

MEMORANDUM

**TO: ADMINISTRATIVE COUNCIL
WCC FACULTY & STAFF**

**FROM: BILL THOMPSON
DIRECTOR, PLANNING & RESEARCH**

DATE: FEBRUARY 3, 2003

RE: 2002 WCC SERVICES REVIEW SURVEY ANALYSIS

1. The Planning and Research Office conducted the 2002 WCC Services Review Survey during August 2002. The survey was conducted online and targeted 268 full-time faculty and staff and continuing part-time employees. A total of 142 college personnel participated in the 77-question survey yielding a 53% response rate.
2. The Services Review is a peer review instrument used to evaluate the effectiveness of WCC Support Services. Typically Support Services are areas that are non-academic such as information systems, student services, maintenance, learning resource center, planning and research, foundation, personnel, president's office, public information, academic skills center, bookstore, food services, media, diversity, security, human resource development and business and industry center.
3. A standard for excellence is established at 90% for each of the areas evaluated. Areas scoring below 90% must examine reasons for not meeting the standard and provide a reasonable explanation and plan for improvement. The respective Vice President of his or her division approves the appropriate recommendations.
4. Since data has been collected on most of the questions from prior year surveys we are able to do some comparative analysis of the 1999-2000 survey results to that of the 2002-2003 survey. The following pages will reflect the improvements and positive comments by the respondents, areas with some concerns and some general comments or observations. **Overall, college personnel appear to be satisfied with the variety of services provided by College Support Services.**
5. Those survey response statements that fall below 90% may require further review. We recognize that in some instances, the best we can expect to achieve in an area might be 80-85%. We're leaving that to your judgment and ask that, in your response back to us, you provide either the rationale for "no further action" or your plan for corrective action. **Your response, using the attached format, should be sent to the Office of planning and Research by Friday, February 28, 2003.** If you have any questions or need assistance please give Becky Mulligan or myself a call at extension 213/282.

MEMORANDUM

DATE: February 25, 2003

TO: Office of Planning and Research

FROM: Bill Thompson
Director, Planning & Research

SUBJECT: 2002 WCC Services Review Follow-Up

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)
3. Other: *See below response.*

Two issues:

1. Eighty-eight percent of the respondents indicated they understood the budget/planning process compared to 94% in 1999.
2. Suggestions for improving web survey for annual services review.

Issue #1: In the fall of each year, the Office of Planning & Research provides departmental and division level training to all faculty and staff. Appointments are made for the respective departments and divisions on their time to provide the training. The exodus of experienced faculty and staff over the past several years plus the hiring of new personnel has created a small experience gap that we saw with this survey. We feel confident that with the continued emphasis on planning, the active use of the planning council and our annual training will bring the improve the knowledge level of the new WCC employees.

Issue #2: This was our first time in administering a survey using the WCC Website. We understand the ambiguity that survey questions can sometimes cause and we'll continue to improve on presenting these questions along with appropriate responses so the respondent has more choices where appropriate.

No further action is required on these two items.

MEMORANDUM

DATE: February 27, 2003

TO: Office of Planning and Research

FROM: Dr. Ed Wilson
President

SUBJECT: 2002 WCC Services Review Follow-Up

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)
3. Other: *See below response.*

Eighty-nine percent of the respondents indicated they have adequate resources to do their job (which is just one percent below our goal of 90%); a three percent improvement since the 2000 Services Survey. Given the fact that the State of North Carolina has been experiencing a severe budget shortfall for the past two years and will most likely continue to do so over the next several years, state agencies and education institutions have had to "tighten" their budget belts in order to continue to operate. Under these austere times, business is not as usual and the college has had to make adjustments in our institutional planning and budgeting process by limiting the number of divisional planning objectives to one per department for the 2003 and 2004 plan year. This has resulted in fewer opportunities to buy more equipment and supplies, hire more full and part-time personnel and to address employee compensation issues. In January 2003 the College hired a Grants Development Coordinator to off-set the decline in revenues and to improve the College's financial posture so we can continue to offer the top-notch programs and services our community expects and deserves.

MEMORANDUM

DATE: February 28, 2003
TO: Office of Planning and Research
FROM: Janice Fields
SUBJECT: 2002 WCC Services Review Follow-Up

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)
3. Other: See below response.

Question #30: The amount of advertising the college provides for its programs and services is adequate.

Response: The Recruiting Office is not responsible for advertising for the college, please direct this question to the Public Information Officer.

Question # 31: I have requested a list of prospects for my program area.

