

# Employee Satisfaction

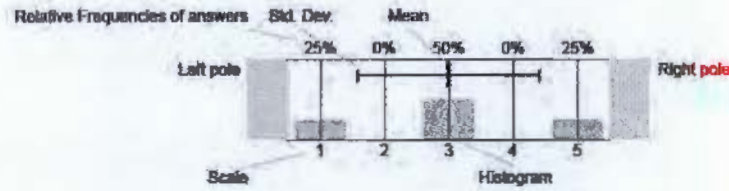
Employee Evaluation of College Services (EmplSat-2021SP)  
No. of responses = 151



## Survey Results

### Legend

Question text



n=No. of responses  
av.=Mean  
dev.=Std. Dev.  
ab.=Abelation

### 1. DEMOGRAPHIC INFORMATION

1.0 Please indicate your employment status.



1.2 Please indicate your length of service at SCC.

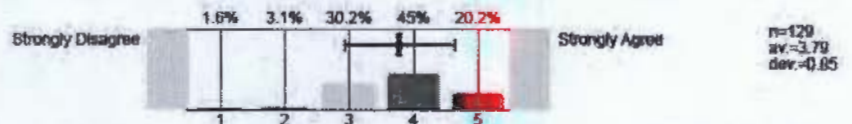


1.3 Please indicate your primary work area.



### 2. Administrative Services: Bookstore

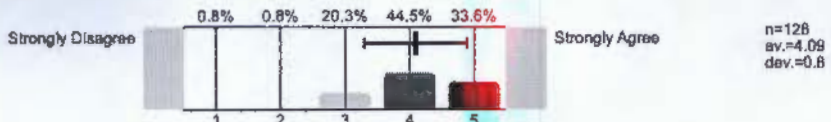
2.1 Books and supplies are available when needed.



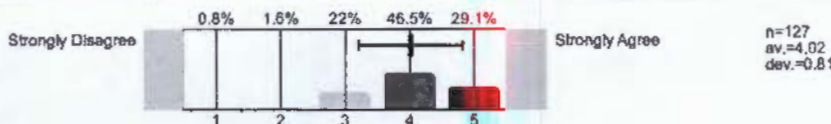
2.2 Adequate bookstore resources/service is available at the Macon Campus.



2.5) Bookstore staff provide service in a prompt, efficient, and courteous manner.

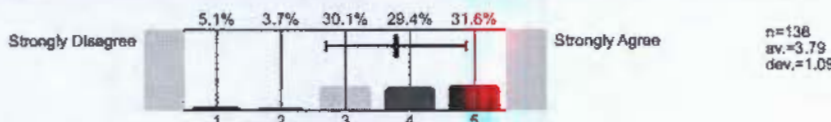


2.7) Overall, I am satisfied with the services of the bookstore.

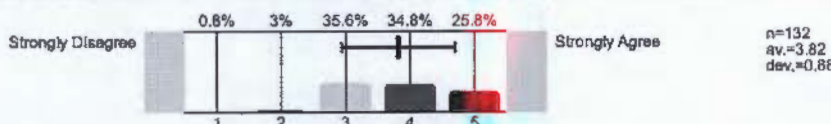


**3. Administrative Services: Budgeting Process**

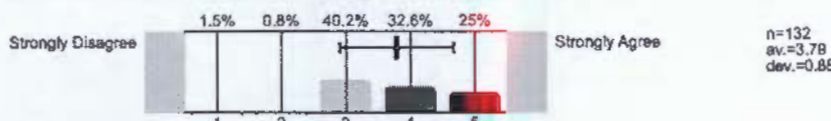
3.1) I am involved in the process of budget planning for my program/service area.



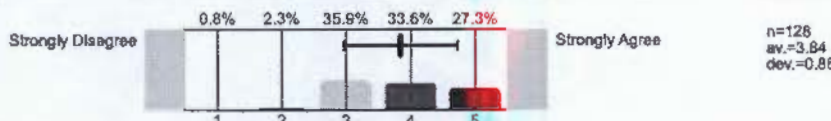
3.3) The college uses goals and priorities as determined through the budget hearing process to determine how the budget is allocated (or administered).



