 Employee Survey Results – Fall 2015

Every two years, the college asks for employee feedback through the Employee Vision and Services Survey. The first section of the survey addresses our vision and mission. The second section asks employees to rate and comment on how various college departments serve employees. Information about employee location, length of service, and assignment are provided in the last section. This is an important tool to help assess the degree to which we are living our vision and mission, and the quality of services being provided to you in support of your work.

In fall 2015 the survey was open from September 15th through October 16th 2015. A total of 191 responses were included in the analysis.

**Section 1: Vision and Mission**

***How well does the College achieve our vision of:***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Being dedicated to the success of our students** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Poorly | 1 | .5 | .5 | .5 |
| OK | 37 | 19.4 | 19.8 | 20.3 |
| Well | 105 | 55.0 | 56.1 | 76.5 |
| Very Well | 44 | 23.0 | 23.5 | 100.0 |
| Total | 187 | 97.9 | 100.0 |  |
| Missing | System | 4 | 2.1 |  |  |
| Total | | 191 | 100.0 |  |  |

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| **Our work guided by a set of shared principles** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very Poorly | 1 | .5 | .5 | .5 |
| Poorly | 12 | 6.3 | 6.6 | 7.1 |
| OK | 64 | 33.5 | 35.0 | 42.1 |
| Well | 66 | 34.6 | 36.1 | 78.1 |
| Very Well | 40 | 20.9 | 21.9 | 100.0 |
| Total | 183 | 95.8 | 100.0 |  |
| Missing | System | 8 | 4.2 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Making decisions based on strategy and evidence** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Poorly | 16 | 8.4 | 9.1 | 9.1 |
| OK | 61 | 31.9 | 34.9 | 44.0 |
| Well | 69 | 36.1 | 39.4 | 83.4 |
| Very Well | 29 | 15.2 | 16.6 | 100.0 |
| Total | 175 | 91.6 | 100.0 |  |
| Missing | System | 16 | 8.4 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Being committed to quality** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Poorly | 7 | 3.7 | 3.8 | 3.8 |
| OK | 55 | 28.8 | 29.7 | 33.5 |
| Well | 82 | 42.9 | 44.3 | 77.8 |
| Very Well | 41 | 21.5 | 22.2 | 100.0 |
| Total | 185 | 96.9 | 100.0 |  |
| Missing | System | 6 | 3.1 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Being committed to innovation** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very Poorly | 4 | 2.1 | 2.2 | 2.2 |
| Poorly | 13 | 6.8 | 7.2 | 9.4 |
| OK | 68 | 35.6 | 37.8 | 47.2 |
| Well | 65 | 34.0 | 36.1 | 83.3 |
| Very Well | 30 | 15.7 | 16.7 | 100.0 |
| Total | 180 | 94.2 | 100.0 |  |
| Missing | System | 11 | 5.8 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Being committed to equity** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very Poorly | 1 | .5 | .5 | .5 |
| Poorly | 14 | 7.3 | 7.7 | 8.2 |
| OK | 56 | 29.3 | 30.8 | 39.0 |
| Well | 76 | 39.8 | 41.8 | 80.8 |
| Very Well | 35 | 18.3 | 19.2 | 100.0 |
| Total | 182 | 95.3 | 100.0 |  |
| Missing | System | 9 | 4.7 |  |  |
| Total | | 191 | 100.0 |  |  |

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| **Being committed to lifelong learning of students** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Poorly | 5 | 2.6 | 2.8 | 2.8 |
| OK | 51 | 26.7 | 28.8 | 31.6 |
| Well | 76 | 39.8 | 42.9 | 74.6 |
| Very Well | 45 | 23.6 | 25.4 | 100.0 |
| Total | 177 | 92.7 | 100.0 |  |
| Missing | System | 14 | 7.3 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Being committed to lifelong learning of employees** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very Poorly | 4 | 2.1 | 2.2 | 2.2 |
| Poorly | 18 | 9.4 | 9.7 | 11.9 |
| OK | 61 | 31.9 | 33.0 | 44.9 |
| Well | 68 | 35.6 | 36.8 | 81.6 |
| Very Well | 34 | 17.8 | 18.4 | 100.0 |
| Total | 185 | 96.9 | 100.0 |  |
| Missing | System | 6 | 3.1 |  |  |
| Total | | 191 | 100.0 |  |  |

***How well does the College achieve our mission of:***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Providing opportunities for students to pursue their educational and employment goals** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Poorly | 6 | 3.1 | 3.3 | 3.3 |
| OK | 40 | 20.9 | 21.7 | 25.0 |
| Well | 105 | 55.0 | 57.1 | 82.1 |
| Very Well | 33 | 17.3 | 17.9 | 100.0 |
| Total | 184 | 96.3 | 100.0 |  |
| Missing | System | 7 | 3.7 |  |  |
| Total | | 191 | 100.0 |  |  |

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| **Contributing to the economic enrichment of our communities** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very Poorly | 2 | 1.0 | 1.1 | 1.1 |
| Poorly | 8 | 4.2 | 4.6 | 5.7 |
| OK | 48 | 25.1 | 27.4 | 33.1 |
| Well | 88 | 46.1 | 50.3 | 83.4 |
| Very Well | 29 | 15.2 | 16.6 | 100.0 |
| Total | 175 | 91.6 | 100.0 |  |
| Missing | System | 16 | 8.4 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Contributing to the cultural enrichment of our communities** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very Poorly | 1 | .5 | .6 | .6 |
| Poorly | 11 | 5.8 | 6.1 | 6.6 |
| OK | 47 | 24.6 | 26.0 | 32.6 |
| Well | 81 | 42.4 | 44.8 | 77.3 |
| Very Well | 41 | 21.5 | 22.7 | 100.0 |
| Total | 181 | 94.8 | 100.0 |  |
| Missing | System | 10 | 5.2 |  |  |
| Total | | 191 | 100.0 |  |  |

