



2009 Faculty/Staff Perception of Services Survey Results Comparison to Previous FY

	Survey Question	FY 2005 Total Agree Percentage	FY 2006 Total Agree Percentage	FY 2007 Total Agree Percentage	FY 2008 Total Agree Percentage	FY 2009 Total Agree Percentage	Status
1.	The facilities at Swainsboro Technical College are attractive, clean, and comfortable.	93.51 %	92.22 %	89.09 %	98.21 %	95.35 %	↓
2.	The landscaping at Swainsboro Tech is appealing.	89.61 %	88.89 %	81.82 %	92.86 %	95.35 %	↑
3.	I am satisfied with the current maintenance of buildings.	72.73 %	82.22 %	74.55 %	89.29 %	88.37 %	↓
4.	I am satisfied with the current maintenance of the grounds.	88.31 %	94.38 %	78.18 %	94.64 %	93.02 %	↓
5.	Space allocated in offices or workspace is adequate for required functions or activities.	62.67 %	69.77 %	76.36 %	72.73 %	90.48 %	↑
6.	The equipment available for my use is adequate for me to perform my job efficiently.	86.84 %	97.75 %	96.36 %	92.86 %	93.02 %	↓
7.	Adequate supplies are available for me to do my job.	94.81 %	95.56 %	94.55 %	96.43 %	93.02 %	↓
8.	The resources available at STC are adequate for the College to achieve its mission.	90.91 %	92.13 %	92.73 %	96.43 %	88.37 %	↓
9.	During the past year we have hosted the following sample activities: Spring Fling, STC Idol, Santa, Career Days, Student/Faculty Cookouts, Fall Festival, Ice Cream Social, Volleyball/Softball games, Popcorn	79.41 %	78.31 %	90.91 %	94.44 %	93.02 %	↓

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	Social, Peanut Boil, Watermelon social, etc. I am satisfied with the availability and type of student activity programs.						
10.	I am satisfied with the availability of student wellness programs which include these samples: Drug Awareness Seminars, Stress Management Workshops, Budgeting Workshop, Health Fair, SpringFest Field Day, Dress for Success Workshop and Professionalism in the Workplace.	69.70 %	77.33 %	90.91 %	96.30 %	95.35 %	↓
11.	I am aware that opportunities are provided for students to participate in student organizations (Student Leadership Council, PBL, Skills USA, NVTHS, Forestry Club, & EMS Club).	97.22 %	92.05 %	88.89 %	98.21 %	95.35 %	↓
12.	STC recruitment materials present an accurate picture of the College.	90.41 %	91.95 %	94.44 %	96.43 %	97.67 %	↑
13.	I am satisfied with the recruitment activities at Swainsboro Tech.	72.22 %	68.97 %	84.91 %	87.50 %	81.40 %	↓
14.	Swainsboro Tech's publications provide sufficient information about services that are available.	90.67 %	84.88 %	96.30 %	98.21 %	95.35 %	↓
15.	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.	95.89 %	88.64 %	100.00 %	98.21 %	90.48 %	↓
16.	I am aware that students with disabilities, who need special assistance are provided adequate support services to enable them to attend Swainsboro Tech.	97.33 %	93.33 %	98.15 %	98.21 %	95.35 %	↓

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17.	Faculty advisors are knowledgeable about program requirements and are available on a regular basis to assist students with program advisement.	82.43 %	92.59 %	82.00 %	87.50 %	97.62 %	↑
18.	Student Services Career Planners are available and knowledgeable about program requirements to provide advice or direction as students choose their program(s) of study.	78.87 %	92.77 %	94.12 %	94.64 %	90.48 %	↓
19.	I am satisfied that Swainsboro Tech has adequate faculty and staff to meet customer needs for programs and services.	80.52 %	93.18 %	90.38 %	96.43 %	83.72 %	↓
20.	I am satisfied with the availability of library staff to assist with my needs.	97.33 %	100.00 %	100.00 %	100.00 %	97.56 %	↓
21.	The library services are adequate to meet my needs (orientation or library utilization for staff and students; prompt assistance when needed).	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	↔
22.	The library is open during hours that are convenient for me.	98.53 %	97.53 %	97.92 %	100.00 %	100.00 %	↔
23.	The online databases available through Galileo provide adequate support for the classes I teach.	97.78 %	96.43 %	100.00 %	100.00 %	100.00 %	↔
24.	The book collection in the library supports the courses I teach.	95.35 %	100.00 %	100.00 %	100.00 %	100.00 %	↔
25.	The book collection has enough general interest reading.	83.87 %	94.37 %	95.24 %	97.67 %	97.50 %	↓
26.	The periodical collection in the library supports the courses I teach.	92.68 %	100.00 %	100.00 %	100.00 %	100.00 %	↔
27.	The audio/video collection in the library supports the courses I teach.	87.50 %	97.78 %	96.43 %	96.77 %	96.15 %	↓
28.	The library resources as a whole reflect the	91.07 %	96.97 %	95.00 %	95.24 %	100.00 %	↑