Response: We seldom, if ever, receive request for a list of prospective students from instructors. The prospect list is generated through our recruiting activities in the Fall and Spring and automatically sent to division directors for dissemination to departments and instructors. However, that process did not take place in the Fall of 2002 due to the implementation of the new DATATEL system and the lack of training on the communications component. To alleviate that problem we have opted to make duplicate copies of each prospect sheet and forward to the divisions. This process will remain in effect until the communications component is mastered to the point of generating the necessary lists need for follow-up.

Recommendations:

Rephrase the question to read - Have you received a list of prospects for your program area?

I have followed up on prospects for my program area?

The prospect list serves as a valuable recruiting tool for my department.

MEMORANDUM

DATE: March 3, 2003

TO: Office of Planning and Research

FROM: Tara Humphries, Public Information Officer

SUBJECT: 2002 WCC Services Review Follow-Up

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.) _____
3. Other: See below response.

I will spend more on advertising more over the next two years. More effective is the placement of stories and notices and that is an effort that is growing monthly now that I have part-time assistance. No planning objective is necessary.

Points to be considered:

- a. A number of WCC's faculty and staff don't live in Wayne County and don't subscribe to the local newspapers or have access to the same cable programming as those who do live in Wayne County. They will not see WCC ads in surrounding counties' media. (See D.)
- b. A number of WCC's faculty and staff don't know the difference between an advertisement, an article and an opinion piece. They don't know which costs money or how much advertising costs.
- c. Some of WCC's faculty and staff aren't willing to take advantage of the free publicity and direct recruiting opportunities provided them, but do believe in spending money to promote their programs – as long as it doesn't come out of their budgets. I suspect the 25 who don't think WCC provides enough advertising are among the 28 who said they have never requested a list of prospects for their program area. Word-of-mouth and direct contacts are the best recruitment tools and talk is cheaper than advertising but requires some effort on the faculty's part.
- d. Most of WCC's faculty and staff do not understand the restrictions on advertising – most can only be advertised in our service area unless they are somewhat unique and then they can only be advertised in those areas that are not in the service area of another college that offers the same program.
- e. "News" however, is whatever a media outlet says it is and if they believe information will benefit their readers/viewers/listeners and choose to run a press release that is OK. Putting out "news", however, requires some effort on the part of faculty and staff.
- f. According to this survey: Public information announcements in print and on the air were noticed by 95% of the respondents. 136 people responded to this: 129 responded "yes" and 7 "no". And yet only 124 people responded to the statement "The amount of advertising the college provides for its programs and services is adequate." Did the other 11 get tired before they got to this section?

MEMORANDUM

DATE: February 18, 2003
TO: Office of Planning and Research
FROM: Katherine Jones, IS Director
SUBJECT: 2002 WCC Services Review Follow-Up

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.) No further action is required because we have improved 9% since the last survey in 1999. Obviously, the steps we have been using to educate our faculty and staff on the procedures for hardware and software purchases and approvals have been successful. We will continue with our current approach.
3. Other:

MEMORANDUM

DATE: March 28, 2003

TO: Office of Planning and Research

FROM: Ken Ritt
VP Educational Support Services

SUBJECT: 2002 WCC Services Review Follow-up

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)
3. Other: _____

(Item # 2.j. "Bookstore")

Satisfaction with supplies of current books and materials increased 15% since 1999. The Bookstore continues to work faculty and the SGA to meet customer needs. Planned expansion of the Bookstore in FY 2004/2005 should allow for a larger inventory.

MEMORANDUM

DATE: March 28, 2003

TO: Office of Planning and Research

FROM: Ken Ritt
VP Educational Support Services

SUBJECT: 2002 WCC Services Review Follow-up

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)
3. Other: _____

(Item # 2.k. "Food Service")

We contribute the 10% decline in satisfaction with the cafeteria menu to the increased availability and variety of off-campus food service establishments. The food service vendor has increased its menu with Belgian waffles, soup bar, wraps and pizzas and will continue to survey customers to meet their needs. With the enhanced menu selections, we expect this area to increase to the 90% standard.

MEMORANDUM

DATE: March 28, 2003

TO: Office of Planning and Research

FROM: Ken Ritt
VP Educational Support Services

SUBJECT: 2002 WCC Services Review Follow-up

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)

(Item # 2.I. "Food Service")

We do not expect this area to reach the 90% standard or even increase much above the 80% level of satisfaction. Cafeteria and vending prices are favorably comparable to those in local restaurants and cafeterias. Surveys of local prices are accomplished on a regular basis to ensure campus prices are fair and provide value to staff, faculty, and students. It should be noted that there has only been one price increase averaging 5-10% in the past 2.5 years and the revenues from vending and catering receipts have increased 41% from CY 2002 to 2003.