**Section 2: Department and Services**

***NOTE: Employees were provided space to comment on each of the questions regarding department and services. Those are provided in the Appendix.***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Public college spaces (including restrooms) are adequately cleaned, stocked, and functional.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 5 | 2.6 | 2.7 | 2.7 |
| Sometimes | 25 | 13.1 | 13.4 | 16.0 |
| Most of the Time | 110 | 57.6 | 58.8 | 74.9 |
| Always | 47 | 24.6 | 25.1 | 100.0 |
| Total | 187 | 97.9 | 100.0 |  |
| Missing | System | 4 | 2.1 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **The maintenance department responds to your work requests in a timely, efficient manner.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Never | 1 | .5 | .6 | .6 |
| Not Usually | 7 | 3.7 | 4.0 | 4.5 |
| Sometimes | 27 | 14.1 | 15.3 | 19.8 |
| Most of the Time | 87 | 45.5 | 49.2 | 68.9 |
| Always | 55 | 28.8 | 31.1 | 100.0 |
| Total | 177 | 92.7 | 100.0 |  |
| Missing | System | 14 | 7.3 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Overall, the Business Office provides helpful and timely customer service.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Never | 1 | .5 | .6 | .6 |
| Not Usually | 5 | 2.6 | 3.1 | 3.7 |
| Sometimes | 11 | 5.8 | 6.7 | 10.4 |
| Most of the Time | 77 | 40.3 | 47.2 | 57.7 |
| Always | 69 | 36.1 | 42.3 | 100.0 |
| Total | 163 | 85.3 | 100.0 |  |
| Missing | System | 28 | 14.7 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **The Business Office provides helpful and timely support and information when I purchase supplies and equipment.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 3 | 1.6 | 2.4 | 2.4 |
| Sometimes | 8 | 4.2 | 6.5 | 8.9 |
| Most of the Time | 57 | 29.8 | 46.3 | 55.3 |
| Always | 55 | 28.8 | 44.7 | 100.0 |
| Total | 123 | 64.4 | 100.0 |  |
| Missing | System | 68 | 35.6 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **The Business Office provides timely service in the area of accounts payable, such as paying invoices on time, reimbursing travel expenses, etc.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 4 | 2.1 | 2.8 | 2.8 |
| Sometimes | 8 | 4.2 | 5.7 | 8.5 |
| Most of the Time | 67 | 35.1 | 47.5 | 56.0 |
| Always | 62 | 32.5 | 44.0 | 100.0 |
| Total | 141 | 73.8 | 100.0 |  |
| Missing | System | 50 | 26.2 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **The Business Office is helpful in assisting with and reviewing contracts.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Never | 3 | 1.6 | 3.0 | 3.0 |
| Not Usually | 3 | 1.6 | 3.0 | 6.1 |
| Sometimes | 7 | 3.7 | 7.1 | 13.1 |
| Most of the Time | 36 | 18.8 | 36.4 | 49.5 |
| Always | 50 | 26.2 | 50.5 | 100.0 |
| Total | 99 | 51.8 | 100.0 |  |
| Missing | System | 92 | 48.2 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Information on the Business Office Portal is helpful and easy to find.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 8 | 4.2 | 6.3 | 6.3 |
| Sometimes | 29 | 15.2 | 22.8 | 29.1 |
| Most of the Time | 63 | 33.0 | 49.6 | 78.7 |
| Always | 27 | 14.1 | 21.3 | 100.0 |
| Total | 127 | 66.5 | 100.0 |  |
| Missing | System | 64 | 33.5 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Human Resources staff responds to my needs in a timely and responsive manner.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 5 | 2.6 | 2.8 | 2.8 |
| Sometimes | 13 | 6.8 | 7.3 | 10.1 |
| Most of the Time | 64 | 33.5 | 35.8 | 45.8 |
| Always | 97 | 50.8 | 54.2 | 100.0 |
| Total | 179 | 93.7 | 100.0 |  |
| Missing | System | 12 | 6.3 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **I can count on Human Resources staff to provide me with accurate information regarding policies and procedures.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Never | 1 | .5 | .6 | .6 |
| Not Usually | 4 | 2.1 | 2.3 | 2.9 |
| Sometimes | 11 | 5.8 | 6.3 | 9.1 |
| Most of the Time | 54 | 28.3 | 30.9 | 40.0 |
| Always | 105 | 55.0 | 60.0 | 100.0 |
| Total | 175 | 91.6 | 100.0 |  |
| Missing | System | 16 | 8.4 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **I trust that HR and Payroll will process my pay in an efficient and accurate manner.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sometimes | 7 | 3.7 | 3.9 | 3.9 |
| Most of the Time | 44 | 23.0 | 24.4 | 28.3 |
| Always | 129 | 67.5 | 71.7 | 100.0 |
| Total | 180 | 94.2 | 100.0 |  |
| Missing | System | 11 | 5.8 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **My computer system (hardware) is efficient and reliable.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 10 | 5.2 | 5.4 | 5.4 |
| Sometimes | 26 | 13.6 | 14.0 | 19.4 |
| Most of the Time | 99 | 51.8 | 53.2 | 72.6 |
| Always | 51 | 26.7 | 27.4 | 100.0 |
| Total | 186 | 97.4 | 100.0 |  |
| Missing | System | 5 | 2.6 |  |  |
| Total | | 191 | 100.0 |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **My computer system (software) is efficient and reliable.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 8 | 4.2 | 4.3 | 4.3 |
| Sometimes | 28 | 14.7 | 15.1 | 19.5 |
| Most of the Time | 105 | 55.0 | 56.8 | 76.2 |
| Always | 44 | 23.0 | 23.8 | 100.0 |
| Total | 185 | 96.9 | 100.0 |  |