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	diversity and the academic levels of the students.						
29.	The collection as a whole is up-to-date in the subject areas I teach.	90.24 %	100.00 %	100.00 %	96.77 %	100.00 %	↑
30.	The software on the library computers is sufficient for the needs of our students.	98.04 %	100.00 %	100.00 %	100.00 %	100.00 %	↔
31.	My students utilize the Swainsboro Technical College library.	97.37 %	93.48 %	96.00 %	100.00 %	95.65 %	↓
32.	I am satisfied that I can develop my annual professional development plan based partially on my annual evaluation.	88.52 %	95.24 %	98.04 %	98.04 %	92.50 %	↓
33.	I am satisfied that I have made measurable improvement as a result of my participation in planned staff development activities.	81.69 %	94.12 %	96.15 %	96.23 %	95.12 %	↓
34.	I have been involved in institutional planning activities (i.e. annual planning, DTAE-PAS, strategic planning, staff development plans).	98.31 %	93.42 %	91.30 %	100.00 %	94.74 %	↓
35.	I have been involved in institutional evaluation activities (i.e. end-of-year assessment of annual plan, DTAE-PAS, PAR, strategic plan, etc.)	94.92 %	94.52 %	88.64 %	100.00 %	94.74 %	↓
36.	I am satisfied that the institutional planning and evaluation activities being implemented are for continuous improvement of the college.	93.06 %	96.47 %	94.23 %	98.11 %	97.56 %	↓
37.	I have the opportunity to periodically review and evaluate the curriculum that I teach (IFCC review process).	92.68 %	93.02 %	96.43 %	100.00 %	100.00 %	↔
38.	I am satisfied with the customer service provided by the Office	94.37 %	96.47 %	96.23 %	96.23 %	97.44 %	↑

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	of Institutional Effectiveness (i.e. intranet, reports, IE Tool support, institutional research, etc.).						
39.	I am satisfied with the customer service provided by the Information Technology Department (promptness of services, etc.)	73.53 %	89.66 %	80.77 %	89.09 %	92.50 %	↑
40.	I have adequate access to computers or other related information technology.	96.05 %	97.75 %	98.15 %	96.43 %	95.35 %	↓
41.	Requests for technical support are responded to in a timely manner.	61.33 %	87.36 %	74.07 %	87.27 %	88.10 %	↑
42.	I have been provided adequate opportunity to gain sufficient skill in computer usage.	90.54 %	94.25 %	94.44 %	92.73 %	95.24 %	↑
43.	The assistance by the Admissions/Registrar's Office is provided in a professional manner.	80.00 %	92.86 %	96.08 %	92.86 %	92.11 %	↓
44.	The assistance by the Financial Aid Office is provided in a professional manner.	95.83 %	96.34 %	100.00 %	98.18 %	97.37 %	↓
45.	The assistance by the Career Services Office is provided in a professional manner.	93.75 %	93.15 %	95.74 %	98.15 %	91.89 %	↓
46.	The assistance by the Assessment and Career Center Office is provided in a professional manner.	92.31 %	91.94 %	94.87 %	98.11 %	94.59 %	↓
47.	The assistance by the Fatherhood Office is provided in a professional manner.	95.65 %	96.55 %	97.37 %	89.47 %	91.67 %	↑
48.	The assistance by the Special Populations Coordinator is provided in a professional manner.	96.49 %	90.77 %	97.56 %	97.78 %	100.00 %	↑
49.	The assistance by the Administrative Services/Business Office is provided in a professional manner.	94.52 %	83.13 %	92.45 %	90.74 %	95.00 %	↑

