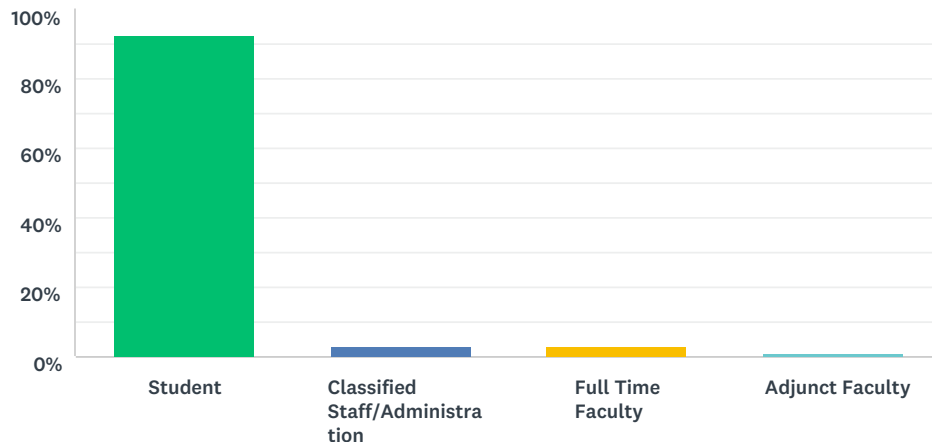


### Q1 Which best describes your role at Pierce College?

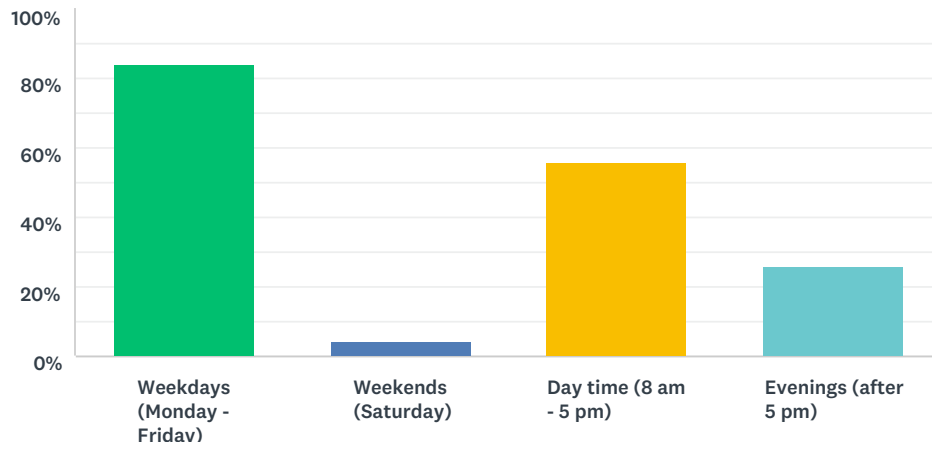
Answered: 1,955 Skipped: 0



| ANSWER CHOICES                  | RESPONSES |              |
|---------------------------------|-----------|--------------|
| Student                         | 92.38%    | 1,806        |
| Classified Staff/Administration | 3.22%     | 63           |
| Full Time Faculty               | 3.22%     | 63           |
| Adjunct Faculty                 | 1.18%     | 23           |
| <b>TOTAL</b>                    |           | <b>1,955</b> |