| Missing | System | 6 | 3.1 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **My mobile devices work well with the college network.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Never | 1 | .5 | .7 | .7 |
| Not Usually | 10 | 5.2 | 6.9 | 7.6 |
| Sometimes | 25 | 13.1 | 17.4 | 25.0 |
| Most of the Time | 65 | 34.0 | 45.1 | 70.1 |
| Always | 43 | 22.5 | 29.9 | 100.0 |
| Total | 144 | 75.4 | 100.0 |  |
| Missing | System | 47 | 24.6 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **The I.T. Help Desk is responsive.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 4 | 2.1 | 2.3 | 2.3 |
| Sometimes | 11 | 5.8 | 6.3 | 8.5 |
| Most of the Time | 50 | 26.2 | 28.4 | 36.9 |
| Always | 111 | 58.1 | 63.1 | 100.0 |
| Total | 176 | 92.1 | 100.0 |  |
| Missing | System | 15 | 7.9 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **The I.T. Help Desk is helpful.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 2 | 1.0 | 1.1 | 1.1 |
| Sometimes | 11 | 5.8 | 6.2 | 7.3 |
| Most of the Time | 51 | 26.7 | 28.7 | 36.0 |
| Always | 114 | 59.7 | 64.0 | 100.0 |
| Total | 178 | 93.2 | 100.0 |  |
| Missing | System | 13 | 6.8 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **The I.T. department is efficient and effective with technology projects.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 3 | 1.6 | 1.9 | 1.9 |
| Sometimes | 30 | 15.7 | 19.1 | 21.0 |
| Most of the Time | 67 | 35.1 | 42.7 | 63.7 |
| Always | 57 | 29.8 | 36.3 | 100.0 |
| Total | 157 | 82.2 | 100.0 |  |
| Missing | System | 34 | 17.8 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **I feel safe and secure in the College's facilities and grounds.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Never | 1 | .5 | .5 | .5 |
| Not Usually | 11 | 5.8 | 5.9 | 6.5 |
| Sometimes | 7 | 3.7 | 3.8 | 10.3 |
| Most of the Time | 88 | 46.1 | 47.6 | 57.8 |
| Always | 78 | 40.8 | 42.2 | 100.0 |
| Total | 185 | 96.9 | 100.0 |  |
| Missing | System | 6 | 3.1 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Security Services personnel respond to my needs in a timely and responsive manner.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 3 | 1.6 | 1.8 | 1.8 |
| Sometimes | 8 | 4.2 | 4.7 | 6.4 |
| Most of the Time | 53 | 27.7 | 31.0 | 37.4 |
| Always | 107 | 56.0 | 62.6 | 100.0 |
| Total | 171 | 89.5 | 100.0 |  |
| Missing | System | 20 | 10.5 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **The library faculty and staff are helpful to me** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sometimes | 7 | 3.7 | 4.7 | 4.7 |
| Most of the Time | 36 | 18.8 | 24.3 | 29.1 |
| Always | 105 | 55.0 | 70.9 | 100.0 |
| Total | 148 | 77.5 | 100.0 |  |
| Missing | System | 43 | 22.5 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **The library's information resources meet my professional needs** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 4 | 2.1 | 3.1 | 3.1 |
| Sometimes | 8 | 4.2 | 6.2 | 9.2 |
| Most of the Time | 47 | 24.6 | 36.2 | 45.4 |
| Always | 71 | 37.2 | 54.6 | 100.0 |
| Total | 130 | 68.1 | 100.0 |  |
| Missing | System | 61 | 31.9 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **The Center for Learning and Teaching offers high quality, relevant training** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 7 | 3.7 | 6.9 | 6.9 |
| Sometimes | 21 | 11.0 | 20.8 | 27.7 |
| Most of the Time | 41 | 21.5 | 40.6 | 68.3 |
| Always | 32 | 16.8 | 31.7 | 100.0 |
| Total | 101 | 52.9 | 100.0 |  |
| Missing | System | 90 | 47.1 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **I know how to submit a SVC Incident Report Form if I have knowledge of the following: Code of Student violation; Campus Security incident; Campus View Village incident; or I observe a student in obvious academic, social, or personal distress that might warrant concern for the safety of the campus, community or individual.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Yes | 134 | 70.2 | 70.5 | 70.5 |
| No | 56 | 29.3 | 29.5 | 100.0 |
| Total | 190 | 99.5 | 100.0 |  |
| Missing | System | 1 | .5 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **I am aware of the Consultation, Assessment, Response and Education (CARE) Team and their function.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Yes | 56 | 29.3 | 29.8 | 29.8 |
| No | 132 | 69.1 | 70.2 | 100.0 |
| Total | 188 | 98.4 | 100.0 |  |
| Missing | System | 3 | 1.6 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Enrollment Services staff provides accurate information about Admission and Registration policies and procedures.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not Usually | 3 | 1.6 | 2.2 | 2.2 |
| Sometimes | 12 | 6.3 | 8.8 | 11.0 |
| Most of the Time | 75 | 39.3 | 55.1 | 66.2 |
| Always | 46 | 24.1 | 33.8 | 100.0 |
| Total | 136 | 71.2 | 100.0 |  |
| Missing | System | 55 | 28.8 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Based on your experience with Enrollment Services, how would you rate the staff?** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Poor service | 3 | 1.6 | 2.0 | 2.0 |
| Varies on each visit | 29 | 15.2 | 19.2 | 21.2 |
| Friendly & helpful | 63 | 33.0 | 41.7 | 62.9 |
| Very friendly & helpful | 56 | 29.3 | 37.1 | 100.0 |
| Total | 151 | 79.1 | 100.0 |  |
| Missing | System | 40 | 20.9 |  |  |
| Total | | 191 | 100.0 |  |  |