3. Other: _____

MEMORANDUM

DATE: March 28, 2003

TO: Office of Planning and Research

FROM: Ken Ritt
VP Educational Support Services

SUBJECT: 2002 WCC Services Review Follow-up

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)
3. Other: _____

(Item # 2.m. "Maintenance")

The increase to 86 % in satisfaction with daily housekeeping represents a significant jump in the last 3 years. Regular housekeeping meetings and regular no-notice inspections by faculty and staff will help this area exceed the 90% standard.

MEMORANDUM

DATE: April 14, 2003

TO: Office of Planning and Research

FROM: Yvonne B. Goodman
AVP Student Development Services

SUBJECT: 2002 WCC Services Review Follow-Up

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)
3. Other: _____

Response to 2.e. - Financial Aid

A Financial Aid Fact Sheet will be developed for the faculty and staff. This fact sheet will provide information about the various financial aid programs and the requirements students must meet in order to receive financial aid. This sheet will be available before Fall 2003 Registration.

Response to 2.h. – Student Activities

A Student Activities Fact Sheet will be developed for faculty and staff. This fact sheet will outline all activities and services provided by this area.

Response to 2.i. – Student Activities

A new Student Activities Coordinator has been hired and he has already set a very positive and professional atmosphere in the SGA office. He has been very proactive by including faculty and staff participation in the SGA activities.

MEMORANDUM

DATE:

TO: Office of Planning and Research

FROM:

SUBJECT: 2002 WCC Services Review Follow-Up

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)
3. Other:

MEMORANDUM

DATE:

TO: Office of Planning and Research

FROM:

SUBJECT: 2002 WCC Services Review Follow-Up

The following action(s) has been or will be taken to address this issue:

1. Planning Objective submitted into current year plan on _____.
2. No further action is required because: (Provide rationale.)
3. Other:

WCC Services Survey Comparison – 2002/1999

1. The following areas reflect improvement:

- a. **President:** Ninety-one percent of the respondents indicated that, faculty and staff, are treated as valued members of the college team compared to 87% in 1999.
- b. **President:** Eight-nine percent of the respondents indicated they have adequate resources to do their job compared to 86% in 1999.
- c. **Public Information:** Public information announcements in print and on the air were noticed by 95% of the respondents. This is up 10% from 1999.
- d. **Diversity:** Ninety-seven percent of the respondents indicated that they are sensitive to differences in social norms of people from diverse cultural backgrounds. This is up 9% from 88% reported in 1999
- e. **Diversity:** Ninety-five percent of the respondents indicate the formation of ethnic and gender support groups among students is encouraged at WCC. This is up 50% from 45% reported in 1999.
- f. **Financial Aid:** Eighty-nine percent of the respondents indicate they are aware of various student Financial Aid/Veterans Affairs programs compared to 87% reported in 1999.
- g. **Recruiting:** Eighty percent of the respondents indicated the amount of advertising the college provides for its programs and services are adequate compared to 76% reported in 1999.
- h. **Student Development:** Ninety-one percent of the respondents indicated placement tests are offered at sufficient intervals and at convenient times compared to 89% reported in 1999.
- i. **Bookstore:** Agreement by respondents that sufficient quantities of current books and supplemental materials in the Bookstore were on hand at the beginning of fall semester increased from 73% to 87% from 1999.
- j. **Food Services-Vermillions:** Eighty percent of the respondents indicated prices are reasonable and competitive compared to 79% reported in 1999.
- k. **Maintenance:** Eighty-six percent of the respondents indicated daily housekeeping practices were adequate compared to 75% in 1999.
- l. **Information Systems:** Ninety-four percent of the respondents indicated using the documentation in Shared Documents compared to 76% in 1999.
- m. **Information Systems:** Use of the Open Computer Lab by faculty and staff increased from 29% in 1999 to 47% in 2002.
- n. **Information Systems:** The majority of respondents (87%) indicated they know the procedures for hardware and software purchases and approval as compared to 78% in 1999.
- o. **Human Resource Development:** Ninety-three percent of the respondents indicate information about community outreach programs are readily available compared to 88% reported in 1999.

