2018 Faculty and Staff Opinion Survey

Administrative Services

Business Office Services	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of Business Office services provided	39.7%	58	32.9%	48	6.8%	10	2.1%	3	0.0%	0	18.5%	27	146	97.5%
Courtesy, professionalism, and/or cooperation of Business Office Personnel	42.1%	61	34.5%	50	4.8%	7	2.1%	3	0.0%	0	16.6%	24	145	97.5%

Administrative Services

Central Stores	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of Central Stores services provided	49.3%	72	24.0%	35	4.1%	6	0.7%	1	0.0%	0	21.9%	32	146	99.1%
Courtesy, professionalism, and/or cooperation of Central Stores Personnel	48.6%	71	26.7%	39	2.7%	4	0.0%	0	0.7%	1	21.2%	31	146	99.1%

Administrative Services

Purchasing Dept	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of Purchasing Department services provided	33.6%	49	34.9%	51	5.5%	8	1.4%	2	0.7%	1	24.0%	35	146	97.3%
Courtesy, professionalism, and/or cooperation of Purchasing Department	36.3%	53	36.3%	53	3.4%	5	1.4%	2	0.7%	1	21.9%	32	146	97.4%

Administrative Services

Payment Center	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of Payment Center services provided	39.3%	57	20.7%	30	6.2%	9	0.7%	1	0.7%	1	32.4%	47	145	98.0%
Courtesy, professionalism, and/or cooperation of Payment Center Personnel	43.2%	63	21.9%	32	3.4%	5	1.4%	2	0.7%	1	29.5%	43	146	97.1%

The Cove/Subway

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality of products and services provided	25.5%	37	38.6%	56	10.3%	15	2.8%	4	0.7%	1	22.1%	32	145	95.6%
Variety of Subway menu items	21.9%	32	43.8%	64	10.3%	15	1.4%	2	0.7%	1	21.9%	32	146	97.4%
Value of Subway menu items	22.8%	33	42.1%	61	11.0%	16	1.4%	2	0.7%	1	22.1%	32	145	97.3%
Variety/availability of items in the Cove	19.4%	28	37.5%	54	14.6%	21	6.3%	9	0.7%	1	21.5%	31	144	91.2%
Courtesy, professionalism, and/or cooperation of Cove/Subway personnel	27.4%	40	39.7%	58	8.2%	12	2.1%	3	0.7%	1	21.9%	32	146	96.5%
Speed of Service	21.9%	32	37.0%	54	13.0%	19	4.1%	6	2.1%	3	21.9%	32	146	92.1%
Hours of Operation	20.7%	30	37.9%	55	13.1%	19	4.8%	7	1.4%	2	22.1%	32	145	92.0%

Cafe Espresso

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality of products and services provided	19.2%	28	26.7%	39	7.5%	11	0.7%	1	0.0%	0	45.9%	67	146	98.7%
Value of Cafe Espresso items	15.8%	23	28.1%	41	8.9%	13	1.4%	2	0.0%	0	45.9%	67	146	97.5%
Variety/availability of items in the Cafe Espresso	16.4%	24	27.4%	40	7.5%	11	2.7%	4	0.0%	0	45.9%	67	146	94.9%
Courtesy, professionalism, and/or cooperation of Cafe Espresso personnel	23.3%	34	26.0%	38	5.5%	8	1.4%	2	0.0%	0	43.8%	64	146	97.6%
Speed of Service	21.2%	31	24.7%	36	6.8%	10	1.4%	2	0.7%	1	45.2%	66	146	96.3%
Hours of Operation	15.8%	23	24.0%	35	11.0%	16	3.4%	5	1.4%	2	44.5%	65	146	91.4%

The Grind

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of products and services provided	22.1%	32	26.2%	38	9.7%	14	1.4%	2	0.0%	0	40.7%	59	145	97.7%
Value of Grind items	20.7%	30	25.5%	37	11.0%	16	1.4%	2	0.0%	0	41.4%	60	145	97.6%
Variety/availability of items in the Grind	17.9%	26	27.6%	40	9.7%	14	3.4%	5	0.0%	0	41.4%	60	145	94.1%
Courtesy, professionalism, and/or cooperation of the Grind personnel	26.9%	39	23.4%	34	8.3%	12	1.4%	2	0.0%	0	40.0%	58	145	97.7%
Speed of Service	24.8%	36	22.8%	33	9.0%	13	2.1%	3	0.0%	0	41.4%	60	145	96.5%
Hours of Operation	17.9%	26	29.0%	42	8.3%	12	3.4%	5	1.4%	2	40.0%	58	145	92.0%