## Q2 When and at what time of day are you usually on campus? Check all that apply.

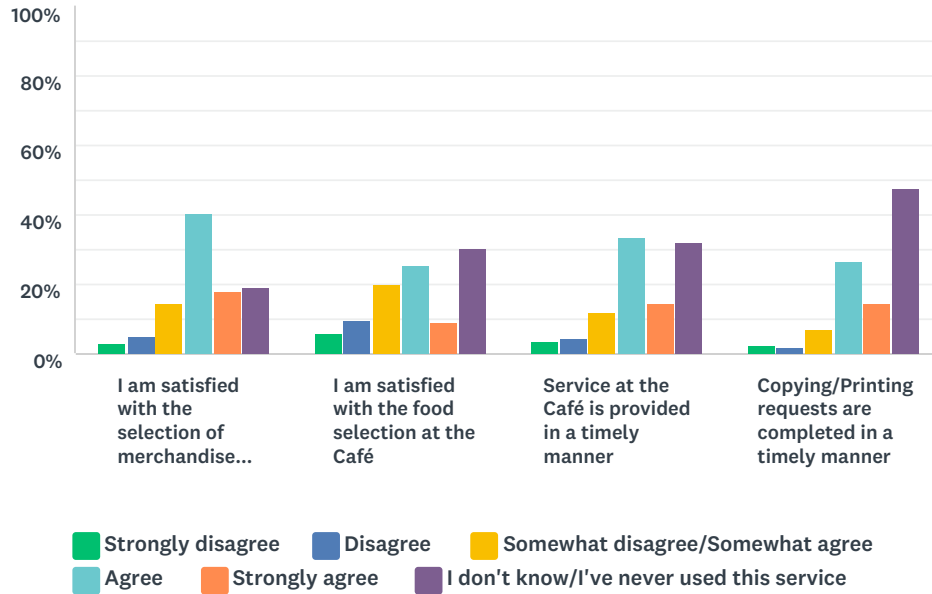
Answered: 1,909 Skipped: 46



| ANSWER CHOICES             | RESPONSES |       |
|----------------------------|-----------|-------|
| Weekdays (Monday - Friday) | 84.18%    | 1,607 |
| Weekends (Saturday)        | 4.35%     | 83    |
| Day time (8 am - 5 pm)     | 56.05%    | 1,070 |
| Evenings (after 5 pm)      | 26.09%    | 498   |
| Total Respondents: 1,909   |           |       |

Q3 Each item below describes an expectation about your experience using the BOOKSTORE which include the Brahma Cafe and Copy Tech. Please rate your level of agreement with the following statements.

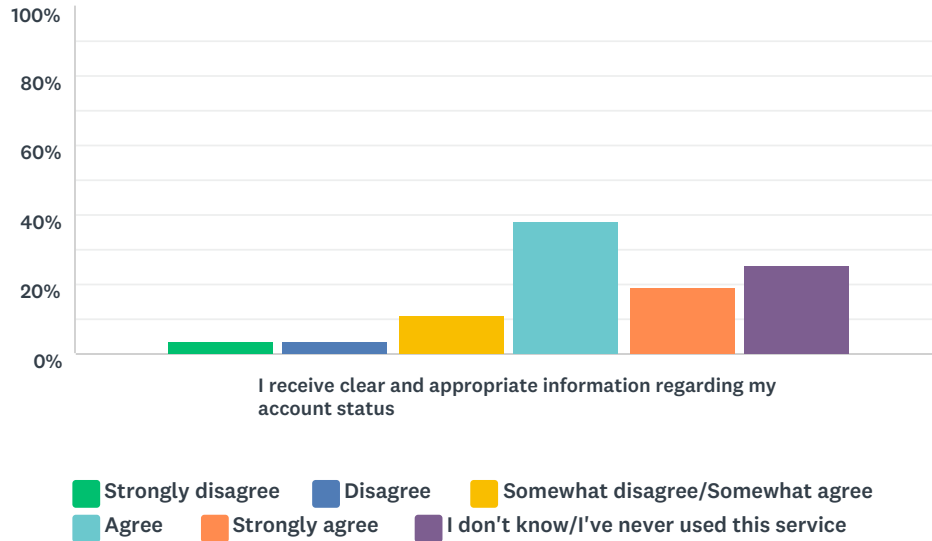
Answered: 1,361 Skipped: 594



|  | STRONGLY DISAGREE | DISAGREE     | SOMEWHAT DISAGREE/SOMEWHAT AGREE | AGREE         | STRONGLY AGREE | I DON'T KNOW/I'VE NEVER USED THIS SERVICE | TOTAL | WEIGHTED AVERAGE |
|--|-------------------|--------------|----------------------------------|---------------|----------------|---|-------|------------------|
| I am satisfied with the selection of merchandise available for sale in the Bookstore | 3.09%<br>42       | 4.78%<br>65  | 14.57%<br>198                    | 40.54%<br>551 | 18.03%<br>245  | 18.98%<br>258                             | 1,359 | 3.81             |
| I am satisfied with the food selection at the Café                                   | 5.96%<br>81       | 9.35%<br>127 | 19.79%<br>269                    | 25.39%<br>345 | 8.90%<br>121   | 30.61%<br>416                             | 1,359 | 3.32             |
| Service at the Café is provided in a timely manner                                   | 3.26%<br>44       | 4.45%<br>60  | 12.23%<br>165                    | 33.58%<br>453 | 14.31%<br>193  | 32.17%<br>434                             | 1,349 | 3.76             |
| Copying/Printing requests are completed in a timely manner                           | 2.58%<br>35       | 2.07%<br>28  | 7.09%<br>96                      | 26.59%<br>360 | 14.33%<br>194  | 47.34%<br>641                             | 1,354 | 3.91             |

**Q4 The item below describes an expectation about your experience with the BUSINESS OFFICE. Please rate your level of agreement with the following statement.**