Positive Comments about WCC:

- This year I have been more pleased with the teamwork effort that has taken place throughout the entire year. People seem to be taking more interest in their jobs and appear to be more involved in making this a better institution despite the budget problems! This is the way it should always be, not just during trying times, or a budget crisis!
- I am very proud of the WCC staff and faculty, and our high level of professionalism and customer service. Of course, we are not perfect, but we are darn close to it. I feel that the improvements we make will be small, but effective.
- WEB page is great addition. Admissions works above and beyond the norm counselors do a good job
- The maintenance building ones do a great job in keeping all of us warm and cool, its a big task for only 4 men to handle and they do a great job and we should let them know sometimes - with out them our job would be a lot tougher.

WCC Services Survey Comparison – 2002/1999

- I am off campus, but I can appreciate different things about WCC. This institution is serving Wayne County well.
- I am completely satisfied with my job here at WCC.
- We do a good job!
- I love working at WCC!!!
- Great evaluation. It is nice to be asked.

WCC Services Survey Comparison – 2002/1999

2. The following areas did not meet the 90% standard:

- a. **President:** Eighty-nine percent of the respondents indicated they have adequate resources to do their job compared to 86% in 1999.
- b. **Planning & Research:** Eighty-eight percent of the respondents indicated they understand the budget/planning process compared to 94% in 1999.
- c. **Admissions & Records:** Eighty-seven percent of the respondents indicated that current admission policies and procedures were adequate compared to 91% in 1999.
- d. **Admissions & Records:** Seventy-one percent of the respondents indicated that registration procedures in the departments were adequate compared to 91% in 1999.
- e. **Financial Aid:** Eighty-nine percent of the respondents indicated that they were aware of various financial aid/veterans affairs programs, which was up from 87% in 1999.
- f. **Recruiting:** Only 80% of the respondents agreed that the amount of advertising the college provides for its programs and services were adequate. In 1999 76% agreed.
- g. **Recruiting:** In 1999, 62% of the faculty respondents indicated they had requested a list of prospects for their respective program area. In 2002, 26 out of 54 (48%) indicated they had requested a list of prospects.
- h. **Student Activities:** Eighty percent of the respondents indicated that Student Health Services met the needs of our students in both 1999 and 2002.
- i. **Student Activities:** Seventy-seven percent of the 2002 respondents indicated that the Student Government Association operated in a professional manner. Eighty-nine percent agreed with this statement in 1999.
- j. **Bookstore:** Agreement by respondents that sufficient quantities of current books and supplemental materials in the Bookstore were on hand at the beginning of fall semester increased from 73% to 87% from 1999.
- k. **Food Services-Vermillions:** Eighty-three percent of the respondents indicated that the cafeteria menu was adequate compared to 93% in 1999.
- l. **Food Services-Vermillions:** Eighty percent of the respondents indicated that the prices in the cafeteria were reasonable and competitive compared to 79% in 1999.
- m. **Maintenance:** Eighty-six percent of the respondents indicated daily housekeeping practices were adequate compared to 75% in 1999.
- n. **Information Systems:** The majority of respondents (87%) indicated they know the procedures for hardware and software purchases and approval as compared to 78% in 1999.

Additional opportunities for improvement:

- I do think that we need to work on two things: 1.) Communication of ideas from the top - sometimes I am surprised to hear about things from community people that we at the college did not know, and 2.) More awareness from the "big guns" as to who does what on campus. I was appalled that Fe Finch was not asked to do the diversity "thing" at our orientation - that we brought in somebody when we have Fe - this has happened before when we brought in somebody when we have the perfect person here. Sometimes the "big guns" are clueless.
- I know things will improve, but the fall registration process was extremely frustrating for students and faculty. Improvements must be made before spring, please.
- Departmental registration is working fairly well but we continue to have long lines especially this fall since there was limited access to closed course list.
- We need to find a better way to promote our courses. The tabloid is not working well. We need more radio/local paper/cable ads -vs.- only PAC 10/etc. - more often and not one or two shot deals.
- Some of these questions could not be answered with the limited number of choices. Some of these services I never use and cannot evaluate them. Also there should be a "some what disagree" category on areas we don't agree with, but also don't totally disagree.

WCC Services Survey Comparison – 2002/1999

- This form needs a neutral category and possibly and don't know category. My choices are going in sounding like I agree on the services on areas I know very little about. I feel like I should answer agree-disagree on every other question to average out to a neutral.
- If you change your mind and do not want to answer a question, this form will not allow you to do that. It will allow you to change your response, but it will not allow leaving it blank after you have once answered it.
- The survey needed an option "Not Applicable" or something to that effect.
- Foundation should consider more interest free student loans and less scholarships in order to regenerate more of its revenue and increase both general and endowment funds. Procedures for 30-day emergency loans to employees should also be considered.
- Some students have complained this semester that the Open Computer lab isn't open long enough during the evening hours.
- I am not pleased with the manner in which the Student Government Association is run. I believe a change in leadership would be in the best interest of the college.
- Think it is time to hold some Connections refresher workshops. Everyone should be reminded of why we are employed at WCC, who our customers are and how to make them feel welcomed.