Physical Plant

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Exterior condition/appearance of buildings and of grounds	55.8%	82	39.5%	58	2.7%	4	1.4%	2	0.0%	0	0.7%	1	147	98.6%
Interior cleanliness and order of buildings and/or classrooms	55.1%	81	34.7%	51	2.7%	4	6.1%	9	0.7%	1	0.7%	1	147	93.2%
Overall quality of Physical Plant services provided	58.5%	86	34.7%	51	5.4%	8	0.0%	0	0.0%	0	1.4%	2	147	100.0%
Courtesy, professionalism, and/or cooperation of Physical Plant personnel	66.7%	98	29.9%	44	1.4%	2	0.7%	1	0.0%	0	1.4%	2	147	99.3%
Quality/timeliness of communication regarding construction, and/or other projects	61.2%	90	31.3%	46	3.4%	5	0.7%	1	0.7%	1	2.7%	4	147	98.6%

College Bookstore

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Hours of operation	40.4%	59	36.3%	53	6.8%	10	1.4%	2	0.0%	0	15.1%	22	146	98.4%
Quality/timeliness of communication regarding bookstore requests(textbook adoptions, graduation regalia, etc.	40.4%	59	30.1%	44	4.8%	7	0.0%	0	0.0%	0	24.7%	36	146	100.0%
Accessibility of book information on bookstore website	39.0%	57	31.5%	46	4.8%	7	0.0%	0	0.0%	0	24.7%	36	146	100.0%
Quality/timeliness of response to bookstore related requests	39.7%	58	29.5%	43	4.1%	6	0.0%	0	0.0%	0	26.7%	39	146	100.0%
Process for submitting textbook adoption form	28.8%	42	26.7%	39	6.2%	9	0.7%	1	0.0%	0	37.7%	55	146	98.9%
Overall quality of services provided	44.5%	65	37.7%	55	2.1%	3	0.0%	0	0.0%	0	15.8%	23	146	100.0%
Courtesy, professionalism, and/or cooperation of personnel	50.7%	74	34.9%	51	2.1%	3	0.0%	0	0.0%	0	12.3%	18	146	100.0%

Security

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Personal security/safety at the College	62.3%	91	34.9%	51	1.4%	2	0.7%	1	0.7%	1	0.0%	0	146	98.6%
Visibility of security personnel in parking areas and buildings	58.2%	85	32.9%	48	5.5%	8	2.1%	3	1.4%	2	0.0%	0	146	96.6%
Courtesy, professionalism, and/or cooperation of Security personnel	66.4%	97	30.8%	45	2.7%	4	0.0%	0	0.0%	0	0.0%	0	146	100.0%

Technology Services

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Overall Technology Service maintenance request process and timeliness of response	62.6%	92	34.7%	51	1.4%	2	1.4%	2	0.0%	0	0.0%	0	147	98.6%
Ability of Technology Services to diagnose problem and quality of hardware/software support	59.9%	88	34.7%	51	4.1%	6	1.4%	2	0.0%	0	0.0%	0	147	98.6%
Email services	56.5%	83	40.1%	59	1.4%	2	2.0%	3	0.0%	0	0.0%	0	147	98.0%
Courtesy, professionalism, and/or cooperation of Technology Services personnel	69.4%	102	27.9%	41	0.7%	1	2.0%	3	0.0%	0	0.0%	0	147	98.0%

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	46.3%	68	23.8%	35	6.1%	9	0.0%	0	0.0%	0	23.8%	35	147	100.0%
Ability of CIS to diagnose problem and quality of software support	46.3%	68	22.4%	33	5.4%	8	0.7%	1	0.0%	0	25.2%	37	147	99.1%
Courtesy, professionalism, and/or cooperation of CIS personnel	51.7%	76	21.1%	31	4.8%	7	0.0%	0	0.0%	0	22.4%	33	147	100.0%

Overall Adminstrative Services Satisfaction

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
OVERALL QUALITY OF ADMINISTRATIVE SERVICES PROVIDED	49.7%	73	46.3%	68	4.1%	6	0.0%	0	0.0%	0	0.0%	0	147	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	27.6%	40	38.6%	56	8.3%	12	4.1%	6	3.4%	5	17.9%	26	145	90.8%
Accessibility of information on web site	27.6%	40	43.4%	63	10.3%	15	3.4%	5	0.7%	1	14.5%	21	145	95.2%
Quality/timeliness of response to data request	26.4%	38	38.2%	55	8.3%	12	1.4%	2	0.7%	1	25.0%	36	144	97.2%
Support of college-wide and unit-level planning and assessment	26.9%	39	38.6%	56	7.6%	11	2.1%	3	2.1%	3	22.8%	33	145	94.6%
Courtesy, professionalism, and/or cooperation of personnel	46.2%	67	35.2%	51	4.8%	7	1.4%	2	0.7%	1	11.7%	17	145	97.7%