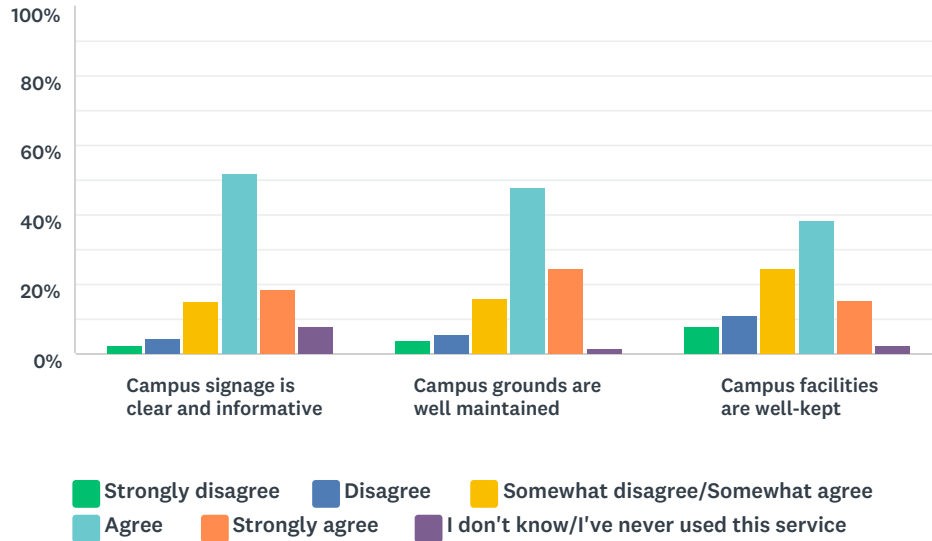
Answered: 1,350 Skipped: 605



|   | STRONGLY DISAGREE | DISAGREE    | SOMEWHAT DISAGREE/SOMEWHAT AGREE | AGREE         | STRONGLY AGREE | I DON'T KNOW/I'VE NEVER USED THIS SERVICE | TOTAL | WEIGHTED AVERAGE |
|---|-------------------|-------------|----------------------------------|---------------|----------------|---|-------|------------------|
| I receive clear and appropriate information regarding my account status | 3.26%<br>44       | 3.26%<br>44 | 11.04%<br>149                    | 38.15%<br>515 | 18.81%<br>254  | 25.48%<br>344                             | 1,350 | 3.89             |

**Q5 Each item below describes an expectation about your experience using the campus FACILITIES. Please rate your level of agreement with the following statements.**

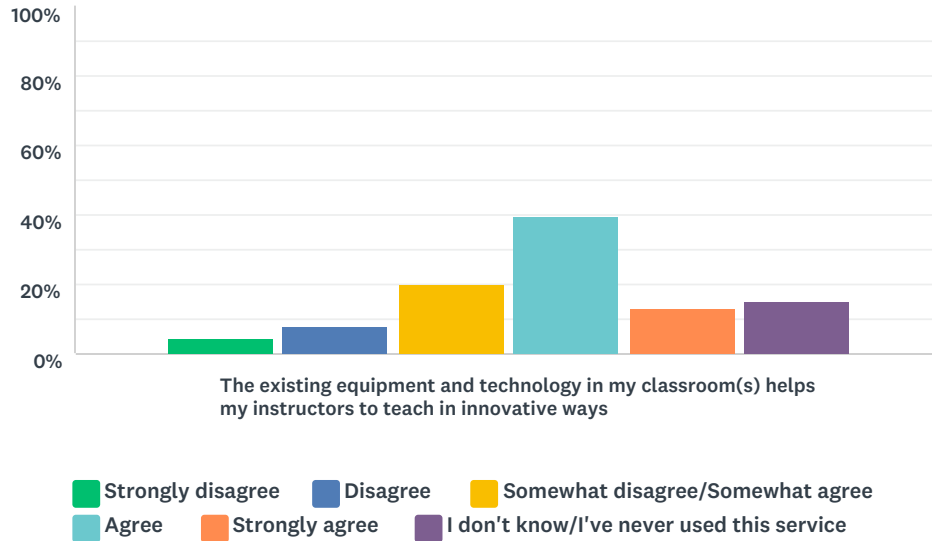
Answered: 1,361 Skipped: 594



|   | STRONGLY DISAGREE | DISAGREE      | SOMEWHAT DISAGREE/SOMEWHAT AGREE | AGREE         | STRONGLY AGREE | I DON'T KNOW/I'VE NEVER USED THIS SERVICE | TOTAL | WEIGHTED AVERAGE |
|---|-------------------|---------------|----------------------------------|---------------|----------------|---|-------|------------------|
| Campus signage is clear and informative | 2.30%<br>31       | 4.52%<br>61   | 14.81%<br>200                    | 51.85%<br>700 | 18.67%<br>252  | 7.85%<br>106                              | 1,350 | 3.87             |
| Campus grounds are well maintained      | 4.15%<br>56       | 5.64%<br>76   | 16.17%<br>218                    | 48.00%<br>647 | 24.55%<br>331  | 1.48%<br>20                               | 1,348 | 3.84             |
| Campus facilities are well-kept         | 7.90%<br>107      | 11.14%<br>151 | 24.43%<br>331                    | 38.45%<br>521 | 15.65%<br>212  | 2.44%<br>33                               | 1,355 | 3.44             |

### Q6 The item below describes an expectation about your experience with campus INFORMATION TECHNOLOGY. Please rate your level of agreement with the following statement.