2002 WCC Services Review Survey Analysis

- The 2002 WCC Services Review Survey was administered as a web survey on August 13, 2002. Requested survey responses to be made by August 30, 2002.
- Total survey population = 268 (full-time faculty, staff, and continuing part-time employees)
- Received 142 responses at a response rate of 53%.

A. Full-Time Employment Status:

Choice	Count	Percentage Answered	2002-2003	1999-2000
Administrator	22	16.2%	16%	18%
Faculty	63	46.3%	46%	37%
Support Staff	51	37.5%	38%	45%

B. Years of Employment:

Choice	Count	Percentage Answered	2002-2003	1999-2000
1-5	54	38.6%	39%	36%
6-12	33	23.6%	23%	29%
13-18	21	15.0%	15%	11%
19-25	7	5.0%	5%	24%
25 or more	25	17.9%	18%	--

President's Division

President's Office

1. This office promotes an "open door policy", and my visits are welcomed.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	62	44.0%	97%	96% ↑
Agree	75	53.2%		
Disagree	4	2.8%		
Strongly Disagree	0	0.0%		

2. College leaders clearly communicate the future direction of the college through stated goals and priorities.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	59	42.1%	94%	98% ↓
Agree	72	51.4%		
Disagree	9	6.4%		
Strongly Disagree	0	0.0%		

3. Faculty and staff are treated as valued members of the college team.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	36	26.3%	91%	87% ↑
Agree	89	65.0%		
Disagree	9	6.6%		
Strongly Disagree	3	2.2%		

4. I have adequate resources to do my job.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	27	19.3%	89%	86% ↑
Agree	97	69.3%		
Disagree	14	10.0%		
Strongly Disagree	2	1.4%		

Personnel Office

5. The Personnel Office provides adequate information on employee benefits.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	42	30.4%	93%	94% ↓
Agree	86	62.3%		
Disagree	9	6.5%		
Strongly Disagree	1	0.7%		

6. I participate in the WCC Wellness Program and, as a result, have benefited from the program's activities and information.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	40	34.2%	92%	90% ↑
Agree	68	58.1%		
Disagree	9	7.7%		
Strongly Disagree	0	0.0%		

Planning & Research Office

7. The budget/planning process is understandable.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	26	19.7%	88%	94% ↓
Agree	90	68.2%		
Disagree	15	11.4%		
Strongly Disagree	1	0.8%		

8. The Strategic Plan identifies major issues, priorities, and directions for the institution.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	29	23.0%	97%	99% ↓
Agree	93	73.8%		
Disagree	2	1.6%		
Strongly Disagree	2	1.6%		

9. Data, reports, and publications published by this office are helpful.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	31	23.8%	95%	99% ↓
Agree	93	71.5%		
Disagree	5	3.8%		
Strongly Disagree	1	0.8%		

Foundation

10. The Foundation is supportive of the needs of the college.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	68	50.7%	97%	100% ↓
Agree	62	46.3%		
Disagree	4	3.0%		
Strongly Disagree	0	0.0%		

11. I am aware that I may apply for Foundation Mini-Grants and Contingency Funds.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	63	47.4%	97%	--
Agree	66	49.6%		
Disagree	3	2.3%		
Strongly Disagree	1	0.8%		

Public Information Office

12. I notice regular college announcements in print and on the air.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Yes	129	94.9%	95%	85% ↑
No	7	5.1%		

13. Public Information Office services help to promote a positive image of this institution.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	71	51.4%	100%	98% ↑
Agree	67	48.6%		
Disagree	0	0.0%		
Strongly Disagree	0	0.0%		

14. The Public Information Officer maintains excellent contact/visibility with the public/community.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	58	43.9%	98%	94% ↑
Agree	72	54.5%		
Disagree	2	1.5%		
Strongly Disagree	0	0.0%		

Academic Affairs

Academic Skills Center

15. My students received satisfactory instruction in the Academic Skills Center.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	33	40.7%	98%	98%
Agree	46	56.8%		
Disagree	2	2.5%		
Strongly Disagree	0	0.0%		

16. ASC Staff provide adequate monitoring and security for instructor's tests.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	27	33.8%	96%	100% ↓
Agree	50	62.5%		
Disagree	3	3.8%		
Strongly Disagree	0	0.0%		