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	45.8%	66	38.9%	56	8.3%	12	5.6%	8	1.4%	2	0.0%	0	144	93.1%
Communication of College policies and revisions	42.4%	61	37.5%	54	16.0%	23	2.1%	3	1.4%	2	0.7%	1	144	96.5%
Quality of staffing practices, including recruiting, hiring, and orienting employees	41.7%	60	36.8%	53	9.7%	14	6.3%	9	2.1%	3	3.5%	5	144	91.4%
Satisfaction with the online features like ERS Online, United Health Care Access, HealthSelect Personal Health Manager, or the TRS member web site	40.6%	58	39.2%	56	16.8%	24	1.4%	2	0.7%	1	1.4%	2	143	97.9%
Courtesy, professionalism, and/or cooperation of Human Resources personnel	51.4%	74	35.4%	51	8.3%	12	2.1%	3	2.1%	3	0.7%	1	144	95.8%

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	30.8%	44	27.3%	39	5.6%	8	0.0%	0	0.7%	1	35.7%	51	143	98.9%
Budget reports by Student Employment Coordinator	16.8%	24	17.5%	25	10.5%	15	0.7%	1	0.7%	1	53.8%	77	143	97.0%
Courtesy, professionalism, and/or cooperation of Student Employment Coordinator personnel	27.3%	39	20.3%	29	6.3%	9	0.0%	0	0.7%	1	45.5%	65	143	98.7%

Overall Human Resources Satisfaction

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
OVERALL QUALITY OF HUMAN RESOURCES SERVICES PROVIDED	43.1%	62	43.1%	62	9.7%	14	2.8%	4	1.4%	2	0.0%	0	144	95.8%

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	49.3%	69	40.7%	57	5.0%	7	0.7%	1	1.4%	2	2.9%	4	140	97.8%
VC website's appearance, functionality, and ease of use	44.0%	62	39.0%	55	9.2%	13	4.3%	6	1.4%	2	2.1%	3	141	94.2%
Relevance and usefulness of the weekly "NewsFlush" bulletin	61.0%	86	34.8%	49	1.4%	2	0.0%	0	0.7%	1	2.1%	3	141	99.3%
Relevance and usefulness of the weekly "What You Need to Know" email	50.7%	71	35.0%	49	10.0%	14	0.0%	0	0.7%	1	3.6%	5	140	99.3%
Relevance and usefulness of the monthly "What's Your VC IQ?" game	46.4%	65	30.0%	42	15.7%	22	2.9%	4	1.4%	2	3.6%	5	140	95.6%
Relevance of the "Campus Connection" employee newsletter	49.6%	70	39.7%	56	7.1%	10	0.0%	0	1.4%	2	2.1%	3	141	98.6%
Process for submitting internal marketing requests and the response to such submissions	45.4%	64	29.8%	42	7.8%	11	0.7%	1	0.0%	0	16.3%	23	141	99.2%
Relevance and timeliness of emergency alerts	59.6%	84	35.5%	50	1.4%	2	0.0%	0	0.0%	0	3.5%	5	141	100.0%
Courtesy, professionalism, and/or cooperation of Marketing & Communications personnel	64.5%	91	32.6%	46	0.0%	0	0.0%	0	0.0%	0	2.8%	4	141	100.0%
Overall quality of services provided	57.9%	81	35.0%	49	3.6%	5	0.0%	0	0.0%	0	3.6%	5	140	100.0%

Call Center

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Overall quality of services provided	58.9%	83	31.9%	45	3.5%	5	0.0%	0	0.0%	0	5.7%	8	141	100.0%
Accuracy and timeliness for producing and distributing the internal phone directory and organizational charts	61.0%	86	29.1%	41	4.3%	6	0.7%	1	0.0%	0	5.0%	7	141	99.3%
Courtesy, professionalism, and/or cooperation of Call Center personnel	62.9%	88	29.3%	41	1.4%	2	0.0%	0	0.0%	0	6.4%	9	140	100.0%