3.5) The budgeting process is fair and equitable.

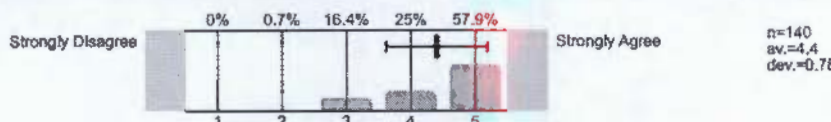


3.7) Overall, I am satisfied with the budgeting process.

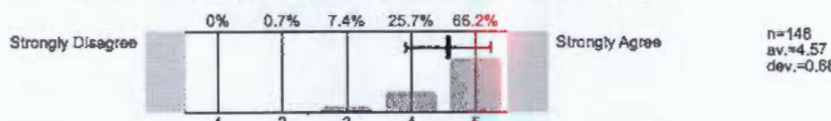


**4. Administrative Services: Business Services**

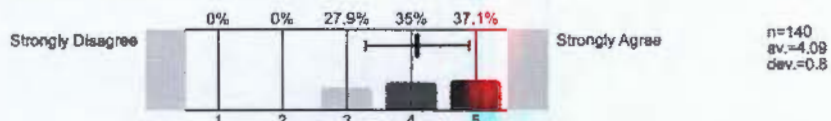
4.1) The cashier function provides courteous and helpful assistance to faculty, staff, and students.



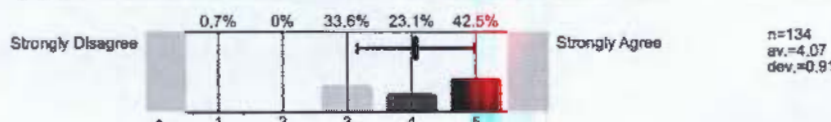
4.3) Inquiries regarding payroll processing are answered and resolved in a timely and courteous manner.



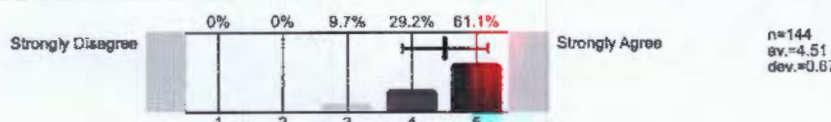
4.5) Travel reimbursement guidelines are clearly communicated.



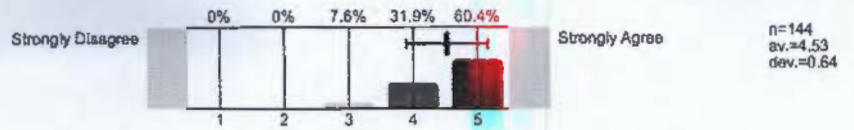
4.7) Travel reimbursements are made in a timely fashion.



4.9) Business Services staff provide service in a prompt, efficient and courteous manner.

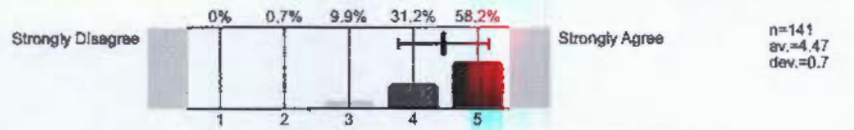


4.11) Overall, I am satisfied with the services of Business Services.