17. Study areas are satisfactory (quiet, comfortable, well-lighted, etc.).

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	30	34.5%	91%	96% ↓
Agree	49	56.3%		
Disagree	7	8.0%		
Strongly Disagree	1	1.1%		

Library Services

18. Library staff members are helpful in providing assistance in researching, locating, reviewing, selecting, ordering, and cataloging materials.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	69	56.6%	100%	98% ↑
Agree	53	43.4%		
Disagree	0	0.0%		
Strongly Disagree	0	0.0%		

19. Library staff members are helpful in providing instruction for using the automated catalog, electronic indexes, the Internet, NC Live, and other electronic resources.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	60	54.5%	99%	99%
Agree	49	44.5%		
Disagree	1	0.9%		
Strongly Disagree	0	0.0%		

20. Library staff members are courteous and responsive to my requests.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	79	64.2%	99%	99%
Agree	43	35.0%		
Disagree	1	0.8%		
Strongly Disagree	0	0.0%		

Diversity

21. I am personally at ease with people of diverse backgrounds, abilities, and lifestyles.

Choice	Count	Percentage Answered	2002-2003	1998 Diversity Climate Survey
Strongly Agree	75	54.3%	100%	98% ↑
Agree	63	45.7%		
Disagree	0	0.0%		
Strongly Disagree	0	0.0%		

22. I am sensitive to differences in social norms of people from diverse cultural backgrounds.

Choice	Count	Percentage Answered	2002-2003	1998 Diversity Climate Survey
Strongly Agree	59	44.7%	97%	88% ↑
Agree	69	52.3%		
Disagree	4	3.0%		
Strongly Disagree	0	0.0%		

23. I feel that people respect my racial and ethnic background and treat me fairly at WCC.

Choice	Count	Percentage Answered	2002-2003	1998 Diversity Climate Survey
Strongly Agree	57	43.2%	93%	91% ↑
Agree	66	50.0%		
Disagree	9	6.8%		
Strongly Disagree	0	0.0%		

24. The formation of ethnic and gender support groups among students is encouraged at WCC.

Choice	Count	Percentage Answered	2002-2003	1998 Diversity Climate Survey
Strongly Agree	38	31.9%	95%	45% ↑
Agree	75	63.0%		
Disagree	6	5.0%		
Strongly Disagree	0	0.0%		

25. It is critically important that people of diverse backgrounds learn to live and work together.

Choice	Count	Percentage Answered	2002-2003	1998 Diversity Climate Survey
Strongly Agree	99	72.8%	100%	--
Agree	37	27.2%		
Disagree	0	0.0%		
Strongly Disagree	0	0.0%		

Student Services

Admissions & Records Office

26. Current admission policies and procedures are adequate.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	32	25.6%	87%	91% ↓
Agree	76	60.8%		
Disagree	14	11.2%		
Strongly Disagree	3	2.4%		

27. Current registration procedures, in the departments, are adequate.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	23	19.3%	71%	91% ↓
Agree	62	52.1%		
Disagree	25	21.0%		
Strongly Disagree	9	7.6%		

Financial Aid Office

28. I am aware of various student Financial Aid/Veterans Affairs programs.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Yes	110	89.4%	89%	87% ↑
No	13	10.6%		

29. Adequate assistance is received from Financial Aid Office personnel when needed.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	40	35.4%	97%	97%
Agree	70	61.9%		
Disagree	2	1.8%		
Strongly Disagree	1	0.9%		

Recruiting Office**30. The amount of advertising the college provides for its programs and services is adequate.**

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	26	21.0%	80%	76% ↑
Agree	73	58.9%		
Disagree	22	17.7%		
Strongly Disagree	3	2.4%		

31. I have requested a list of prospects for my program area. (Cross-tab for Faculty Only)

Choice	Count	Percentage Answered	2002-2003	1999-2000
Yes	26	48%	48%	62% ↓
No	28	52%		

Student Development**32. Special Needs students have access to adequate support.**

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	32	30.5%	93%	94% ↓
Agree	66	62.9%		
Disagree	6	5.7%		
Strongly Disagree	1	1.0%		

33. Counselors are well-informed about current program offerings.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	30	29.4%	90%	94% ↓
Agree	62	60.8%		
Disagree	8	7.8%		
Strongly Disagree	2	2.0%		

34. The Career Center is responsive to my requests for assistance.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	35	40.7%	97%	98% ↓
Agree	48	55.8%		
Disagree	3	3.5%		
Strongly Disagree	0	0.0%		