Printing & Mailroom Services

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Quality of materials produced	61.7%	87	22.7%	32	1.4%	2	0.0%	0	0.0%	0	14.2%	20	141	100.0%
Variety of services provided	59.6%	84	24.8%	35	1.4%	2	0.0%	0	0.0%	0	14.2%	20	141	100.0%
Process for submitting print requests and the response to such submissions	56.7%	80	26.2%	37	1.4%	2	0.0%	0	0.0%	0	15.6%	22	141	100.0%
Courtesy, professionalism, and/or cooperation of Printing and Mailroom Services personnel	63.8%	90	22.0%	31	0.7%	1	0.0%	0	0.0%	0	13.5%	19	141	100.0%

Grant Development

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Availability and quality of general funding information (web page)	34.5%	48	23.7%	33	5.8%	8	0.0%	0	0.7%	1	35.3%	49	139	98.9%
Availability and quality of guides for project personnel (Pirate Portal)	33.6%	47	20.0%	28	5.7%	8	0.0%	0	0.7%	1	40.0%	56	140	98.8%
Availability and quality of technical training and assistance (in person)	32.9%	46	19.3%	27	4.3%	6	0.0%	0	0.7%	1	42.9%	60	140	98.8%
Attentiveness and collaboration during project planning (pre-award)	32.9%	46	17.9%	25	3.6%	5	0.0%	0	0.0%	0	45.7%	64	140	100.0%
Attentiveness and support during project management (post-award)	33.8%	47	18.7%	26	3.6%	5	0.0%	0	0.0%	0	43.9%	61	139	100.0%
Courtesy, professionalism, and/or cooperation of office personnel	44.2%	61	20.3%	28	3.6%	5	0.0%	0	0.0%	0	31.9%	44	138	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.	48.2%	68	28.4%	40	9.2%	13	2.8%	4	0.0%	0	11.3%	16	141	96.8%
Quality and usefulness of Victoria College Foundation online scholarship application process.	46.1%	65	24.8%	35	5.7%	8	0.7%	1	0.0%	0	22.7%	32	141	99.1%
Overall quality of services provided	51.4%	72	26.4%	37	7.1%	10	0.0%	0	0.0%	0	15.0%	21	140	100.0%
Courtesy, professionalism, and/or cooperation of VC Foundation personnel	61.4%	86	24.3%	34	2.1%	3	0.0%	0	0.0%	0	12.1%	17	140	100.0%

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	39.0%	55	32.6%	46	9.2%	13	4.3%	6	0.7%	1	14.2%	20	141	94.2%
Timeliness of information/ communication between CE and the rest of the College	39.7%	56	31.2%	44	11.3%	16	2.8%	4	0.7%	1	14.2%	20	141	95.9%

Allied Health CE

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of cooperation between CE and the rest of the College	36.9%	52	29.8%	42	7.8%	11	3.5%	5	2.1%	3	19.9%	28	141	92.9%
Timeliness of information/ communication between CE and the rest of the College	36.7%	51	28.8%	40	8.6%	12	3.6%	5	2.2%	3	20.1%	28	139	92.8%

Leo J. Welder Center for the Performing Arts

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Overall experience with customer service as a member of the audience	46.1%	65	29.8%	42	4.3%	6	0.0%	0	0.0%	0	19.9%	28	141	100.0%
Overall experience with the booking process, A/V, lighting and sound services offered to organizers of events	34.8%	49	22.7%	32	5.0%	7	0.0%	0	0.0%	0	37.6%	53	141	100.0%
Quality and diversity of items offered in the concessions bar	33.3%	47	26.2%	37	6.4%	9	0.7%	1	0.0%	0	33.3%	47	141	98.9%
Courtesy, professionalism and cooperation of staff	47.5%	67	29.8%	42	3.5%	5	0.7%	1	0.0%	0	18.4%	26	141	99.1%

Museum of the Coastal Bend

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality and variety of exhibits offered	43.3%	61	31.9%	45	3.5%	5	0.0%	0	0.0%	0	21.3%	30	141	100.0%
Quality and variety of educational/public programs offered	44.0%	62	30.5%	43	3.5%	5	0.0%	0	0.0%	0	22.0%	31	141	100.0%
Courtesy, professionalism and cooperation of staff	53.6%	75	22.9%	32	3.6%	5	0.0%	0	0.0%	0	20.0%	28	140	100.0%

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

Value	Percent	Count
Yes	8.6%	11
No	39.8%	51
N/A	51.6%	66
Total		128

Conference & Education Center

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
As an audience member or attendee at events, your overall experience with customer service	53.6%	75	26.4%	37	4.3%	6	0.0%	0	0.0%	0	15.7%	22	140	100.0%
As an organizer of events, your overall experience with the booking process, A/V, catering, and other services	38.3%	54	14.2%	20	2.1%	3	0.7%	1	0.0%	0	44.7%	63	141	98.7%
Quality and diversity of food and beverage items offered for catering	38.3%	54	23.4%	33	8.5%	12	4.3%	6	0.0%	0	25.5%	36	141	94.3%
Courtesy, professionalism and cooperation of staff	56.4%	79	25.7%	36	2.1%	3	0.7%	1	0.0%	0	15.0%	21	140	99.2%