***Satisfaction with various aspects of Enrollment Services:***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Responsiveness** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Somewhat Dissatisfied | 5 | 2.6 | 2.9 | 2.9 |
| Neutral | 40 | 20.9 | 23.4 | 26.3 |
| Somewhat Satisfied | 52 | 27.2 | 30.4 | 56.7 |
| Very Satisfied | 74 | 38.7 | 43.3 | 100.0 |
| Total | 171 | 89.5 | 100.0 |  |
| Missing | System | 20 | 10.5 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Professionalism** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very Dissatisfied | 1 | .5 | .6 | .6 |
| Somewhat Dissatisfied | 7 | 3.7 | 4.1 | 4.7 |
| Neutral | 43 | 22.5 | 25.3 | 30.0 |
| Somewhat Satisfied | 40 | 20.9 | 23.5 | 53.5 |
| Very Satisfied | 79 | 41.4 | 46.5 | 100.0 |
| Total | 170 | 89.0 | 100.0 |  |
| Missing | System | 21 | 11.0 |  |  |
| Total | | 191 | 100.0 |  |  |

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| --- | --- | --- | --- | --- | --- |
| **Courteousness** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very Dissatisfied | 2 | 1.0 | 1.2 | 1.2 |
| Somewhat Dissatisfied | 4 | 2.1 | 2.4 | 3.5 |
| Neutral | 45 | 23.6 | 26.5 | 30.0 |
| Somewhat Satisfied | 32 | 16.8 | 18.8 | 48.8 |
| Very Satisfied | 87 | 45.5 | 51.2 | 100.0 |
| Total | 170 | 89.0 | 100.0 |  |
| Missing | System | 21 | 11.0 |  |  |
| Total | | 191 | 100.0 |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Knowledgeability** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Somewhat Dissatisfied | 1 | .5 | .6 | .6 |
| Neutral | 39 | 20.4 | 22.9 | 23.5 |
| Somewhat Satisfied | 59 | 30.9 | 34.7 | 58.2 |
| Very Satisfied | 71 | 37.2 | 41.8 | 100.0 |
| Total | 170 | 89.0 | 100.0 |  |
| Missing | System | 21 | 11.0 |  |  |
| Total | | 191 | 100.0 |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Efficiency** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very Dissatisfied | 1 | .5 | .6 | .6 |
| Somewhat Dissatisfied | 5 | 2.6 | 3.0 | 3.6 |
| Neutral | 44 | 23.0 | 26.5 | 30.1 |
| Somewhat Satisfied | 53 | 27.7 | 31.9 | 62.0 |
| Very Satisfied | 63 | 33.0 | 38.0 | 100.0 |
| Total | 166 | 86.9 | 100.0 |  |
| Missing | System | 25 | 13.1 |  |  |
| Total | | 191 | 100.0 |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Public Information & Marketing personnel respond to my needs in a timely and responsive manner.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Never | 41 | 21.5 | 39.8 | 39.8 |
| Not Usually | 7 | 3.7 | 6.8 | 46.6 |
| Sometimes | 15 | 7.9 | 14.6 | 61.2 |
| Most of the Time | 40 | 20.9 | 38.8 | 100.0 |
| Total | 103 | 53.9 | 100.0 |  |
| Missing | System | 88 | 46.1 |  |  |
| Total | | 191 | 100.0 |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Public Information & Marketing personnel produce high quality print and digital materials.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Never | 68 | 35.6 | 50.0 | 50.0 |
| Not Usually | 1 | .5 | .7 | 50.7 |
| Sometimes | 19 | 9.9 | 14.0 | 64.7 |
| Most of the Time | 48 | 25.1 | 35.3 | 100.0 |
| Total | 136 | 71.2 | 100.0 |  |
| Missing | System | 55 | 28.8 |  |  |
| Total | | 191 | 100.0 |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Public Information & Marketing personnel produce high quality materials for the college's website.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Never | 51 | 26.7 | 35.9 | 35.9 |
| Not Usually | 7 | 3.7 | 4.9 | 40.8 |
| Sometimes | 24 | 12.6 | 16.9 | 57.7 |
| Most of the Time | 60 | 31.4 | 42.3 | 100.0 |
| Total | 142 | 74.3 | 100.0 |  |
| Missing | System | 49 | 25.7 |  |  |
| Total | | 191 | 100.0 |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Public Information & Marketing personnel keep me informed of their needs and progress with regard to my projects.** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Never | 29 | 15.2 | 31.2 | 31.2 |
| Not Usually | 8 | 4.2 | 8.6 | 39.8 |
| Sometimes | 17 | 8.9 | 18.3 | 58.1 |
| Most of the Time | 39 | 20.4 | 41.9 | 100.0 |
| Total | 93 | 48.7 | 100.0 |  |
| Missing | System | 98 | 51.3 |  |  |
| Total | | 191 | 100.0 |  |  |

**Section 3: Employee Demographics**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Years Employed at SVC** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Less than 1 year | 13 | 6.8 | 6.8 | 6.8 |
| 1-5 years | 54 | 28.3 | 28.3 | 35.1 |
| 6-10 years | 38 | 19.9 | 19.9 | 55.0 |
| 11-15 years | 22 | 11.5 | 11.5 | 66.5 |
| More than 15 years | 64 | 33.5 | 33.5 | 100.0 |
| Total | 191 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Location** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Mount Vernon campus | 153 | 80.1 | 80.1 | 80.1 |
| Whidbey Island campus and/or Centers | 38 | 19.9 | 19.9 | 100.0 |
| Total | 191 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employment/Assignment** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Administrator | 46 | 24.1 | 24.1 | 24.1 |
| Classified | 56 | 29.3 | 29.3 | 53.4 |
| Faculty | 79 | 41.4 | 41.4 | 94.8 |
| Hourly | 10 | 5.2 | 5.2 | 100.0 |
| Total | 191 | 100.0 | 100.0 |  |