35. Placement tests are offered at sufficient intervals and at convenient times.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	30	30.6%	91%	89% ↑
Agree	59	60.2%		
Disagree	7	7.1%		
Strongly Disagree	2	2.0%		

Student Activities**36. Student Health Services meet the needs of our students.**

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	8	10.1%	80%	80%
Agree	55	69.6%		
Disagree	15	19.0%		
Strongly Disagree	1	1.3%		

37. The Student Government Association operates in a professional manner.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	12	12.9%	77%	89% ↓
Agree	60	64.5%		
Disagree	17	18.3%		
Strongly Disagree	4	4.3%		

Educational Support Services

Bookstore

38. Hours of operation at the beginning of the semester are satisfactory.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	21	18.4%	93%	92% ↑
Agree	85	74.6%		
Disagree	7	6.1%		
Strongly Disagree	1	0.9%		

39. A sufficient quantity of current books and supplemental materials are on hand at the beginning of each semester.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	18	17.6%	87%	73% ↑
Agree	71	69.6%		
Disagree	12	11.8%		
Strongly Disagree	1	1.0%		

Business Office

40. Present methods for distributing the mail are effective.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	63	46.0%	98%	98%
Agree	72	52.6%		
Disagree	2	1.5%		
Strongly Disagree	0	0.0%		

41. Purchase orders/requests are processed within a reasonable time.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	42	35.3%	96%	98% ↓
Agree	72	60.5%		
Disagree	4	3.4%		
Strongly Disagree	1	0.8%		

42. Travel reimbursements are made in a timely manner.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	37	30.3%	98%	99% ↓
Agree	82	67.2%		
Disagree	3	2.5%		
Strongly Disagree	0	0.0%		

Food Services - Vermillions

43. The cafeteria menu selection is adequate (grill items, salads, hot line, etc.).

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	23	17.4%	83%	93% ↓
Agree	86	65.2%		
Disagree	20	15.2%		
Strongly Disagree	3	2.3%		

44. Prices are reasonable and competitive.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	23	17.6%	80%	79% ↑
Agree	82	62.6%		
Disagree	19	14.5%		
Strongly Disagree	7	5.3%		

45. The cafeteria dining area is neat and clean (tables, chairs, floors, etc.)

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	41	31.3%	97%	99% ↓
Agree	86	65.6%		
Disagree	2	1.5%		
Strongly Disagree	2	1.5%		

Information Specialists

46. Switchboard calls are routed appropriately.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	53	38.1%	96%	93% ↑
Agree	80	57.6%		
Disagree	5	3.6%		
Strongly Disagree	1	0.7%		

47. The room reservation/scheduling system is effective.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	38	31.1%	92%	90% ↑
Agree	74	60.7%		
Disagree	9	7.4%		
Strongly Disagree	1	0.8%		

48. CAMNET information is timely and informative.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	66	48.2%	99%	98% ↑
Agree	70	51.1%		
Disagree	0	0.0%		
Strongly Disagree	1	0.7%		

Maintenance

49. Maintenance work orders are completed within a reasonable time.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	36	27.7%	96%	92% ↑
Agree	89	68.5%		
Disagree	3	2.3%		
Strongly Disagree	2	1.5%		

50. Daily housekeeping is adequate.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	42	30.2%	86%	75% ↑
Agree	78	56.1%		
Disagree	18	12.9%		
Strongly Disagree	1	0.7%		

51. The campus grounds are well maintained.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	104	73.8%	98%	99% ↓
Agree	35	24.8%		
Disagree	1	0.7%		
Strongly Disagree	1	0.7%		

52. I am familiar with the campus Hazardous Communication Program.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Yes	127	94.1%	94%	96% ↓
No	8	5.9%		

Media – Production Offices

53. Requests for graphics, videotapes, multimedia, and audiovisual materials are completed within a reasonable time.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	59	52.2%	98%	99% ↓
Agree	52	46.0%		
Disagree	2	1.8%		
Strongly Disagree	0	0.0%		

54. Audiovisual equipment is made available where and when it is needed.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	63	53.8%	99%	96% ↑
Agree	53	45.3%		
Disagree	1	0.9%		
Strongly Disagree	0	0.0%		

Print Shop

55. Printed materials produced by the Print Shop have a professional appearance.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	57	45.2%	98%	95% ↑
Agree	66	52.4%		
Disagree	3	2.4%		
Strongly Disagree	0	0.0%		

56. Printing requests are completed in a timely manner.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	59	46.1%	98%	97% ↑
Agree	67	52.3%		
Disagree	2	1.6%		
Strongly Disagree	0	0.0%		