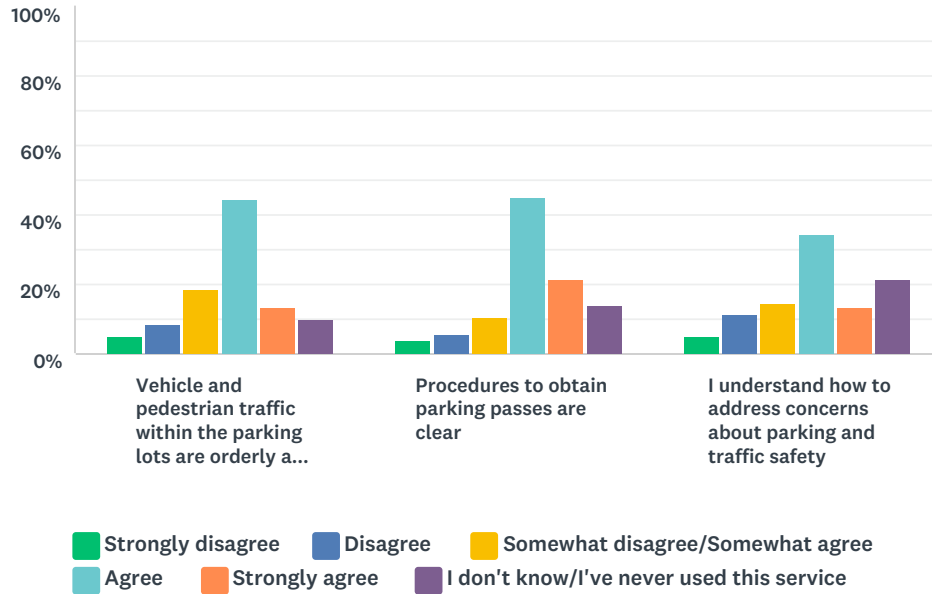
Answered: 1,345 Skipped: 610



|   | STRONGLY DISAGREE | DISAGREE     | SOMEWHAT DISAGREE/SOMEWHAT AGREE | AGREE         | STRONGLY AGREE | I DON'T KNOW/I'VE NEVER USED THIS SERVICE | TOTAL | WEIGHTED AVERAGE |
|---|-------------------|--------------|----------------------------------|---------------|----------------|---|-------|------------------|
| The existing equipment and technology in my classroom(s) helps my instructors to teach in innovative ways | 4.68%<br>63       | 7.81%<br>105 | 19.93%<br>268                    | 39.33%<br>529 | 13.01%<br>175  | 15.24%<br>205                             | 1,345 | 3.57             |

### Q7 Each item below describes an expectation about your experience with PERMITS/PARKING SERVICES. Please rate your level of agreement with the following statements.