Overall Advancement & External Affairs Satisfaction

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Overall Quality of Communication/Cooperation between Institutional Advancement & External Affairs with the rest of the college	46.4%	65	37.1%	52	7.1%	10	0.0%	0	0.0%	0	9.3%	13	140	100.0%

Student Services Admissions and Records/Welcome Center

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Overall registration process	31.4%	44	29.3%	41	5.7%	8	0.7%	1	2.1%	3	30.7%	43	140	95.9%
Ease and convenience for submitting forms (grade changes, course substitutions, etc.)	35.7%	50	27.9%	39	5.0%	7	1.4%	2	0.0%	0	30.0%	42	140	98.0%
Quality and timeliness of information provided by staff	40.0%	56	35.7%	50	5.7%	8	0.7%	1	0.7%	1	17.1%	24	140	98.3%
Courtesy, professionalism, and/or cooperation of Admissions and Records/Welcome Center personnel	52.9%	74	33.6%	47	2.9%	4	0.7%	1	0.0%	0	10.0%	14	140	99.2%

Advising and Counseling Services

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality/adequacy and timeliness of information provided by advisors for students with disabilities	43.6%	61	25.0%	35	7.1%	10	0.0%	0	0.7%	1	23.6%	33	140	99.1%
Advising for course selection	35.0%	49	23.6%	33	12.1%	17	3.6%	5	2.1%	3	23.6%	33	140	92.5%
Courtesy, professionalism, and/or cooperation of Advising and Counseling Services personnel	52.9%	74	26.4%	37	5.0%	7	0.7%	1	1.4%	2	13.6%	19	140	97.5%
Overall satisfaction with the Substitute Workshop services	26.6%	37	17.3%	24	7.9%	11	0.0%	0	0.0%	0	48.2%	67	139	100.0%
Ease and convenience of submitting Instructor Withdraw Forms	35.0%	49	22.1%	31	3.6%	5	0.7%	1	0.0%	0	38.6%	54	140	98.8%
Overall satisfaction with the Academic Early Alert process	35.3%	49	26.6%	37	6.5%	9	2.9%	4	0.0%	0	28.8%	40	139	96.0%

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

Value	Percent	Count
Yes	50.7%	71
No	22.9%	32
Not Applicable	26.4%	37
Totals		140

Have you referred students to the Annual Transfer Fair?

Value	Percent	Count
Yes	40.3%	56
No	28.1%	39
Not Applicable	31.7%	44
Totals		139

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

Value	Percent	Count
Yes	17.9%	25
No	40.7%	57
Not Applicable	41.4%	58
	Totals	140

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

Value	Percent	Count
Yes	51.4%	72
No	21.4%	30
Not Applicable	27.1%	38
	Totals	140

Financial Aid

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality and usefulness of financial aid and scholarship information on VC web site	37.7%	52	27.5%	38	5.8%	8	0.0%	0	0.0%	0	29.0%	40	138	100.0%
Availability of office staff	36.0%	50	28.8%	40	5.0%	7	0.7%	1	0.0%	0	29.5%	41	139	99.0%
Courtesy, professionalism, and/or cooperation of Child Care Coordinator personnel	32.4%	45	21.6%	30	2.9%	4	0.0%	0	0.0%	0	43.2%	60	139	100.0%
Courtesy, professionalism, and/or cooperation of Financial Aid personnel	44.1%	60	27.2%	37	2.2%	3	0.0%	0	0.0%	0	26.5%	36	136	100.0%

Student Activities and Student Center Operations

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	
	%	#	%	#	%	#	%	#	%	#	%	#	#	% Not Dissatisfied
As a club advisor, quality of interaction with Director	25.9%	36	12.9%	18	5.8%	8	0.7%	1	0.7%	1	54.0%	75	139	96.9%
Room reservation procedures and setups including equipment	33.1%	46	22.3%	31	7.2%	10	0.7%	1	0.0%	0	36.7%	51	139	98.9%
Overall professionalism of Student Activities and Student Center Operations personnel	39.4%	54	24.8%	34	10.2%	14	3.6%	5	0.0%	0	21.9%	30	137	95.3%

