

Faculty/Staff Perception of Services – December 2008

This survey is considered to be the “voice of the people” at STC.

Of the 81 respondents completing this survey:

- 100% Agree that Southeastern Technical College's mission statement guides institutional planning.
- 100% Agree that STC is committed to continuous improvement of the student learning process.
- 92% Agree that they have been involved in institutional planning activities (i.e. annual planning, DTAE-PAS, strategic planning, staff development plans).
- 88% Agree that they have been involved in institutional evaluation activities (i.e. SPEAR, annual plan, DTAE-PAS, PAR, strategic plan, etc.).
- 96% Are satisfied that the institutional planning and evaluation activities being implemented are for continuous improvement of the college.
- 97% Are satisfied that I can develop my annual professional development plan based partially on my annual evaluation.
- 94% Are satisfied that I have made measurable improvement as a result of my participation in planned staff development activities.
- 93% Agree they have the opportunity to periodically review and evaluate the curriculum they teach (IFCC review process).
- 99% Are satisfied with the customer service provided by the Office of Institutional Effectiveness (i.e. intranet, reports, planning activities).
- 98% Are satisfied with the availability of student activity programs at Southeastern Tech.
- 100% Are aware that opportunities are provided for students to participate in student organizations (i.e. PBL, SkillsUSA, MECA, IAAP, Student Senate, NTHS, Nursing Club, Medical Assisting Club, Radiologic Technology Club, Surgical Tech Club, Basketball Sports Club, HEROES, Pharmacy Club).
- 99% Agree that Southeastern Tech recruitment materials present an accurate picture of the institution.
- 96% Are satisfied with the recruitment activities at Southeastern Tech.
- 95% Agree that Southeastern Tech's publications provide sufficient information about services that are available.
- 100% Are aware that special support services are available for students with economic need, students who are single parents or displaced homemakers, or dislocated workers.
- 99% Are aware that students with disabilities, who need special assistance, are provided support services to enable them to attend Southeastern Tech.
- 93% Agree that faculty advisors are knowledgeable about program requirements and are available on a regular basis to assist students with program advisement.
- 100% Agree that Academic Freedom is upheld by Southeastern Tech.
- 95% Agree that counselors are available and knowledgeable about program requirements to provide advice or direction as students choose their program(s) of study.
- 94% Are satisfied that Southeastern Tech has adequate faculty and staff to meet customer needs for programs and services.
- 100% Agree that assistance by the Admissions Office is provided in a professional manner.
- 100% Agree that assistance by the Registrar's Office is provided in a professional manner.
- 99% Agree that assistance by the Financial Aid Office is provided in a professional manner.
- 99% Agree that assistance by the Job Placement Office is provided in a professional manner.
- 94% Agree that assistance by the Fatherhood Office is provided in a professional manner.
- 98% Agree that assistance by the New Connections to Work staff is provided in a professional manner.
- 95% Agree that assistance by the Administrative Services/Business Office is provided in a professional manner.
- 100% Agree that assistance by the Campus Shop staff is provided in a professional manner.

99% Agree that assistance by the Economic Development Center is provided in a professional manner.

100% Agree that assistance by the Academic Affairs Office is provided in a professional manner.

100% Agree that assistance provided by the Payroll Department is delivered in a professional manner.

96% Agree that instructional equipment in classrooms is adequate to meet the needs of the program.

97% Agree that instructional equipment in shops/labs is adequate to meet the needs of the program.

100% Agree that classroom space allocated to academic programs is adequate for program offerings.

97% Agree that laboratory space allocated to academic programs is adequate for program offerings.

100% Agree that assistance by the Adult Literacy Office is provided in a professional manner.

98% Are aware of the criteria against which my job performance will be measured.

95% Are satisfied that the current evaluation system adequately assesses their job performance at Southeastern Tech.

94% Are satisfied that the current evaluation system adequately assesses my overall contribution to Southeastern Tech.

91% Agree that individual contributions by colleagues are recognized publicly within the institution.

