

# ***Faculty/Staff Perception of Services – February 2010***

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

## **Of the 127 respondents completing this survey:**

### **Agree**

- 99.21% Institutional Effectiveness - Southeastern Technical College's mission statement guides institutional planning.
- 99.21% Institutional Effectiveness - I believe that Southeastern Technical College is committed to building a well-educated, globally competitive workforce for Southeastern Georgia.
- 99.21% Institutional Effectiveness - STC is committed to continuous improvement of the student learning process.
- 97.27% Institutional Effectiveness - I have been involved (provided input) in institutional planning and evaluation activities (i.e. SPIRIT, annual planning, TCSG-PAS, strategic planning, staff development plans).
- 100.00% Institutional Effectiveness - I am satisfied that the institutional planning and evaluation activities being implemented are for continuous improvement of the college.
- 99.19% Institutional Effectiveness - I am satisfied with the customer service provided by the Office of Institutional Effectiveness (i.e. Intranet, SPIRIT, Reports, Forms, One-on-One Training/Service, Planning Activities, COC Tidbit emails and info bulletins,.
- 98.40% Institutional Effectiveness - The journey toward and achievement of SACS/COC accreditation has improved the quality/value of our programs and services.
- 95.93% Student Affairs - I am satisfied with the availability of student activity programs at Southeastern Tech.
- 100.00% Student Affairs - I am aware that opportunities are provided for students to participate in student organizations/clubs (i.e. Forestry, Helping Hands, HEROES, IAAP, Medical Assisting, NTHS, Nursing, Pharmacy Tech, PBL, Rad Tech, Skills USA, Student Leadership Council, SADHA, Surg Tech, and Syntax Computer).
- 97.34% Student Affairs - Southeastern Tech recruitment materials present an accurate picture of the institution.
- 92.56% Student Affairs - I am satisfied with the recruitment activities at Southeastern Tech.
- 96.77% Student Affairs - Southeastern Tech's publications provide sufficient information about services that are available.
- 95.97% Student Affairs - I am aware that special support services are available for students with economic need, students who are single parents or displaced homemakers, or dislocated workers.
- 97.62% Student Affairs - I am aware that students with disabilities, who need special assistance, are provided support services to enable them to attend Southeastern Tech.
- 94.26% Student Affairs - Counselors are available and knowledgeable about program requirements to provide advice or direction as students choose their program(s) of study.
- 96.61% Student Affairs - The assistance by the Admissions Office is provided in a professional manner.
- 96.61% Student Affairs - The assistance by the Registrar's Office is provided in a professional manner.
- 97.46% Student Affairs - The assistance by the Financial Aid Office is provided in a professional manner.
- 97.46% Student Affairs - The assistance by the Career Services is provided in a professional manner.
- 98.28% Academic Affairs - Faculty advisors are knowledgeable about program requirements and are available on a regular basis to assist students with program advisement.
- 96.59% Academic Affairs - Academic Freedom is upheld by Southeastern Tech.
- 97.44% Academic Affairs - The assistance by the Academic Affairs Office is provided in a professional manner.
- 89.81% Academic Affairs - The instructional equipment in classrooms/shops/labs is adequate to meet the needs of the program.

89.72% Academic Affairs - Classroom/Laboratory space allocated to academic programs is adequate for program offerings.

98.67% Academic Affairs - I have the opportunity to periodically review and evaluate the curriculum that I teach.

91.87% Administrative Services - The assistance by the Administrative Services/Business Office is provided in a professional manner.

96.67% Administrative Services - The assistance by the Bookstore staff is provided in a professional manner.

97.70% Administrative Services - I am provided sufficient information from the administration to plan my budget.

99.16% Administrative Services - The assistance provided by the Payroll Department is delivered in a professional manner.

92.86% Administrative Services - Colleagues at all levels of operation are given the opportunity to participate in the budget planning process.

92.68% Administrative Services - I receive timely feedback concerning my budget status throughout the year.

70.48% Administrative Services - Purchase requisitions are processed through the business office in a timely fashion.

97.50% Human Resources - I am satisfied with the help I receive from the Human Resources (Personnel) Department.

96.61% Human Resources - I am satisfied that I can develop my annual professional development plan based partially on my annual evaluation.

97.60% Human Resources - I am aware of the criteria against which my job performance will be measured.

99.13% Human Resources - I am satisfied that I have made measurable improvement as a result of my participation in planned staff development activities.

