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 <u>usually</u> on campus? Check all that apply.
When and at what time of day are you <i>usually</i> on campus? Check all that apply. Weekdays (Monday - Friday)
Weekdays (Monday - Friday)
Weekdays (Monday - Friday) Weekends (Saturday)

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Each item below describes	s an expectation a	bout your experience u	sing the BOOKSTORE v	which include
the Brahma Cafe and Copy 1	Tech. Please rate	your level of agreemen	t with the following state	ements.

	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						
I am satisfied with the food selection at the Café						
Service at the Café is provided in a timely manner						
Copying/Printing requests are completed in a timely manner						
The item below describes an expectarate your level of agreement with the form			erience with the BU	SINESS	OFFICE.	Please
•			erience with the BU	SINESS	OFFICE.	Please
	Strongly		Somewhat disagree/Somewhat		Strongly	I don't
Lucasiva along and annuagiate information	disagree	Disagree	agree	Agree	agree	know/l've never used this service
I receive clear and appropriate information regarding my account status	disagree	Disagree		Agree		know/l've never used

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don't know/I've never use this servic
Campus signage is clear and informative						
Campus grounds are well maintained						
Campus facilities are well-kept						
Please describe areas where services exceed ex	·					
6. The item below describes an expecta FECHNOLOGY . Please rate your leve		•	•		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						
Please describe areas where services exceed ex	xpectations o	or where imp	roved service is neede	d.		
7. Each item below describes an expec Please rate your level of agreement wit		-		MITS/PA	RKING SE	RVICES.
	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	know/l've never use this servic
Vehicle and pedestrian traffic within the parking lots are orderly and safe						
· · · · · · · · · · · · · · · · · · ·						
parking lots are orderly and safe	0	0	0			

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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						
I am satisfied with the food selection at the Café is satisfactory						
Service at the Café is provided in a timely manner						
Copying/Printing requests are completed in a timely manner						
The mailroom is accessible at convenient times			\bigcirc			
9. The item below describes an expectarate your level of agreement with the fo			erience with the BU s	SINESS	OFFICE.	
	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						
Please describe areas where services exceed ex	xpectations o	or where imp	roved service is needed	l.		

L1. Each item below describes an expectation about your experience with campus INFORMATION FECHNOLOGY. Please rate your level of agreement with the following statements. I dor Somewhat know/ Strongly disagree/Somewhat Strongly never t	Campus grounds are well maintained	Campus grounds are well maintained		Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I don know/I never u this ser
Maintenance work orders are addressed in a timely manner Please describe areas where services exceed expectations or where improved service is needed. 1.1. Each item below describes an expectation about your experience with campusINFORMATION rECHNOLOGY. Please rate your level of agreement with the following statements. Somewhat disagree/Somewhat disagree/Somewhat agree agree Agree agree this ser The existing equipment and technology in classroom(s) helps instructors to teach in innovative ways Employees are provided with the technology resources needed to accomplish their functions Technology support requests are addressed	Campus facilities are well-kept Maintenance work orders are addressed in a timely manner Please describe areas where services exceed expectations or where improved service is needed. 1.1. Each item below describes an expectation about your experience with campusINFORMATION FECHNOLOGY. Please rate your level of agreement with the following statements. Strongly disagree/Somewhat disagree/Somewhat disagree/Somewhat disagree/Somewhat agree agree Agree agree this services resources needed to accomplish their functions Employees are provided with the technology resources needed to accomplish their functions Technology support requests are addressed in a timely manner	Campus facilities are well-kept Maintenance work orders are addressed in a timely manner Please describe areas where services exceed expectations or where improved service is needed. 1.1. Each item below describes an expectation about your experience with campusINFORMATION FECHNOLOGY. Please rate your level of agreement with the following statements. Strongly disagree Disagree agree Agree agree The existing equipment and technology in classroom(s) helps instructors to teach in innovative ways Employees are provided with the technology resources needed to accomplish their functions Technology support requests are addressed in a timely manner	ampus signage is clear and informative						
Maintenance work orders are addressed in a timely manner Please describe areas where services exceed expectations or where improved service is needed. 11. Each item below describes an expectation about your experience with campusINFORMATION TECHNOLOGY. Please rate your level of agreement with the following statements. Somewhat Strongly disagree Disagree Agree Agree Agree agree this ser The existing equipment and technology in classroom(s) helps instructors to teach in innovative ways Employees are provided with the technology resources needed to accomplish their functions Technology support requests are addressed	Maintenance work orders are addressed in a timely manner Please describe areas where services exceed expectations or where improved service is needed. 1.1. Each item below describes an expectation about your experience with campusINFORMATION TECHNOLOGY. Please rate your level of agreement with the following statements. Somewhat Strongly disagree Disagree agree Agree agree this services resources needed to accomplish their classroom(s) helps instructors to teach in innovative ways Employees are provided with the technology resources needed to accomplish their classroom(s) helps instructors to teach in innovative ways Technology support requests are addressed in a timely manner classroom(s) helps instructors to teach in innovative ways Technology support requests are addressed in a timely manner classroom(s) helps instructors to teach in innovative ways classroom(s) helps instructors to teach in in	Maintenance work orders are addressed in a timely manner 1.1. Each item below describes an expectation about your experience with campusINFORMATION rechnology. Please rate your level of agreement with the following statements. Strongly Strongly disagree Disagree agree agr	ampus grounds are well maintained						
The existing equipment and technology in classroom(s) helps instructors to teach in innovative ways Employees are provided with the technology resources needed to accomplish their functions Technology support requests are addressed	Dease describe areas where services exceed expectations or where improved service is needed. 1. Each item below describes an expectation about your experience with campusINFORMATION TECHNOLOGY. Please rate your level of agreement with the following statements. Strongly disagree/Somewhat disagree/Somewhat disagree/Somewhat agree agree agree agree this ser The existing equipment and technology in classroom(s) helps instructors to teach in innovative ways Employees are provided with the technology resources needed to accomplish their functions Technology support requests are addressed in a timely manner	Please describe areas where services exceed expectations or where improved service is needed. 1. Each item below describes an expectation about your experience with campusINFORMATION FECHNOLOGY. Please rate your level of agreement with the following statements. Strongly disagree Somewhat Strongly agree Agree agree Agree agree	ampus facilities are well-kept						
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	in a timely manner	in a timely manner	esources needed to accomplish their						
	Please describe areas where services exceed expectations or where improved service is needed.	Please describe areas where services exceed expectations or where improved service is needed.	echnology support requests are addressed						
			a timely manner						
			a timely manner						
			a timely manner						