90% Feel that they are recognized for their contributions, hard work, and dedication.

88% Feel that the recognition system is fair/equal.

91% Know that if they do a good job, their supervisor will recognize this.

95% Agree that they have the opportunity to make recommendations on their job description.

94% Are given the opportunity on a regular basis to communicate openly their level of job satisfaction without retribution.

97% Agree that the STC Today Morning Report is a useful form of communication.

90% Agree that communication is adequate among Southeastern Tech faculty and staff.

95% Agree that cooperation is adequate between administration and faculty.

96% Agree that the President's office is easily accessible and/or responsive to my needs.

99% Agree that the President provides effective leadership for Southeastern Tech.

95% Agree that they are provided adequate opportunity for professional development at Southeastern Tech.

96% Agree that the work environment at Southeastern Tech promotes positive morale among personnel.

90% Agree that the assignments of responsibilities among colleagues are equitable and reasonable.

100% Agree that the programs and services available at Southeastern Tech meet their needs.

97% Are provided sufficient information from the administration to plan their budget.

94% Agree that colleagues at all levels of operation are given the opportunity to participate in the budget planning process.

93% Agree that they receive timely feedback concerning their budget status throughout the year.

94% Agree that requisitions are processed through the business office in a timely fashion.

100% Agree that, all things considered, they enjoy working at Southeastern Technical College.

100% Agree that the facilities at Southeastern Tech are attractive, clean, and comfortable.

100% Agree that the landscaping at Southeastern Tech is appealing.

95% Are satisfied with the current maintenance of buildings.

100% Are satisfied with the current maintenance of grounds.

100% Are satisfied that assistance by the Maintenance Department is provided in a professional manner.

100% Agree that the Maintenance Department responds to requests in a timely manner.

98% Agree that space allocated in offices or workspace is adequate for required functions or activities.

95% Agree that the equipment available for use is adequate to perform their job efficiently.

96% Agree that adequate supplies are available to do their jobs.

- 100% Agree that the resources available at Southeastern Tech are adequate for the school to achieve its mission.
- 99% Agree that the Auditorium Facilities are clean and comfortable.
- 99% Are satisfied with the auditoriums as a whole.
- 100% Are satisfied with the help they receive from the Human Resources (Personnel) Department.
- 99% Agree that they have adequate access to computers or other related information technology.
- 92% Feel that they have been provided adequate opportunity to gain sufficient skill in computer usage.
- 95% Are satisfied with the level of Security on campus.
- 95% Agree that requests for technical support are responded to in a timely manner.
- 100% Are satisfied with the availability of library staff to assist with their needs.
- 100% Agree that the library services are adequate to meet their needs (orientation or library utilization for staff and students; prompt assistance when needed).
- 100% Agree that the library is open during hours that are convenient for them.
- 99% Agree that the library has enough study space.
- 100% Agree that the online databases available through Galileo provide adequate support for classes.
- 99% Agree that the library is easy to get to and available for students.
- 100% Agree that the noise level in the library is satisfactory.
- 99% Agree that the temperature in the library is satisfactory.
- 100% Agree that the book collection in the library supports STC program courses.
- 100% Agree that the book collection in the library has enough general interest reading.
- 100% Agree that the periodical collection in the library supports STC program courses.
- 100% Agree that the audio/video collection in the library supports STC program courses.
- 100% Agree that the resources as a whole reflect the diversity and the academic levels of the students.
- 100% Agree that the collection as a whole is up-to-date in the program areas.
- 97% Agree that the software on the library computers is sufficient for the needs of our students.
- 99% Agree that the equipment located in the library and available to check out is sufficient for program needs.
- 99% Feel that Southeastern Tech students utilize the STC library.

All STC employees were asked to complete the survey; therefore, all employees had equal opportunity to voice their satisfaction/dissatisfaction and agreement/disagreement.

This report is the result of their choice of action.

The report will be considered the annual voice of the people at STC.

Results of the report should encourage everyone to strive to enhance the quality of each program and service at Southeastern Technical College.