Testing

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of cooperation between Testing Center staff and faculty	35.0%	49	29.3%	41	5.0%	7	1.4%	2	2.1%	3	27.1%	38	140	95.1%
Quality of communication between	31.4%	44	25.0%	35	4.3%	6	0.7%	1	1.4%	2	37.1%	52	140	96.6%
Convenience of meeting testing needs	28.1%	39	30.9%	43	10.1%	14	0.7%	1	0.7%	1	29.5%	41	139	98.0%
Method of registering online for DET, VCT/Department exam and TSI Assessment	26.4%	37	22.9%	32	4.3%	6	0.0%	0	0.0%	0	46.4%	65	140	100.0%
Courtesy, professionalism, and/or cooperation of Testing Center personnel	46.4%	65	29.3%	41	7.9%	11	1.4%	2	0.0%	0	15.0%	21	140	98.3%

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

Value	Percent	Count
Yes	13.8%	19
No	31.2%	43
Not applicable	55.1%	76
	Totals	138

Pre-College Programs and Recruitment

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		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.	38.6%	54	30.7%	43	5.7%	8	2.9%	4	0.0%	0	22.1%	31	140	96.3%
Efforts of staff to work with faculty to coordinate dual credit	32.4%	45	16.5%	23	10.1%	14	2.2%	3	1.4%	2	37.4%	52	139	94.3%
Courtesy, professionalism, and/or cooperation of Pre-College Programs and Recruitment personnel	42.1%	59	27.1%	38	5.0%	7	2.9%	4	1.4%	2	21.4%	30	140	94.5%

TRIO Student Support Services KEY Center

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Availability of information regarding TRIO Center-Supported Programs	32.4%	45	24.5%	34	8.6%	12	1.4%	2	0.7%	1	32.4%	45	139	96.8%
Academic progress of students who have utilized the TRIO center	28.8%	40	23.0%	32	7.2%	10	0.7%	1	0.7%	1	39.6%	55	139	97.6%
Courtesy, professionalism, and/or cooperation of TRIO Center personnel	41.2%	56	23.5%	32	7.4%	10	0.0%	0	0.7%	1	27.2%	37	136	99.0%

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

Value	Percent	Count
Yes	42.1%	59
No	23.6%	33
Not applicable	34.3%	48
Totals		140

Overall Student Services Satisfaction

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
OVERALL QUALITY OF PROGRAMS/SERVICES PROVIDED BY STUDENT SERVICES	43.5%	60	42.8%	59	8.0%	11	0.0%	0	0.0%	0	5.8%	8	138	100.0%

Instructional Services Academic Support and Student Success

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of cooperation between the Academic Support and Student Success Division and the rest of the College	30.9%	42	30.1%	41	11.8%	16	2.2%	3	0.0%	0	25.0%	34	136	97.1%
Timeliness of information/ communication between the Academic Support and Student Success Division and the rest of the college	31.3%	42	29.1%	39	11.9%	16	2.2%	3	0.0%	0	25.4%	34	134	97.0%

Tutoring

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality (knowledge) of tutors	23.5%	32	24.3%	33	11.0%	15	2.2%	3	0.7%	1	38.2%	52	136	95.2%
Academic progress of students who have utilized tutoring	19.9%	27	28.7%	39	10.3%	14	1.5%	2	0.7%	1	39.0%	53	136	96.4%
Efforts of Tutoring Coordinator to work with faculty	21.3%	29	25.7%	35	8.8%	12	1.5%	2	0.7%	1	41.9%	57	136	96.2%
Courtesy, professionalism, and/or cooperation of Tutor Center personnel	37.1%	49	28.0%	37	6.1%	8	0.0%	0	0.8%	1	28.0%	37	132	98.9%

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

Value	Percent	Count
Yes	56.7%	76
No	9.7%	13
Not applicable	33.6%	45
	Totals	134

Arts, Humanities and Social Science (AHS) Division

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of cooperation between the AHS Division and the rest of the College	30.4%	41	30.4%	41	8.1%	11	0.7%	1	0.0%	0	30.4%	41	135	98.9%
Timeliness of information/ communication between AHS Division and the rest of the college	31.9%	43	28.9%	39	7.4%	10	1.5%	2	0.0%	0	30.4%	41	135	97.9%

Career and Technical Professions (CT) Division

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of cooperation between CT Division and the rest of the College	31.6%	43	29.4%	40	8.1%	11	1.5%	2	0.0%	0	29.4%	40	136	97.9%
Timeliness of information/ communication between CT Division and the rest of the College	31.6%	43	29.4%	40	8.1%	11	1.5%	2	0.0%	0	29.4%	40	136	97.9%