96.74% Human Resources - I am satisfied that the current evaluation system adequately assesses my job performance at Southeastern Tech.

95.20% Human Resources - I am satisfied that the current evaluation system adequately assesses my overall contribution to Southeastern Tech.

90.00% Human Resources - I have the opportunity to make recommendations on my job description.

95.12% Human Resources - I am provided adequate opportunity for professional development at Southeastern Tech.

95.28% Economic Development - The assistance by the Economic Development Division is provided in a professional manner.

100.00% Adult Education - The assistance by the Adult Education Office is provided in a professional manner.

90.55% Facilities - The facilities at Southeastern Tech are attractive, clean, and comfortable.

98.43% Facilities - The landscaping at Southeastern Tech is appealing.

81.89% Facilities - I am satisfied with the current maintenance of buildings.

96.83% Facilities - I am satisfied with the current maintenance of grounds.

94.44% Facilities - The assistance provided by the Maintenance Department is provided in a professional manner.

90.40% Facilities - The Maintenance Department responds to maintenance requests in a timely manner.

91.93% Facilities - Space allocated in offices or workspace is adequate for required functions or activities.

95.24% Facilities - The equipment available for my use is adequate for me to perform my job efficiently.

99.21% Facilities - Adequate supplies are available for me to do my job.

97.60% Facilities - The Auditorium Facilities are clean and comfortable.

94.40% Facilities - I am satisfied with the auditoriums as a whole.

81.60% Facilities - I am satisfied with the level of security on campus.

99.21% Information Technology - I have adequate access to computers or other related information technology.

92.00% Information Technology - Requests for technical support are responded to in a timely manner.

97.52% Information Technology - I have been provided adequate opportunity to gain sufficient skill in computer usage.

95.12% Information Technology - The assistance provided by the Information Technology (IT) Department is provided in a professional manner.

92.56% Information Technology - The Information Technology Department responds to maintenance requests in a timely manner.

100.00% Library - I am satisfied with the availability of library staff to assist with my needs.

99.10% Library - The library services are adequate to meet my needs (orientation or library utilization for staff and students; prompt assistance when needed).

99.09% Library - The library is open during hours that are convenient for me.

93.46% Library - The library has enough study space.

100.00% Library - The online databases available through Galileo provide adequate support for classes.

100.00% Library - The library is easy to get to and available for students.

95.29% Library - The noise level in the library is satisfactory.

99.06% Library - The temperature in the library is satisfactory.

100.00% Library - The book collection in the library supports STC program courses.

100.00% Library - The book collection in the library has enough general interest reading.

100.00% Library - The periodical collection in the library supports STC program courses.

100.00% Library - The audio/video collection in the library supports STC program courses.

100.00% Library - The resources as a whole reflect the diversity and the academic levels of the students.

100.00% Library - The collection as a whole is up-to-date in the program areas.

100.00% Library - The software on the library computers is sufficient for the needs of our students.

98.98% Library - The equipment located in the library and available to check out is sufficient for program needs.

99.11% Library - Southeastern Tech students utilize the STC library.

94.83% Administration - Individual contributions by colleagues are recognized publicly within the institution.

89.92% Administration - I am given the opportunity on a regular basis to communicate openly my level of job satisfaction without retribution.

97.60% Administration - The STC Today Morning Report is a useful form of communication.

82.54% Administration - Communication is adequate among Southeastern Tech faculty and staff.

- 93.54% Administration - Cooperation is adequate between administration and faculty.
- 98.33% Administration - The President's office is easily accessible and/or responsive to my needs.
- 100.00% Administration - The Provost's office is easily accessible and/or responsive to my needs.
- 100.00% Administration - Assistance by the Provost's office is provided in a professional manner.
- 100.00% Administration - The President provides effective leadership for Southeastern Tech.
- 98.32% Administration - Assistance by the Public Relations and Marketing office is provided in a professional manner.
- 100.00% Administration - Assistance by the Institutional Advancement office is provided in a professional manner.
- 92.91% Administration - The work environment at Southeastern Tech promotes positive morale among personnel.
- 91.87% Administration - The assignments of responsibilities among colleagues are equitable and reasonable.
- 91.27% Administration - I am satisfied that Southeastern Tech has adequate faculty and staff to meet customer needs for programs and services.
- 98.43% Administration - All things considered, I enjoy working at Southeastern Technical College.

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.