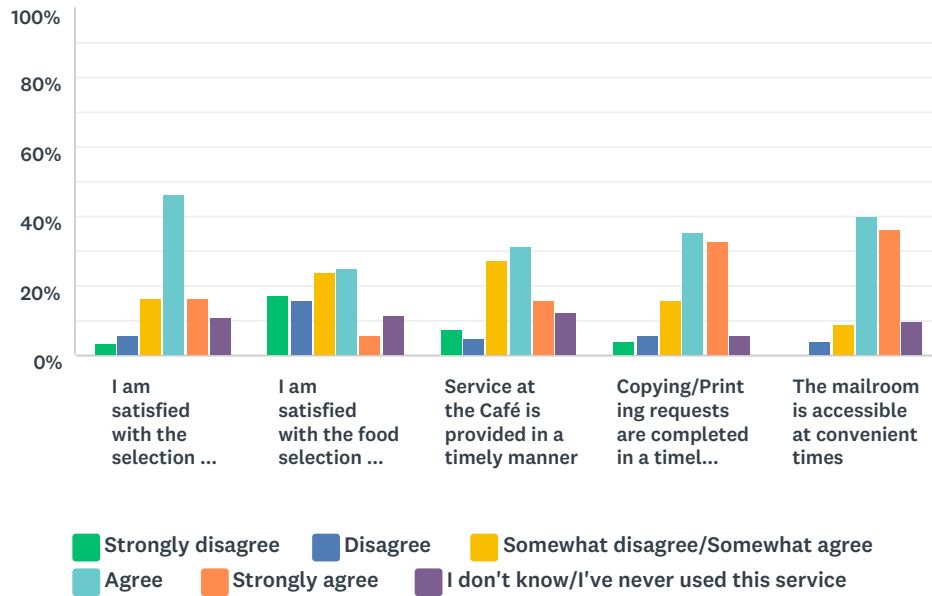
Answered: 1,358 Skipped: 597



|   | STRONGLY DISAGREE | DISAGREE      | SOMEWHAT DISAGREE/SOMEWHAT AGREE | AGREE         | STRONGLY AGREE | I DON'T KNOW/I'VE NEVER USED THIS SERVICE | TOTAL | WEIGHTED AVERAGE |
|---|-------------------|---------------|----------------------------------|---------------|----------------|---|-------|------------------|
| Vehicle and pedestrian traffic within the parking lots are orderly and safe | 5.24%<br>71       | 8.27%<br>112  | 18.38%<br>249                    | 44.50%<br>603 | 13.73%<br>186  | 9.89%<br>134                              | 1,355 | 3.59             |
| Procedures to obtain parking passes are clear                               | 3.77%<br>51       | 5.26%<br>71   | 10.51%<br>142                    | 44.93%<br>607 | 21.39%<br>289  | 14.14%<br>191                             | 1,351 | 3.87             |
| I understand how to address concerns about parking and traffic safety       | 4.89%<br>66       | 11.49%<br>155 | 14.60%<br>197                    | 34.40%<br>464 | 13.27%<br>179  | 21.35%<br>288                             | 1,349 | 3.50             |

### Q8 Each item below describes an expectation about your experience using the BOOKSTORE which include the Brahma Cafe, Copy Tech, and Mailroom. Please rate your level of agreement with the following statements.

Answered: 120 Skipped: 1,835

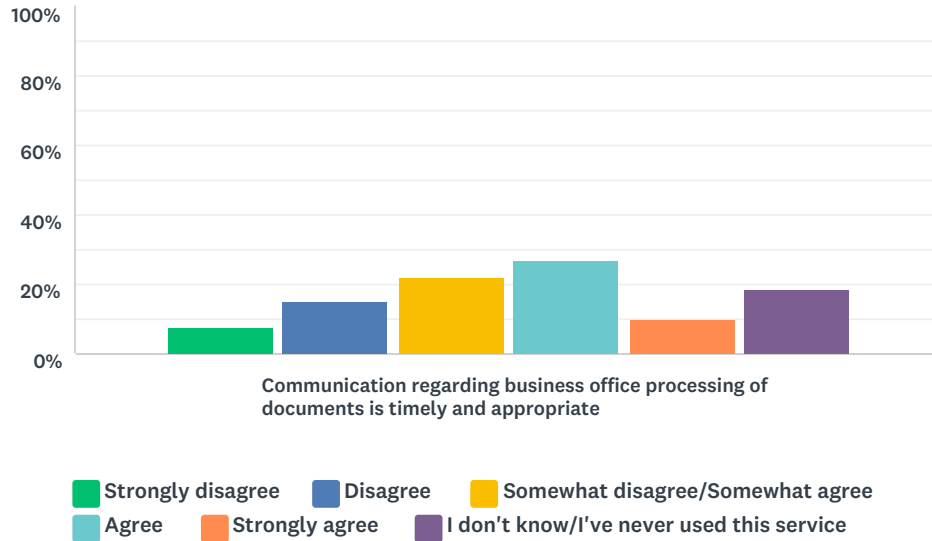


|  | STRONGLY DISAGREE | DISAGREE     | SOMEWHAT DISAGREE/SOMEWHAT AGREE | AGREE        | STRONGLY AGREE | I DON'T KNOW/I'VE NEVER USED THIS SERVICE | TOTAL | WEIGHTED AVERAGE |
|--|-------------------|--------------|----------------------------------|--------------|----------------|---|-------|------------------|
| I am satisfied with the selection of merchandise available for sale in the Bookstore | 3.33%<br>4        | 5.83%<br>7   | 16.67%<br>20                     | 46.67%<br>56 | 16.67%<br>20   | 10.83%<br>13                              | 120   | 3.76             |
| I am satisfied with the food selection at the Café is satisfactory                   | 17.50%<br>21      | 15.83%<br>19 | 24.17%<br>29                     | 25.00%<br>30 | 5.83%<br>7     | 11.67%<br>14                              | 120   | 2.84             |
| Service at the Café is provided in a timely manner                                   | 7.50%<br>9        | 5.00%<br>6   | 27.50%<br>33                     | 31.67%<br>38 | 15.83%<br>19   | 12.50%<br>15                              | 120   | 3.50             |
| Copying/Printing requests are completed in a timely manner                           | 4.20%<br>5        | 5.88%<br>7   | 15.97%<br>19                     | 35.29%<br>42 | 32.77%<br>39   | 5.88%<br>7                                | 119   | 3.92             |
| The mailroom is accessible at convenient times                                       | 0.00%<br>0        | 4.17%<br>5   | 9.17%<br>11                      | 40.00%<br>48 | 36.67%<br>44   | 10.00%<br>12                              | 120   | 4.21             |