Security Office**57. Traffic and parking enforcement on campus is adequate.**

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	48	34.8%	91%	96% ↓
Agree	78	56.5%		
Disagree	11	8.0%		
Strongly Disagree	1	0.7%		

58. Security measures such as lighting, campus patrols, etc., are adequate.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	47	34.3%	95%	96% ↓
Agree	83	60.6%		
Disagree	6	4.4%		
Strongly Disagree	1	0.7%		

59. I feel safe at Wayne Community College.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	70	50.4%	96%	--
Agree	63	45.3%		
Disagree	6	4.3%		
Strongly Disagree	0	0.0%		

Information Systems**Basic Service Information****60. Adequate information is provided on departmental policies and procedures.**

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	38	28.8%	90%	94% ↓
Agree	81	61.4%		
Disagree	10	7.6%		
Strongly Disagree	3	2.3%		

61. Requests for information and assistance are handled in a timely manner.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	40	30.3%	96%	94% ↑
Agree	87	65.9%		
Disagree	2	1.5%		
Strongly Disagree	3	2.3%		

62. I have used the documentation in Shared Documents.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Yes	125	94.0%	94%	76% ↑
No	8	6.0%		

63. Information Systems personnel are helpful, friendly, and professional.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	58	42.3%	96%	97% ↓
Agree	73	53.3%		
Disagree	4	2.9%		
Strongly Disagree	2	1.5%		

Internet Services Information**64. I find the WCC internal information page useful.**

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	66	48.9%	99%	95% ↑
Agree	68	50.4%		
Disagree	0	0.0%		
Strongly Disagree	1	0.7%		

65. Additions or changes to departmental web pages are handled in a timely manner.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	33	29.7%	93%	92% ↑
Agree	70	63.1%		
Disagree	5	4.5%		
Strongly Disagree	3	2.7%		

Open Computer Lab**66. I'm aware that the Student Open Computer Lab is also available to faculty and staff.**

Choice	Count	Percentage Answered	2002-2003	1999-2000
Yes	120	93.0%	93%	93%
No	9	7.0%		

67. I have used the Open Computer Lab.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Yes	58	46.8%	47%	29% ↑
No	66	53.2%		

68. The hours of operation are satisfactory.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	23	22.1%	96%	95% ↑
Agree	77	74.0%		
Disagree	4	3.8%		
Strongly Disagree	0	0.0%		

General PC Use**69. I know the procedure for hardware and software purchases and approval.**

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	28	24.6%	87%	78% ↑
Agree	71	62.3%		
Disagree	13	11.4%		
Strongly Disagree	2	1.8%		

Telephone and Voicemail**70. I know who to contact with telephone and/or voice mail problems.**

Choice	Count	Percentage Answered	2002-2003	1999-2000
Yes	135	96.4%	96%	90% ↑
No	5	3.6%		

71. Adequate information is provided on dialing local calls, Raleigh calls, long distance calls and accessing directory assistance.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	51	38.1%	96%	97% ↓
Agree	78	58.2%		
Disagree	5	3.7%		
Strongly Disagree	0	0.0%		

Continuing Education and Workforce Preparedness

Continuing Education

72. Student services are sufficient (counselors, registration, tutors, etc.).

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	23	24.2%	95%	94% ↑
Agree	67	70.5%		
Disagree	4	4.2%		
Strongly Disagree	1	1.1%		

73. Course offerings are sufficient for the needs of the community.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	27	26.5%	94%	95% ↓
Agree	69	67.6%		
Disagree	5	4.9%		
Strongly Disagree	1	1.0%		

Business and Industry Center

74. Information regarding available services are readily available.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	27	27.6%	95%	96% ↓
Agree	66	67.3%		
Disagree	5	5.1%		
Strongly Disagree	0	0.0%		

75. Services provided are sufficient for the needs of the community.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	22	23.7%	95%	93% ↑
Agree	66	71.0%		
Disagree	5	5.4%		
Strongly Disagree	0	0.0%		

Human Resource Development

76. Information about community outreach programs are readily available.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	19	21.3%	93%	88% ↑
Agree	64	71.9%		
Disagree	6	6.7%		
Strongly Disagree	0	0.0%		

77. Community outreach programs are an important extension of WCC.

Choice	Count	Percentage Answered	2002-2003	1999-2000
Strongly Agree	36	37.1%	99%	95% ↑
Agree	60	61.9%		
Disagree	1	1.0%		
Strongly Disagree	0	0.0%		

-- Question not included in the 1999-2000 WCC Services Review Survey.