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50.	The assistance by the College Bookstore is provided in a professional manner.	70.49 %	72.37 %	66.67 %	37.78 %	48.15 %	↑
51.	The assistance by the Economic Development Office is provided in a professional manner.	89.83 %	94.59 %	97.44 %	95.92 %	89.19 %	↓
52.	The assistance by the Instructional Services Office is provided in a professional manner.	92.86 %	93.98 %	97.96 %	92.31 %	97.30 %	↑
53.	The instructional equipment in classrooms is adequate to meet the needs of the program.	89.47 %	94.03 %	88.89 %	94.59 %	93.33 %	↓
54.	The instructional equipment in shops/labs is adequate to meet the needs of the program.	78.18 %	91.23 %	84.38 %	94.29 %	86.67 %	↓
55.	Classroom space allocated to academic programs is adequate for program offerings.	77.59 %	80.60 %	87.18 %	76.92 %	87.88 %	↑
56.	Laboratory space allocated to academic programs is adequate for program offerings.	76.36 %	82.81 %	80.56 %	78.38 %	81.82 %	↑
57.	The assistance by the Adult Literacy Office is provided in a professional manner.	98.36 %	95.95 %	97.87 %	100.00 %	94.44 %	↓
58.	I am aware of the criteria against which my job performance will be measured.	90.91 %	92.31 %	94.34 %	94.64 %	95.35 %	↑
59.	I am satisfied that the current evaluation system adequately assesses my job performance.	82.43 %	83.52 %	92.59 %	94.44 %	93.02 %	↓
60.	I am satisfied that the current evaluation system adequately assesses my overall contribution to Swainsboro Technical College.	78.38 %	82.42 %	81.82 %	88.89 %	90.48 %	↑
61.	Individual contributions by colleagues are recognized publicly within the College.	60.27 %	72.73 %	78.18 %	83.64 %	85.71 %	↑

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62.	I know that if I do a good job, my supervisor will recognize this.	54.05 %	68.18 %	75.93 %	83.64 %	81.40 %	↓
63.	I have the opportunity to make recommendations on my job description.	52.78 %	65.17 %	75.47 %	89.09 %	85.71 %	↓
64.	I am given the opportunity on a regular basis to communicate openly my level of job satisfaction without retribution.	68.42 %	77.78 %	80.00 %	79.63 %	85.71 %	↑
65.	Communication is adequate among faculty and staff.	71.62 %	77.53 %	80.77 %	71.43 %	81.40 %	↑
66.	Cooperation is adequate between administration and faculty.	78.95 %	78.41 %	80.00 %	78.57 %	92.86 %	↑
67.	The President's Office is easily accessible and/or responsive to my needs.	52.63 %	62.92 %	70.37 %	100.00 %	97.62 %	↓
68.	I am provided adequate opportunity for professional development.	67.53 %	67.42 %	75.00 %	98.15 %	86.05 %	↓
69.	The work environment at Swainsboro Tech promotes positive morale among personnel.	97.37 %	95.51 %	92.45 %	83.93 %	83.72 %	↓
70.	The assignments of responsibilities among colleagues are equitable and reasonable.	81.58 %	91.01 %	94.55 %	83.64 %	85.71 %	↑
71.	The programs and services available at Swainsboro Tech meet my needs.	72.37 %	72.73 %	74.55 %	96.30 %	94.87 %	↓
72.	I am provided sufficient information from the Administration to plan my budget.	66.67 %	75.00 %	74.55 %	100.00 %	93.94 %	↓
73.	Colleagues at all levels of operation are given the opportunity to participate in the budget planning process.	92.65 %	95.18 %	90.20 %	93.33 %	91.43 %	↓
74.	I receive timely	83.67 %	79.69 %	94.29 %	95.00 %	90.91 %	↓

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	feedback concerning my budget status throughout the year.						
75.	Requisitions are processed through the Business Office in a timely manner.	62.71 %	81.33 %	87.50 %	86.79 %	87.50 %	↑
76.	All things considered, I enjoy working at Swainsboro Technical College.	81.48 %	81.54 %	87.88 %	94.55 %	97.67 %	↑
77.	The assistance provided by the Institutional Advancement Office is provided in a professional manner.	83.82 %	70.37 %	82.00 %	100.00 %	92.50 %	↓
	TOTALS	Total Average Percentage Agree (3s & 4s)	Total Average Percentage Agree (3s & 4s)	Total Average Percentage Agree (3s & 4s)	Total Average Percentage Agree (3s & 4s)	Total Average Percentage Agree (3s & 4s)	
		84.17 %	87.85 %	89.48 %	92.70 %	92.38 %	↓