**Q9 The item below describes an expectation about your experience with the BUSINESS OFFICE. Please rate your level of agreement with the following statement.**

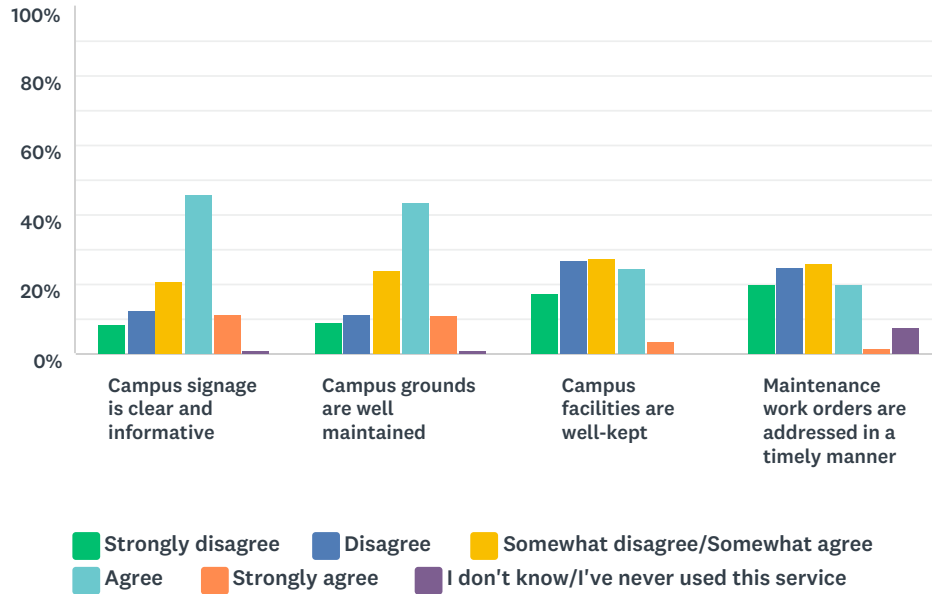
Answered: 119 Skipped: 1,836



|   | STRONGLY DISAGREE | DISAGREE     | SOMEWHAT DISAGREE/SOMEWHAT AGREE | AGREE        | STRONGLY AGREE | I DON'T KNOW/I'VE NEVER USED THIS SERVICE | TOTAL | WEIGHTED AVERAGE |
|---|-------------------|--------------|----------------------------------|--------------|----------------|---|-------|------------------|
| Communication regarding business office processing of documents is timely and appropriate | 7.56%<br>9        | 15.13%<br>18 | 21.85%<br>26                     | 26.89%<br>32 | 10.08%<br>12   | 18.49%<br>22                              | 119   | 3.21             |

### Q10 Each item below describes an expectation about your experience using the campus FACILITIES. Please rate your level of agreement with the following statements.