**Appendix: Comments Regarding Departments and Services**

**Public college spaces (including restrooms) are adequately cleaned, stocked, and functional.**

1. 2nd floor bathroom in New Lewis had some cleanliness issues last year, but is definitely improved! Thanks.
2. Angst is nicely maintained.
3. Angst restrooms often run out of paper towels
4. Bathrooms are messy, out of paper towels a lot of the time
5. Bathrooms on 2nd floor in Angst are consistently FREEZING cold. Often 1 of the available soap dispensers isn't dispensing.
6. Can you divide Whidbey from Mt Vernon, otherwise this is not accurate, no crossover
7. Clean but always out of paper towels or soap
8. First floor Lewis bathroom gets a bit rough sometimes.
9. From what I have seen in the N building some our bathrooms continually have pink mold in the sinks,, which indicate they are not cleaned regularly; questionable spots and drips remain on the walls all year long and spots/drips on floor remain for quite a while. Toilet seats move so you feel like you are going to fall in. Toilet seats are stained/crackling and are very unsightly and are always questioned as maybe indicating as not clean.
10. Getting air fresheners and adding color to the bathrooms would make it better
11. Great
12. I think there should be a gender neutral restroom.
13. I think we do a much better job than most of the colleges I have been to in other parts of the state.
14. I would prefer having the restrooms cleaned more completely.
15. In Hodson Hall, upstairs toilets often don't fully flush, and then there's the flies.
16. Our restrooms are maintained better than some colleges I have visited.
17. restrooms are not always cleaned
18. Restrooms are often dirty by the afternoon.
19. Restrooms were not maintained the beginning of September in cafeteria area
20. Scented soap is a must because of the bad smells in the restrooms. Please do this.
21. Sometimes the men's restroom in the campus center building is a bit messy
22. That drinking fountain on the top floor of Oak Hall has been out of service for quite a while.
23. The maintence at WIC is very responsive.
24. The restroom stalls are always dirty. Check out the doors and walls.
25. The restrooms are many times out of paper towels and other supplies on Monday morning and this should not happen.
26. There are restrooms that need a better cleaning than they get.
27. There has been gunk on the back of the stall doors in the Lewis hall bathrooms for two quarter now and I am not so sure they ever wash the doors which also means the handles everyone touches.
28. Very few complaints

**The maintenance department responds to your work requests in a timely, efficient manner.**

1. A few projects were started right away, but then took time to finish.
2. Angst Hall is no longer a new building, but remains unfinished. There is no sink installed in the faculty break room so we wash our dishes in the bathroom, disgusting. We also are likely the only staff who pay $45 per year for drinking water and to water our plants, ridiculous on our salaries. Additionally, we have asked to have water turned on every quarter for the past 4 years to a sink in 138, so we can wash hands, no go. We have no washer or dryer, yet are required to teach students wet skills, staff wash laundry without compensation to have supplies available to bring "learning to life". Although we are left high and dry, we have had amazing floods in the building!
3. As well as can be expected when being short handed all the time
4. Can you divide Whidbey from Mt Vernon, otherwise this is not accurate. No crossover
5. Considering their workload, they have been very accommodating.
6. Efficient.... always. Timely... not always.
7. Getting timely responses is hit or miss. Sometimes it's very timely and sometimes not so much.
8. Good to go.
9. I don't really have any complaints, enjoy the guys in the shop!
10. I have very few complaints -- and if I have concern, Maintenance gets right on it!
11. Jim Beattie is always awesome about this; he's very kind and helpful.
12. Maintenance is incredibly busy and I understand they can get backlogged.
13. Maintenance is very responsive when requests are sent.
14. The maintence at WIC is very responsive.
15. They are short staffed and cannot accomodate all requests. Some departments are waiting over 3 months for requests not deemed emergent.
16. They are very supportive and work so hard, but perhaps overtaxed.
17. They do the best they can.
18. They have a lot to do and are understaffed.
19. Was better before the summer of 2015
20. We try not to bother them as we know they are busy, but they are usually quick to respond when we do.
21. Welding Dept. needs a Full Time Welding Equipment Tech. (Not a Student Intern) to Maintain and Repair the Equipment used in the Welding Dept. Currently it has a Part Time Tech that should be Full Time with the amount of work that needs to take place. Also a Budget to purchase repair parts and special tools.
22. When they can. They are understaffed.
23. Whidbey Campus Maintenance is great, Thank you Bruce and Dave H always there when you call at our EHS Center
24. You do an excellent job!

**Overall, the Business Office provides helpful and timely customer service.**

1. Horribly understaffed. As people retire, new people need better training and need to understand that they need to use the processes in place.
2. I think that it takes a long time to order things.
3. long delays in receiving reimbursement; no helpful guidance on who to contact for what
4. My needs are always met when I go there.
5. On occasion attitudes were snippy, but understand they are very short staffed and very overworked/stressed.
6. The BO staff is always extremely helpful and patient. Thank you!
7. They are closed quite often.
8. They go out of their way to be helpful.
9. This dept. is severely understaffed and should not be subject to the "3 mo delay" in hiring. That's ridiculous. They were not even able to properly clean up accounts at the end of the year 14-15. This is causing problems with state and federal reporting from other departments. Everyone is afraid to complain for fear of reprisal. Also, they need up-to-date computers. Why is this department never getting attention regarding support? Makes no sense.
10. Very helpful
11. When I have emailed with concerns, it usually takes me following up on to get an answer.

**The Business Office provides helpful and timely support and information when I purchase supplies and equipment.**

1. Consistent excellent service is always provided by the BO. Thank you!
2. I think that it takes a long time to order things.
3. My questions are answered consistently and in a timely fashion.
4. On occasion attitudes were condescending, but overall they are amazing folks working there.
5. Same comment as above.
6. They dont seem to be happy
7. They have been very helpful in providing guidance in the process.
8. This does not apply to me
9. Travel rules and regulations are difficult to understand and remember since they change so often. Would be helpful for Business Office to have a pre-travel approval process to double-check that planning is done correctly.

**The Business Office provides timely service in the area of accounts payable, such as paying invoices on time, reimbursing travel expenses, etc.**

1. I do not work with the business office in the services listed.
2. If process of receiving honorariums for speakers, event funding etc was made electronic (signatures) it would increase clarity of process and save requesting faculty hours of figuring out what offices and who to catch.
3. Invoices, reimbursements are always paid in a timely manner. Thank you!
4. I've received travel reimbursements in as quickly as a week and other times not for a month.
5. My experience has been that it takes a month to get mileage reimbursed. That's way too long. Shouldn't take that long.
6. Never had any problem with reimbursement.
7. Reimbursements are provided in a reasonable timeframe.
8. Same comment as above.
9. Takes a long time to obtain reimbursements, but not sure if that is on our department's part, or business office.
10. They are efficient.
11. We get reimbursements in a couple of months.