Allied Health (AH) Division

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of cooperation between AH Division and the rest of the College	32.4%	44	27.2%	37	8.8%	12	3.7%	5	0.7%	1	27.2%	37	136	93.9%
Timeliness of information/ communication between AH Division and the rest of the College	33.1%	45	26.5%	36	8.8%	12	3.7%	5	0.7%	1	27.2%	37	136	93.9%

Science, Mathematics and PE (SM) Division

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of cooperation between the SM Division and the rest of the College	31.6%	43	30.9%	42	6.6%	9	0.7%	1	0.0%	0	30.1%	41	136	98.9%
Timeliness of information/ communication between SM Division and the rest of the College	32.4%	44	30.1%	41	5.9%	8	0.7%	1	0.0%	0	30.9%	42	136	98.9%

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	35.3%	48	39.0%	53	9.6%	13	0.7%	1	1.5%	2	14.0%	19	136	97.4%
Timeliness of information/ communication between the Library and the rest of the College	34.6%	47	40.4%	55	8.8%	12	1.5%	2	0.7%	1	14.0%	19	136	97.4%
Quality of library instruction for your classes (class tours, specialized instruction, etc.)	27.4%	37	22.2%	30	5.2%	7	0.0%	0	0.0%	0	45.2%	61	135	100.0%
Quality of library collections in relation to your academic discipline	23.5%	32	28.7%	39	10.3%	14	0.7%	1	0.0%	0	36.8%	50	136	98.8%
Availability of online resources in your discipline	27.4%	37	28.1%	38	7.4%	10	0.7%	1	0.0%	0	36.3%	49	135	98.8%
Courtesy and helpfulness of Library staff	47.8%	65	33.8%	46	2.2%	3	1.5%	2	0.7%	1	14.0%	19	136	97.4%

Distance Education

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Number of Distance Education training opportunities that were applicable to my skill level and/or to my job requirement	20.0%	27	15.6%	21	13.3%	18	1.5%	2	0.0%	0	49.6%	67	135	97.1%
Availability of Distance Education personnel for 1 on 1 training sessions	20.0%	27	17.0%	23	8.1%	11	0.7%	1	0.0%	0	54.1%	73	135	98.4%
Quality of ITV class support	18.5%	25	17.0%	23	5.2%	7	0.7%	1	0.0%	0	58.5%	79	135	98.2%
Quality of assistance from Distance Education personnel	25.9%	35	17.8%	24	7.4%	10	1.5%	2	0.0%	0	47.4%	64	135	97.2%
Quality and overall usefulness of the Victoria College Learning Management System (Canvas)	23.1%	31	22.4%	30	8.2%	11	1.5%	2	0.7%	1	44.0%	59	134	96.0%
Canvas integration with Banner	17.8%	24	16.3%	22	6.7%	9	1.5%	2	1.5%	2	56.3%	76	135	93.2%
Amount of time Canvas system is available	25.9%	35	20.7%	28	6.7%	9	0.0%	0	0.0%	0	46.7%	63	135	100.0%
Transition to Canvas was handled professionally	27.1%	36	24.8%	33	3.0%	4	0.0%	0	0.0%	0	45.1%	60	133	100.0%
Courtesy, professionalism, and/or cooperation of Distance Education personnel	37.6%	50	27.8%	37	3.0%	4	0.8%	1	0.8%	1	30.1%	40	133	97.8%

Gonzales Center

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
Quality of cooperation between Gonzales Center and the rest of the College	33.8%	46	24.3%	33	7.4%	10	0.0%	0	0.0%	0	34.6%	47	136	100.0%
Timeliness of information/communication between the Gonzales Center and the rest of the College	29.9%	40	24.6%	33	9.7%	13	0.7%	1	0.0%	0	35.1%	47	134	98.9%
Ability to assist with admission to VC registration for course, financial aid application, payment of fees, academic counseling, technology and computer issues	26.5%	36	12.5%	17	7.4%	10	0.0%	0	0.0%	0	53.7%	73	136	100.0%
Tutoring at the Gonzales Center	14.7%	20	10.3%	14	8.8%	12	0.0%	0	0.0%	0	66.2%	90	136	100.0%
The hours the tutoring center is available at the Gonzales Center	15.4%	21	8.8%	12	8.1%	11	0.0%	0	0.0%	0	67.6%	92	136	100.0%
The quality of tutors at the Gonzales tutoring center	15.6%	21	11.1%	15	8.1%	11	0.0%	0	0.0%	0	65.2%	88	135	100.0%
Testing at the Gonzales Center	17.6%	24	15.4%	21	7.4%	10	0.7%	1	0.0%	0	58.8%	80	136	98.2%
Knowledge/helpfulness of Gonzales Center staff in assisting with ITV courses	15.6%	21	11.9%	16	5.9%	8	0.0%	0	0.0%	0	66.7%	90	135	100.0%