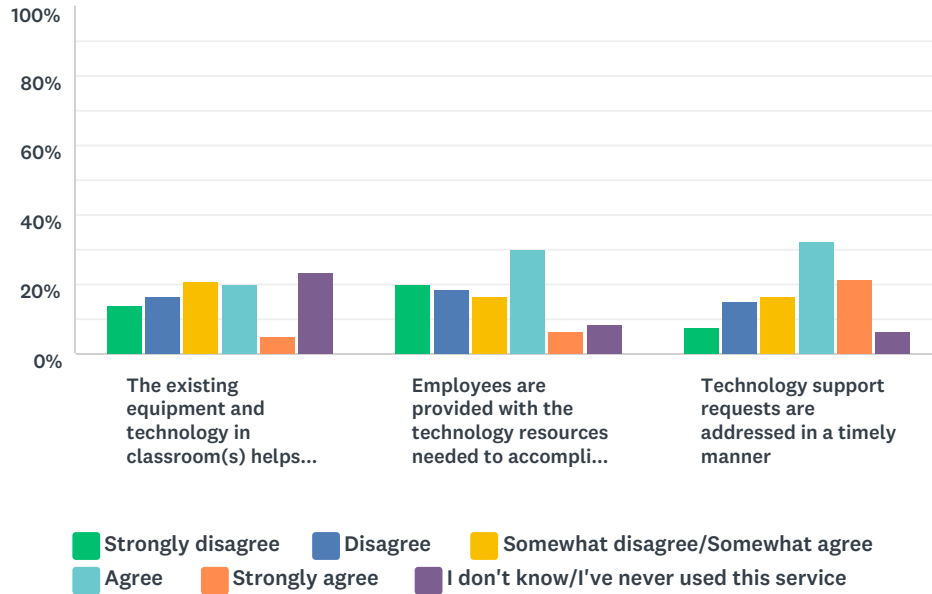
Answered: 120 Skipped: 1,835



|  | STRONGLY DISAGREE | DISAGREE     | SOMEWHAT DISAGREE/SOMEWHAT AGREE | AGREE        | STRONGLY AGREE | I DON'T KNOW/I'VE NEVER USED THIS SERVICE | TOTAL | WEIGHTED AVERAGE |
|--|-------------------|--------------|----------------------------------|--------------|----------------|---|-------|------------------|
| Campus signage is clear and informative                  | 8.33%<br>10       | 12.50%<br>15 | 20.83%<br>25                     | 45.83%<br>55 | 11.67%<br>14   | 0.83%<br>1                                | 120   | 3.40             |
| Campus grounds are well maintained                       | 9.17%<br>11       | 11.67%<br>14 | 24.17%<br>29                     | 43.33%<br>52 | 10.83%<br>13   | 0.83%<br>1                                | 120   | 3.35             |
| Campus facilities are well-kept                          | 17.65%<br>21      | 26.89%<br>32 | 27.73%<br>33                     | 24.37%<br>29 | 3.36%<br>4     | 0.00%<br>0                                | 119   | 2.69             |
| Maintenance work orders are addressed in a timely manner | 20.00%<br>24      | 25.00%<br>30 | 25.83%<br>31                     | 20.00%<br>24 | 1.67%<br>2     | 7.50%<br>9                                | 120   | 2.55             |

### Q11 Each item below describes an expectation about your experience with campus INFORMATION TECHNOLOGY. Please rate your level of agreement with the following statements.

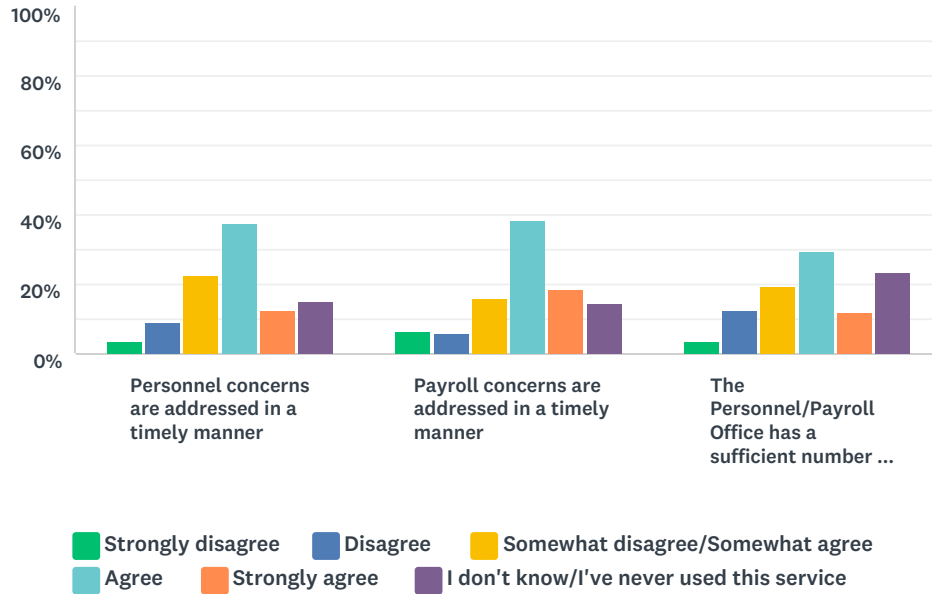
Answered: 120 Skipped: 1,835



|   | STRONGLY DISAGREE | DISAGREE     | SOMEWHAT DISAGREE/SOMEWHAT AGREE | AGREE        | STRONGLY AGREE | I DON'T KNOW/I'VE NEVER USED THIS SERVICE | TOTAL | WEIGHTED AVERAGE |
|---|-------------------|--------------|----------------------------------|--------------|----------------|---|-------|------------------|
| The existing equipment and technology in classroom(s) helps instructors to teach in innovative ways | 14.17%<br>17      | 16.67%<br>20 | 20.83%<br>25                     | 20.00%<br>24 | 5.00%<br>6     | 23.33%<br>28                              | 120   | 2.80             |
| Employees are provided with the technology resources needed to accomplish their functions           | 20.00%<br>24      | 18.33%<br>22 | 16.67%<br>20                     | 30.00%<br>36 | 6.67%<br>8     | 8.33%<br>10                               | 120   | 2.84             |
| Technology support requests are addressed in a timely manner  | 7.50%<br>9        | 15.00%<br>18 | 16.67%<br>20                     | 32.50%<br>39 | 21.67%<br>26   | 6.67%<br>8                                | 120   | 3.49             |

### Q12 Each item below describes an expectation about your experience with the PERSONNEL/PAYROLL OFFICE. Please rate your level of agreement with the following statements.