**The Business Office is helpful in assisting with and reviewing contracts.**

1. Anytime I call down there I am referred elsewhere as they are unsure of my contract status. I went an entire summer without getting a response to weekly e-mails I was sending them.
2. Does not apply.
3. I do not work with the business office in the services listed.
4. n/a to my experiences
5. Never had a review, even though contracts are difficult to understand.
6. Never had one reviewed.
7. Our many and complicated contracts are always a challenge, but they were always wanting to understand them and make the "right" for us.
8. The BO is consistently patient and extremely helpful with contracts and all other inquiries. Thank you!
9. The few times that I worked with BO regarding contracts, they have been very helpful.
10. They have an attitude of wanting to help the people they serve.
11. This does not apply to me
12. You get five different versions, then when you correct, that's not right. Cumbersome at best.

**Information on the Business Office Portal is helpful and easy to find.**

1. Again, hard to know who to contact for what if have questions not answered at Portal.
2. I am challenged whenever I have to search for forms.
3. I don't normally use their portal.
4. I most always find what I need quickly without too much digging.
5. I think you mean helpful rather than helpful.
6. If I needed something, BO staff have been able to direct me.
7. It is difficult to locate forms on the college portal.
8. never used it
9. The new portal is somewhat challenging. As an example, the new contract tracking spreadsheet is difficult to move and search through.
10. There is a lot of information in the portal. Sometimes it is just hard to find
11. Unless you know what people do in the Business Office, there is no place to find out short of going to the Business office and asking.
12. Very good.

**Human Resources staff responds to my needs in a timely and responsive manner.**

1. Always a good experience.
2. Anytime I call down there I am referred elsewhere as they are unsure of my contract status. I went an entire summer without getting a response to weekly e-mails I was sending them.
3. Carolyn Tucker is the best thing that's happened in our professional world in a long time.
4. Getting working keys is a problem for all new faculty here
5. I have sent emails to HR and received no response at all. That isn't true of emails I have sent to Bev or Helen. Helen is very good about always responding.
6. I went to HR a year ago to talk about a dispute in my credits, and haven't heard anything since
7. It is a pleasure to go to the office because of the attitudes the employees present.
8. No complaints.
9. Not anymore. They are unable to because of lack of staffing and lack of training of new staff.
10. Offered to contribute conflict/mediation training three years ago, and despite efforts to reach out, no response.
11. Some smaller requests at busy times aren't always followed up at a later time.
12. The HR staff is helpful whenever I have questions.
13. They are amazing
14. Very helpful and knowledgeable.
15. Very helpful staff.
16. Wish they came to WIC 1 day per 2weeks

**I can count on Human Resources staff to provide me with accurate information regarding policies and procedures.**

1. No complaints.
2. The whole team, Helen, Kathy, Kristina...are always right there, supportive, efficient and pleasant to work with. Kudos to them.
3. I can count on Helen to provide information.
4. SAA
5. They are informed or find the answer if they do not immediately know the answer.

**I trust that HR and Payroll will process my pay in an efficient and accurate manner.**

1. Anyone who works part of the night before midnight and the other part after has to lie about the actual starting and ending hours they work.
2. Contracts are slow to arrive, and they are unclear.
3. I hope that is the case - there isn't much I can do about it if it isn't.
4. I like that we get an email telling us when we can look at out check.
5. I never know what I am supposed to be paid, but it does get deposited on time
6. I trust that people will do their jobs. If there is ever an issue, it is usually something I do not understand, not a problem with my pay
7. It has been more of a problem in the past (in other words, improving), but contracts and pay stubs need to be closely monitored. I usually find, on average, one mistake per contract year.
8. My first 2 paychecks were delayed or not processed at all until I noticed after payday
9. They spend extra time if necessary to make things work for the people they serve.
10. TLR helps.
11. We can only guess! Complicated.
12. Yes.

**My computer system (hardware) is efficient and reliable.**

1. Computer is old and outdated for current needs of use
2. I bring a laptop from home
3. I don't know why, looking at the specs it should perform better than it does. My eyes are bad I would prefer larger monitors.
4. I have very good equipment. People help me whenever there is a problem.
5. If there is a problem, I often get the IT techs to solve it.
6. It is slow sometimes
7. This varies. My computer was lost for part of Summer 2014, and my printer is currently not working.
8. When changes and revisions are made to the computer system it sometimes causes glitches that cost me time.

**My computer system (software) is efficient and reliable.**

1. I bring a mac laptop from home
2. It does what I need it to do most of the time.
3. My computing apps are sufficient for what I need.
4. Read above
5. slowing down
6. Software is updated without notice or input from the user.

**My mobile devices work well with the college network.**

1. Can't download photos from internet to my phone while on SVC wifi.
2. Changes are done regularly but staff does not know of the changes.
3. I am connected to my college email through my phone. This enables me to reply to emails in a more efficient manner.
4. I do not have a smart phone or other device I use
5. I don't use mobile devices with the college network.
6. I don't use these.
7. It's not quite easy to use personal device in the college network.
8. There is no access from my office. I have to go outside to get cell service. My office must be in a fortified part of Hodson Hall.
9. Wifi internet connection at Whidbey Campus is horrible (many blackout spots) and internet is pretty slow.