Overall Instructional Services Satisfaction

	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very		Not Applicable		Responses	% Not
	%	#	%	#	%	#	%	#	%	#	%	#	#	Dissatisfied
OVERALL QUALITY OF COMMUNICATION/COOPERATION BETWEEN INSTRUCTIONAL SERVICES AND THE REST OF THE COLLEGE	37.8%	51	47.4%	64	8.1%	11	0.0%	0	0.0%	0	6.7%	9	135	100.0%

COLLEGE-WIDE

College-wide efforts to maintain a	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Not Applicable		Responses	% Not Dissatisfied
	%	#	%	#	%	#	%	#	%	#	%	#	#	
Methods currently used to recruit new employees	28.9%	39	39.3%	53	19.3%	26	5.2%	7	1.5%	2	5.9%	8	135	92.9%
Quality of benefits and working conditions to retain employees	34.1%	46	49.6%	67	6.7%	9	5.2%	7	1.5%	2	3.0%	4	135	93.1%
Quality of technical training and/or educational opportunities for the development of employees	33.8%	46	36.8%	50	15.4%	21	8.8%	12	1.5%	2	3.7%	5	136	89.3%
Communication with employees about the salaries paid to employees and communication of the College's funding issues that affect salaries	26.7%	36	40.0%	54	18.5%	25	10.4%	14	0.7%	1	3.7%	5	135	88.5%
Quality of team work and communications within a department and on teams	38.2%	52	41.2%	56	10.3%	14	6.6%	9	0.0%	0	3.7%	5	136	93.1%
Communication across campus to help the campus connect and collaborate	31.6%	43	39.7%	54	17.6%	24	7.4%	10	0.0%	0	3.7%	5	136	92.4%
Quality of the employee newsletter, Campus Connection	44.1%	60	44.9%	61	7.4%	10	0.0%	0	0.7%	1	2.9%	4	136	99.2%

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	32.4%	44	41.2%	56	10.3%	14	0.7%	1	1.5%	2	14.0%	19	136	97.4%
College efforts to provide for INSTRUCTIONAL computer technology needs	29.4%	40	28.7%	39	8.8%	12	6.6%	9	2.9%	4	23.5%	32	136	87.5%
College efforts to provide for STUDENT computer technology needs	26.7%	36	29.6%	40	9.6%	13	11.1%	15	4.4%	6	18.5%	25	135	80.9%

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	25.0%	34	31.6%	43	18.4%	25	5.1%	7	0.7%	1	19.1%	26	136	92.7%
The VC Strategic Planning process as a useful process of institutional improvement	27.9%	38	40.4%	55	18.4%	25	1.5%	2	2.2%	3	9.6%	13	136	95.9%
The VC Facilities Master Planning process as a useful process of institutional improvement	27.4%	37	39.3%	53	14.1%	19	2.2%	3	1.5%	2	15.6%	21	135	95.6%

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?	28.7%	39	41.9%	57	14.0%	19	2.9%	4	2.2%	3	10.3%	14	136	94.3%
Are you satisfied with the quality of professional development in active learning and student engagement through the QEP efforts?	27.9%	38	37.5%	51	16.9%	23	2.2%	3	2.2%	3	13.2%	18	136	94.9%
Are are you satisfied with the number of professional development opportunities available through the QEP efforts?	30.1%	41	36.8%	50	16.2%	22	2.9%	4	1.5%	2	12.5%	17	136	95.0%
QEP efforts have been useful in supporting the use of active learning strategies into my position on the VC campus.	28.4%	38	35.8%	48	15.7%	21	3.0%	4	1.5%	2	15.7%	21	134	94.7%

I work in the following capacity at the College:

Value	Percent	Count
Full-time Faculty	44.3%	58
Part-Time Faculty	1.5%	2
Administrative/Clerical Staff	35.1%	46
Physical Plant Staff	1.5%	2
Administrative/Mid-Management Staff	17.6%	23
	Totals	131

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

Overall Rank	Item	Total Respondents
1	Email	120
2	Text	111
3	Phone	110
4	Website	118
5	Written Correspondence	111
6	Portal	111
7	Meetings	114
8	Social Media (VC Facebook, VC Twitter)	112
9	Other	84

If Other, please provide below:

Count	Response
1	In person
1	None