

Pierce College - Campus Services Survey

Instructions

As a part of our mission to dedicate resources to assist students in identifying and reaching their goals, we are gathering feedback on your experiences with various campus services at Pierce College. Please share your experiences using the ratings and comment boxes in the following questions. Your thoughtful and honest responses will be used to identify opportunities to enhance how we serve students at Pierce.

* 1. Which best describes your role at Pierce College?

- Student
- Classified Staff/Administration
- Full Time Faculty
- Adjunct Faculty

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

- Weekdays (Monday - Friday)
- Weekends (Saturday)
- Day time (8 am - 5 pm)
- Evenings (after 5 pm)

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3. 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.

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don't know/I've never used this service
I am satisfied with the selection of merchandise available for sale in the Bookstore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the food selection at the Café	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service at the Café is provided in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Copying/Printing requests are completed in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe areas where services exceed expectations or where improved service is needed.

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

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don't know/I've never used this service
I receive clear and appropriate information regarding my account status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe areas where services exceed expectations or where improved service is needed.

5. Each item below describes an expectation about your experience using the campus **FACILITIES**.

Please rate your level of agreement with the following statements.

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don't know/I've never used this service
Campus signage is clear and informative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus grounds are well maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus facilities are well-kept	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe areas where services exceed expectations or where improved service is needed.

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

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don't know/I've never used this service
The existing equipment and technology in my classroom(s) helps my instructors to teach in innovative ways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe areas where services exceed expectations or where improved service is needed.

7. Each item below describes an expectation about your experience with **PERMITS/PARKING SERVICES**.

Please rate your level of agreement with the following statements.

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don't know/I've never used this service
Vehicle and pedestrian traffic within the parking lots are orderly and safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procedures to obtain parking passes are clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand how to address concerns about parking and traffic safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe areas where services exceed expectations or where improved service is needed.

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8. 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.

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don't know/I've never used this service
I am satisfied with the selection of merchandise available for sale in the Bookstore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the food selection at the Café is satisfactory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service at the Café is provided in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Copying/Printing requests are completed in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mailroom is accessible at convenient times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe areas where services exceed expectations or where improved service is needed.

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

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don't know/I've never used this service
Communication regarding business office processing of documents is timely and appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe areas where services exceed expectations or where improved service is needed.

10. Each item below describes an expectation about your experience using the campus **FACILITIES**.

Please rate your level of agreement with the following statements.

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don't know/I've never used this service
Campus signage is clear and informative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus grounds are well maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus facilities are well-kept	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance work orders are addressed in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe areas where services exceed expectations or where improved service is needed.

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

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don't know/I've never used this service
The existing equipment and technology in classroom(s) helps instructors to teach in innovative ways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees are provided with the technology resources needed to accomplish their functions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology support requests are addressed in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe areas where services exceed expectations or where improved service is needed.

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

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don't know/I've never used this service
Personnel concerns are addressed in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payroll concerns are addressed in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Personnel/Payroll Office has a sufficient number of staff necessary to support the college's mission and purpose	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe areas where services exceed expectations or where improved service is needed.

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

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don't know/I've never used this service
Vehicle and pedestrian traffic within the parking lots are orderly and safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procedures to obtain parking passes are clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand how to address concerns about parking and traffic safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe areas where services exceed expectations or where improved service is needed.