**The I.T. Help Desk is responsive.**

1. Considering their workload, they have been very helpful.
2. IT rocks!
3. Love the Helpdesk. Wouldn't know what to do without them.
4. Need to divide Whidbey from Mt Vernon, no crossover
5. Overloaded on requests but not enough support to always provide accurate and efficient turn around time.
6. Quick and efficient
7. The IT helpdesk is always helpful and responsive. Thank you!
8. They always come when I call.
9. They are incredibly committed to being as helpful as possible.
10. We must have the best IT staff in the state- they are outstanding!
11. We really need help during after hours, that's when we are working on prep, not during the class day so much. It would be really useful to have a person to call on weekends, too; there just is no support during the times that teachers are working and preparing for lectures and exams.
12. WIC is fantastic!
13. WIC response has decreased to some extent.

**The I.T. Help Desk is helpful.**

1. Again, IT rocks!
2. I am regularly amazed by how helpful they are.
3. If they can't fix the problem, they get help from someone else.
4. Love the Helpdesk. Wouldn't know what to do without them.

**The I.T. department is efficient and effective with technology projects.**

1. I believe they are but I don't really know much about that end of it.
2. I'm one of hundred that need their assistance, does anyone really move as fast as we would like? It is what it is. No fault of anyone
3. Macs still seem to need more support on campus.
4. There's room for improvements.
5. They have made my professional life much more manageable.

**I feel safe and secure in the College's facilities and grounds.**

1. I am very disappointed that we do not have training or drills or what to do if a fire, shooter, earthquake. I know I can read a book and figure it out for myself. But where do we go on campus??
2. Its never an issue until its an issue. Then its usually too late.
3. Need more protection and security for offices located on the Angst first floor and classrooms, other than general classrooms. Too many big windows with no way to cover in case of emergency
4. Need to divide Whidbey from Mt Vernon, totally different
5. Never had any concern.
6. The administration of this college should be ashamed at the total lack of safety and security preparedness on the WIC campus. Get your heads out of that dark place and do something. If this is the best that the head of security can do, we need a new security person. The President should be ashamed that he shows such disregard for the safety of the faculty, staff and students at WIC. Nobody knows what to do here. No drills, no nothing. Are we going to wait until a shooter takes lives? Shameful, just shameful. Stop with the "no budget for it". Do your jobs!
7. The back door entrance of the library building is kind of scary.
8. The recent events in Oregon and previous events of gun violence mean that no one is always safe and secure. Personal safety is either 0% or 100%.
9. We are locking our classroom doors when in session because of recent events in Oregon. There are no phones in classrooms, so teachers and students keep cell phones ready. We do have some strange students who are no longer enrolled but hang out here with their former classmates. We need a protocol to take down a hostile, armed person
10. We live in a time where it is not always possible to be safe and secure. That is not the fault of security.
11. Working the counter late night is a little worry some.
12. Would like more visible drills and communication about what to do/where to go in an emergency.

**Security Services personnel respond to my needs in a timely and responsive manner.**

1. Evening security guard spends tremendous time on Facebook and talking to other staff for hours during working hours. My student's don't feel very safe about that behavior.
2. Except for the night they locked me in ~1 hour before the building closed
3. I know they are busy but poor planning by the College has given them barriers. Many of the employees and students have been moved to Lewis Hall but the parking was not planned to be shared by Angst, Lewis, Reeves, and the Dave Quall Center. this is not Security's fault but the fault of whoever is in charge of our facilities and planning.
4. Not at Whidbey until 9 A M
5. Security is great but understaffed.
6. They also seem very committed to doing their job well.
7. They are Great!
8. They are there when I need them.
9. WIC security personnel are not authorized to do much of anything except call 911. That's not being responsive!

**The library faculty and staff are helpful to me.**

1. I needed a book from Whidbey. I requested the book in the morning and it was here in the afternoon. The Libray staff are crazy helpful!
2. Love the Librarians!
3. Need to divide Whidbey from Mt Vernon, no crossover
4. Our librarians are the best!
5. The library staff is great to work with - couldn't function without them.
6. They are willing to do whatever they can to meet the needs of the college community.
7. Very informative staff.
8. WIC helps me a great deal with reserve items & make-up tests

**The library's information resources meet my professional needs.**

1. Don't use frequently. Could use an orientation on how to use library's resources.
2. I can depend on them to do whatever is necessary in order to meet my needs.
3. It's rare that I can access an article that I need for my research through our library. Our database subscriptions do not serve my needs.
4. Never use the library much for professional needs.
5. Would like funds increased so Library can be open more hours for students and faculty.

**The Center for Learning and Teaching offers high quality, relevant training.**

1. Availability and variety of on-campus PD opportunities have declined over the past ten years and have become more top-down in their orientation (rather than faculty generated). Collaboration with TLC directors on other campuses and professional development networks might enhance the effectiveness of CLT coordinators. Also more events to build collegiality would be nice. (These have been outsourced to other areas like the PLC or math department but at one time were included in the CLT.) More collaboration between the CLT and others offering professional development at SVC might be helpful.
2. Does it still exist? It closed on WIC.
3. Hours are not openly posted and one person is not enough to cover the needs of the campus.
4. I found them to be much more helpful in the past . Good workshops were offered regularly and there were emails informing faculty about upcoming events.
5. I have not used the CLT.
6. I thought the CLT was closed. Whatever happened to the website?
7. It's not that it's not high quality, it just doesn't help advising particularly - but it is useful for whatever trainings that they offer.
8. Not when we were using Moodle; better help now with Canvas
9. Really don't know.
10. Roxi does a great job!
11. Upcoming CLT events could be better advertised.
12. Where is the CLT. It has seemed to have disappeared. Will it be coming back? I think that it is an extremely important resource for SVC faculty and staff.