	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly agree	I dor know/ never u this ser
Personnel concerns are addressed in a timely manner						
Payroll concerns are addressed in a timely manner						
The Personnel/Payroll Office has a sufficient number of staff necessary to support the college's mission and purpose						
Please describe areas where services exceed ex	epectations o	or where imp	roved service is needed	d.		
.3. Each item below describes an expe	otation abo	out vour o	vnorionee with DED	MITC/D/	ADVINC	
			xbenence with PER		AKKING.	
SERVICES. Please rate your level of a		•	•			
•	greement Strongly	with the fo	Somewhat disagree/Somewhat	S.	Strongly	know/ never
•	greement	•	Illowing statements Somewhat			know/ never i
SERVICES. Please rate your level of a	greement Strongly	with the fo	Somewhat disagree/Somewhat	S.	Strongly	know/ never
Vehicle and pedestrian traffic within the parking lots are orderly and safe	greement Strongly	with the fo	Somewhat disagree/Somewhat	S.	Strongly	I don know/never this set
Vehicle and pedestrian traffic within the parking lots are orderly and safe Procedures to obtain parking passes are clear I understand how to address concerns about	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly	know/ never i
Vehicle and pedestrian traffic within the parking lots are orderly and safe Procedures to obtain parking passes are clear I understand how to address concerns about parking and traffic safety	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly	know/ never
Vehicle and pedestrian traffic within the parking lots are orderly and safe Procedures to obtain parking passes are clear I understand how to address concerns about parking and traffic safety	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly	knov neve
Vehicle and pedestrian traffic within the parking lots are orderly and safe Procedures to obtain parking passes are clear I understand how to address concerns about parking and traffic safety	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly	know never
Vehicle and pedestrian traffic within the parking lots are orderly and safe Procedures to obtain parking passes are clear I understand how to address concerns about parking and traffic safety	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly	know never
Vehicle and pedestrian traffic within the parking lots are orderly and safe Procedures to obtain parking passes are clear I understand how to address concerns about parking and traffic safety	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly	know, never
Vehicle and pedestrian traffic within the parking lots are orderly and safe Procedures to obtain parking passes are clear I understand how to address concerns about parking and traffic safety	Strongly disagree	Disagree	Somewhat disagree/Somewhat agree	Agree	Strongly	know. never
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