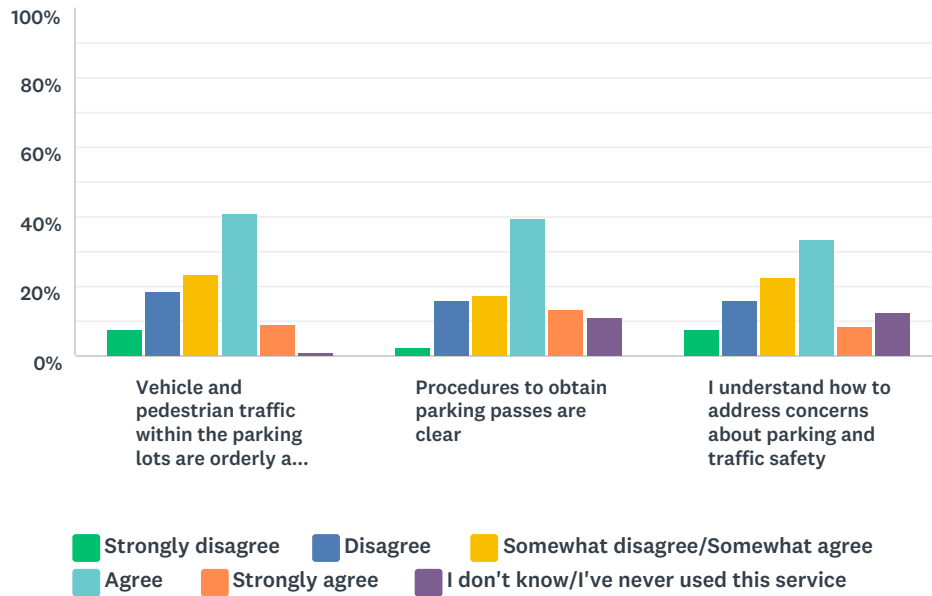
Answered: 120 Skipped: 1,835



|  | STRONGLY DISAGREE | DISAGREE     | SOMEWHAT DISAGREE/SOMEWHAT AGREE | AGREE        | STRONGLY AGREE | I DON'T KNOW/I'VE NEVER USED THIS SERVICE | TOTAL | WEIGHTED AVERAGE |
|--|-------------------|--------------|----------------------------------|--------------|----------------|---|-------|------------------|
| Personnel concerns are addressed in a timely manner  | 3.33%<br>4        | 9.17%<br>11  | 22.50%<br>27                     | 37.50%<br>45 | 12.50%<br>15   | 15.00%<br>18                              | 120   | 3.5              |
| Payroll concerns are addressed in a timely manner  | 6.72%<br>8        | 5.88%<br>7   | 15.97%<br>19                     | 38.66%<br>46 | 18.49%<br>22   | 14.29%<br>17                              | 119   | 3.6              |
| The Personnel/Payroll Office has a sufficient number of staff necessary to support the college's mission and purpose | 3.36%<br>4        | 12.61%<br>15 | 19.33%<br>23                     | 29.41%<br>35 | 11.76%<br>14   | 23.53%<br>28                              | 119   | 3.4              |

### Q13 Each item below describes an expectation about your experience with PERMITS/PARKING SERVICES. Please rate your level of agreement with the following statements.

Answered: 120 Skipped: 1,835



|   | STRONGLY DISAGREE | DISAGREE     | SOMEWHAT DISAGREE/SOMEWHAT AGREE | AGREE        | STRONGLY AGREE | I DON'T KNOW/I'VE NEVER USED THIS SERVICE | TOTAL | WEIGHTED AVERAGE |
|---|-------------------|--------------|----------------------------------|--------------|----------------|---|-------|------------------|
| Vehicle and pedestrian traffic within the parking lots are orderly and safe | 7.50%<br>9        | 18.33%<br>22 | 23.33%<br>28                     | 40.83%<br>49 | 9.17%<br>11    | 0.83%<br>1                                | 120   | 3.26             |
| Procedures to obtain parking passes are clear                               | 2.52%<br>3        | 15.97%<br>19 | 17.65%<br>21                     | 39.50%<br>47 | 13.45%<br>16   | 10.92%<br>13                              | 119   | 3.51             |
| I understand how to address concerns about parking and traffic safety       | 7.50%<br>9        | 15.83%<br>19 | 22.50%<br>27                     | 33.33%<br>40 | 8.33%<br>10    | 12.50%<br>15                              | 120   | 3.22             |