	56	112	94.6%
Availability of Distance Education personnel for 1 on 1 training sessions	15.9%	18	20.4%	23	9.7%	11	0.9%	1	0.0%	0	53.1%	60	113	98.1%
Quality of ITV class support	15.0%	17	13.3%	15	10.6%	12	0.0%	0	0.9%	1	60.2%	68	113	97.8%
Quality of assistance from Distance Education personnel	22.1%	25	20.4%	23	9.7%	11	0.0%	0	0.9%	1	46.9%	53	113	98.3%
Quality and overall usefulness of the Victoria College Learning Management System (Blackboard)	15.2%	17	24.1%	27	14.3%	16	2.7%	3	0.0%	0	43.8%	49	112	95.2%
Blackboard integration with Banner	11.6%	13	20.5%	23	17.0%	19	3.6%	4	0.9%	1	46.4%	52	112	91.7%
Other than the regularly scheduled maintenance hour, amount of time Blackboard system is available	16.8%	19	28.3%	32	8.8%	10	1.8%	2	0.0%	0	44.2%	50	113	96.8%
Courtesy, professionalism, and/or cooperation of Distance Education personnel	31.5%	35	23.4%	26	9.9%	11	0.0%	0	0.9%	1	34.2%	38	111	98.6%

Gonzales Center

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality of cooperation between Gonzales Center and the rest of the College	25.0%	28	26.8%	30	5.4%	6	0.0%	0	0.0%	0	42.9%	48	112	100.0%
Timeliness of information/communication between the Gonzales Center and the rest of the College	21.4%	24	25.9%	29	6.3%	7	0.9%	1	0.0%	0	45.5%	51	112	98.4%
Ability to assist with admission to VC registration for course, financial aid application, payment of fees, academic counseling, technology and computer issues	17.0%	19	20.5%	23	2.7%	3	0.0%	0	0.9%	1	58.9%	66	112	97.8%
Tutoring at the Gonzales Center	9.8%	11	12.5%	14	7.1%	8	0.9%	1	0.0%	0	69.6%	78	112	97.1%
The hours the tutoring center is available at the Gonzales Center	8.9%	10	11.6%	13	6.3%	7	1.8%	2	0.0%	0	71.4%	80	112	93.8%
The quality of tutors at the Gonzales tutoring center	8.9%	10	11.6%	13	6.3%	7	0.0%	0	0.9%	1	72.3%	81	112	96.8%
Testing at the Gonzales Center	14.5%	16	18.2%	20	8.2%	9	0.0%	0	0.0%	0	59.1%	65	110	100.0%
Knowledge/helpfulness of Gonzales Center staff in assisting with ITV courses	12.6%	14	18.9%	21	5.4%	6	0.0%	0	0.0%	0	63.1%	70	111	100.0%

College Information Systems (Banner Support Group)

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Overall CIS service support request process and timeliness of response	39.3%	44	25.0%	28	10.7%	12	1.8%	2	0.0%	0	23.2%	26	112	97.7%
Ability of CIS to diagnose problem and quality of software support	37.5%	42	27.7%	31	10.7%	12	0.9%	1	0.0%	0	23.2%	26	112	98.8%
Courtesy, professionalism, and/or cooperation of CIS personnel	50.0%	56	23.2%	26	7.1%	8	0.0%	0	0.0%	0	19.6%	22	112	100.0%

Institutional Effectiveness, Research, and Assessment

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality, accuracy, and usefulness of reports/publications	26.3%	31	44.1%	52	10.2%	12	5.1%	6	1.7%	2	12.7%	15	118	92.2%
Accessibility of information on web site	25.4%	30	45.8%	54	11.0%	13	4.2%	5	1.7%	2	11.9%	14	118	93.3%
Quality/timeliness of response to data request	28.0%	33	43.2%	51	8.5%	10	1.7%	2	0.8%	1	17.8%	21	118	96.9%
Support of college-wide and unit-level planning and assessment	30.5%	36	38.1%	45	13.6%	16	2.5%	3	1.7%	2	13.6%	16	118	95.1%
Courtesy, professionalism, and/or cooperation of personnel	43.2%	51	37.3%	44	10.2%	12	0.8%	1	0.0%	0	8.5%	10	118	99.1%

Overall Instructional Services Satisfaction

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
OVERALL QUALITY OF COMMUNICATION/COOPERATION BETWEEN INSTRUCTIONAL SERVICES AND THE REST OF THE COLLEGE	29.1%	32	50.9%	56	14.5%	16	0.0%	0	0.0%	0	5.5%	6	110	100.0%