**I know how to submit a SVC Incident Report Form if I have knowledge of the following: Code of Student violation; Campus Security incident; Campus View Village incident; or I observe a student in obvious academic, social, or personal distress that might warrant concern for the safety of the campus, community or individual.**

1. But I'm sure I could find out.
2. Didn't know that particular report existed.
3. Guess I should learn how to find this document.
4. I cannot say that I know without looking at the website, but I know where to look... perhaps the question should be "you know where to look for...."
5. I didn't know how to submit a report without doing an email search for a refresher - there was an email from Dave Paul a year ago where he linked to it.
6. I don't like all the input fields that need to be submitted for a cheating violation that are irrelevant. Lots of extra hassle.
7. I have never need to submit one on the computer.
8. I have not done this online. I have submitted the forms in person before. I do not like having to submit the forms online. I would rather have the human contact.
9. I have not looked for the form, but could probably find it
10. I know how to ask about process.
11. I think. I never have done any for years.
12. I'm sure I could figure it out though.
13. In most cases, yes. As the need arises I can figure this out.
14. Not real sure but will be going over this with my supervisor
15. Unfortunately, have had to do this

**I am aware of the Consultation, Assessment, Response and Education (CARE) Team and their function.**

1. I just learned about it today.
2. I'm aware, but the process is not clear.
3. I've heard of them, and can extrapolate given the name, but I do not know a contact person or their location.
4. Not familiar with the team.
5. This is the first I am hearing about this.
6. Too new to get there yet

**Enrollment Services staff provides accurate information about Admission and Registration policies and procedures.**

1. Again, divide Whidbey. Completely different staff
2. Just did
3. Often we think they are responsible for where classes meet, the scheduling, and everything concerned with classes. I just found out that that information does not come from that department.
4. Sometimes I'm uncertain whom to contact.
5. Sometimes the information is incorrect sending students back and forth between AD/REG and others on campus
6. The people at the front desk aren't always made aware of updated information.
7. The staff are very helpful.
8. There have been times when front line staff have offered wrong or differing information.
9. They are awesome!

**Based on your experience with Enrollment Services, how would you rate the staff?**

1. Based on report from parents enrolling. Do not always promptly greet and respond to clients.
2. Between friendly & helpful and varies on each visit.
3. Friendly people.
4. I believe if I go over and talk with them they are friendly and helpful, however I receive reports from students that many times they are short with or loud in their responses which embarrass students
5. I enjoy working with the staff of enrollment services
6. They do everything they can in order to help me.
7. they seem to be getting better.

**Satisfaction with various aspects of Enrollment Services**

1. Again I think it is different for students
2. Great efforts and cheer!
3. Have not personally worked with them.
4. I cannot criticize them since they do remarkable things over there.
5. I don't think I know anyone in enrollment...
6. I have little contact with Enrollment
7. I've never dealt with them.
8. No experience yet
9. Only some staff are "somewhat" professional and courteous. The rest are great.
10. Positive experience with the staff.
11. Sometimes it seems like the staff may be guessing at the answer to my question, but when they seem unsure, I can always check with another resource.
12. There is not enough back up support in high advising and registration times to do what needs to be done so we can serve all of our students efficiently.
13. They have a difficult job. Sometimes it is difficult to help when unusual circumstances present themselves.
14. They should be able to counsel on what classes to take. It is hard to meet with a counselor or teacher and we need to get the information somewhere. They need more training.

**Public Information & Marketing personnel respond to my needs in a timely and responsive manner.**

1. I rarely use the PI services, but have had no problems when I have done so.
2. It would be helpful to know bigger picture when working with students on event organizing and promotion- a written/electronic document that states who/which offices are available/responsible for what aspect of publicity i.e. reader boards, posters, newspaper, etc.
3. It's hard to get web page or marketing materials for projects low priority on the strategic plan (but high priority for my program/department).
4. Never had the chance to deal with them.
5. Sometimes it takes a while for them to respond to my requests. But everyone is very busy and I can always follow-up my requests to bring them back to the top of their pile.
6. They have our college community remain informed about what we offer.
7. Though I don't interact with that office very much.
8. We need to hire more staff and help in this area

**Public Information & Marketing personnel produce high quality print and digital materials.**

1. From what I've seen. They seem to be doing well.
2. I have seen great improvements in this area.
3. I love what they put out for SVC.
4. I occasionally find grammar errors in our publications, especially in the digital material. I am concerned that these errors cause the school to appear less professional.
5. I think the website is too busy and difficult to use. A simpler design like many other colleges have, with active link list; see, e.g., Portland State University. Also, when I'm at the employee portal, there should be a link near the top to SVC homepage, rather than having to scroll all the way down to find it on a list
6. mySVC web page could use a major overhaul; replace printed schedule with flyers containing links to e-schedule
7. Not typically driven by the individual department
8. The staff is overwhelmed and I have moved to building my own material

**Public Information & Marketing personnel produce high quality materials for the college's website.**

1. I ignore all the ads and go to what I'm looking for on the college website
2. Links don't direct to the correct resources
3. More funding should be allocated to Marketing for a full-time web administrator so that the college's website can meet high quality standards.
4. More video is needed on our site. We are behind other CC's on this point. This is the main portal, more money needs to be spent to bring our standards up.
5. Oh, the website. it is not very user friendly. Common items that need to be found are buried in layers of menus. Suggest a complete overhaul of the website.
6. See the previous comment. Also, a lot of the information online is out of date.
7. staff phone directory is often incomplete or lagging behind
8. The website is a massive undertaking and not easy to keep up with all of the changes.
9. The website is fine, I think...
10. The website is informative.
11. there are numerous misspellings on the website
12. Website continues to be difficult to negotiate through
13. Would like to see Website improved. Directory needs to be more user friendly.
14. Yes, but it is not a user friendly website. I can never find anything easily if at all and have to call people to find out where to look.

**Public Information & Marketing personnel keep me informed of their needs and progress with regard to my projects.**

1. A video was started and never finished. I understand we lost the person working on this and their position was never replaced. More focus on the web, primarily in video content is needed.
2. I don't have that many projects - they are doing the best they can with only 3 or 4 people.
3. I think that emails should include public announcement in body of email. Why should we have to bother with opening an attachment. Most likely I won't.
4. never had the chance to work with them.
5. Sometimes projects get dropped if not reminded often - need better and more timely follow-up
6. This does not apply to me.
7. Unusual to have projects with them that support the department