COLLEGE-WIDE

College-wide efforts to maintain a workforce that is well-qualified to carry out the College's mission and meet its strategic objectives.	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
	Methods currently used to recruit new employees	16.2%	18	53.2%	59	20.7%	23	6.3%	7	0.0%	0	3.6%	4	111
Quality of benefits and working conditions to retain employees	21.6%	24	51.4%	57	18.0%	20	7.2%	8	1.8%	2	0.0%	0	111	91.0%
Quality of technical training and/or educational opportunities for the development of employees	23.6%	26	52.7%	58	14.5%	16	7.3%	8	1.8%	2	0.0%	0	110	90.9%
Communication with employees about the salaries paid to employees and communication of the College's funding issues that affect salaries	18.0%	20	36.9%	41	28.8%	32	12.6%	14	3.6%	4	0.0%	0	111	83.8%
Quality of team work and communications within a department and on teams	27.3%	30	48.2%	53	15.5%	17	6.4%	7	1.8%	2	0.9%	1	110	91.7%
Communication across campus to help the campus connect and collaborate	22.0%	24	33.9%	37	25.7%	28	15.6%	17	2.8%	3	0.0%	0	109	81.7%
Quality of the employee newsletter, Campus Connection	26.1%	29	45.9%	51	23.4%	26	3.6%	4	0.9%	1	0.0%	0	111	95.5%

To the extent that funding permits, please rate College efforts to provide and support up-to-date equipment and training for administrative, instructional, and student computer technology needs.	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
	College efforts to provide for ADMINISTRATIVE computer technology needs	20.0%	22	42.7%	47	13.6%	15	8.2%	9	0.9%	1	14.5%	16	110
College efforts to provide for INSTRUCTIONAL computer technology needs	14.7%	16	32.1%	35	12.8%	14	11.9%	13	1.8%	2	26.6%	29	109	81.3%
College efforts to provide for STUDENT computer technology needs	17.3%	19	25.5%	28	14.5%	16	21.8%	24	3.6%	4	17.3%	19	110	69.2%

Victoria College Institutional Effectiveness (IE) Planning and Assessment	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
The VC Operational Planning & Assessment process (unit plans) as a useful planning, budgeting, and decision making tool	21.6%	24	35.1%	39	20.7%	23	7.2%	8	2.7%	3	12.6%	14	111	88.7%
The VC Strategic Planning process as a useful process of institutional improvement	22.5%	25	43.2%	48	19.8%	22	4.5%	5	0.0%	0	9.9%	11	111	95.0%
The VC Facilities Master Planning process as a useful process of institutional improvement	21.6%	24	35.1%	39	22.5%	25	5.4%	6	1.8%	2	13.5%	15	111	91.7%

Victoria College Quality Enhancement Plan (QEP)	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
What is your level of satisfaction with the information you receive about QEP and its ongoing development?	22.7%	25	47.3%	52	21.8%	24	1.8%	2	0.9%	1	5.5%	6	110	97.1%
Are you satisfied with the quality of professional development in active learning and student engagement through the QEP efforts?	26.4%	29	40.9%	45	16.4%	18	2.7%	3	0.9%	1	12.7%	14	110	95.8%
Are you satisfied with the number of professional development opportunities available through the QEP efforts?	26.4%	29	46.4%	51	14.5%	16	4.5%	5	0.0%	0	8.2%	9	110	95.0%
QEP efforts have been useful in supporting the use of active learning strategies into my position on the VC campus.	23.6%	26	48.2%	53	10.9%	12	3.6%	4	1.8%	2	11.8%	13	110	93.8%

Leo J. Welder Center for the Performing Arts	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Overall experience with customer service as a member of the audience	34.9%	38	38.5%	42	5.5%	6	1.8%	2	0.9%	1	18.3%	20	109	96.6%
Overall experience with the booking process, A/V, lighting and sound services offered to organizers of events	22.9%	25	28.4%	31	7.3%	8	0.9%	1	2.8%	3	37.6%	41	109	94.1%
Quality and diversity of items offered in the concessions bar	18.5%	20	33.3%	36	12.0%	13	2.8%	3	0.0%	0	33.3%	36	108	95.8%
Courtesy, professionalism and cooperation of staff	40.4%	44	38.5%	42	6.4%	7	0.0%	0	1.8%	2	12.8%	14	109	97.9%

Museum of the Coastal Bend	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#		
Quality and variety of exhibits offered	31.5%	34	36.1%	39	8.3%	9	0.0%	0	0.9%	1	23.1%	25	108	98.8%
Quality and variety of educational/public programs offered	30.3%	33	37.6%	41	8.3%	9	0.0%	0	0.0%	0	23.9%	26	109	100.0%
Courtesy, professionalism and cooperation of staff	42.2%	46	32.1%	35	6.4%	7	0.0%	0	0.0%	0	19.3%	21	109	100.0%

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

Value	Percent	Count
Yes	9.9%	11
No	56.8%	63
N/A	33.3%	37
Total		111

I work in the following capacity at the College:

Value	Percent	Count
Full-time Faculty	37.3%	41
Part-Time Faculty	0.9%	1
Administrative/Clerical Staff	23.6%	26
Physical Plant Staff	10.9%	12
Administrative/Mid-Management	27.3%	30
Total		110

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

Overall Rank	Item	Total Respondents
1	Email	100
2	Text	89
3	Phone	92
4	Meeting	90
5	Website	92
6	Written	85
7	Portal	88
8	Social M	92
9	Other	60

If Other, please provide below:

Count	Response
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1	Campus Mail
1	Event Management System
1	NEWS FLUSH
1	NewsFlush
1	Post cards
1	Updates from the president at campuswide meetings or via short videos
1	n/a
1	none