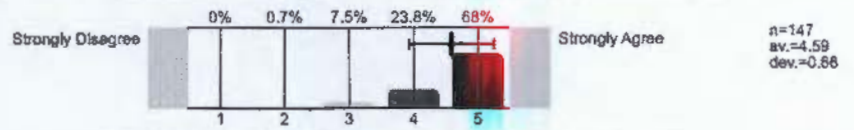


**5. Administrative Services: Campus Shipping/Receiving/Mail Delivery**

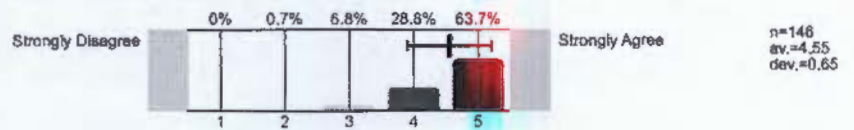
5.1) Shipping/Receiving staff provide service in a prompt, efficient, and courteous manner.



5.3) Mail delivery staff provide service in a prompt, efficient, and courteous manner.

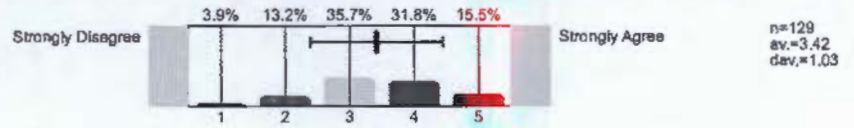


5.5) Overall, I am satisfied with the campus shipping, receiving, and mail.

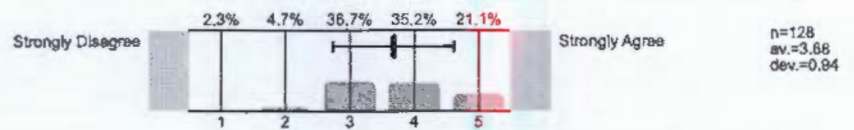


**6. Administrative Services: Food Services - Café '64**

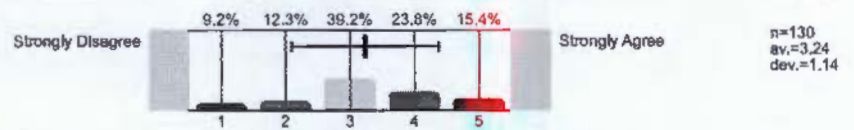
6.1) I am satisfied with the food selection at Café '64.



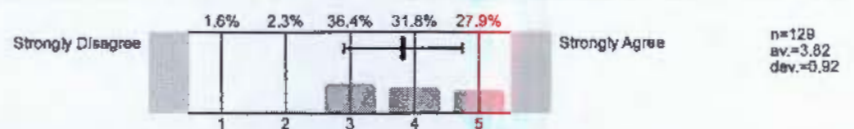
6.3) I am satisfied with the food quality at Café '64.



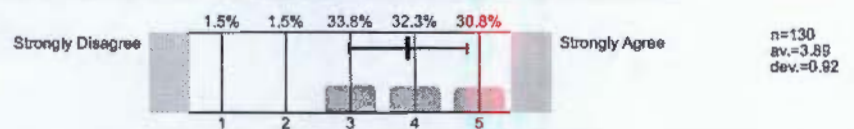
6.5) I am satisfied with the hours of operation at Café '64.



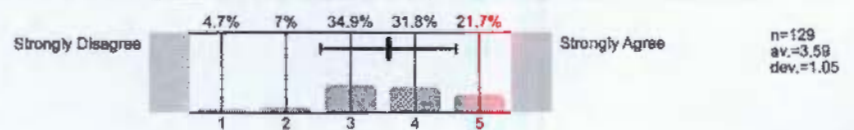
6.7) I am satisfied with Café '64 pricing.



6.8) Café '64 staff provide service in a prompt, efficient, and courteous manner.

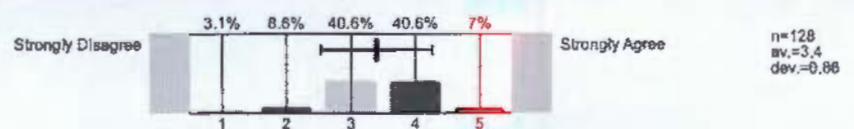


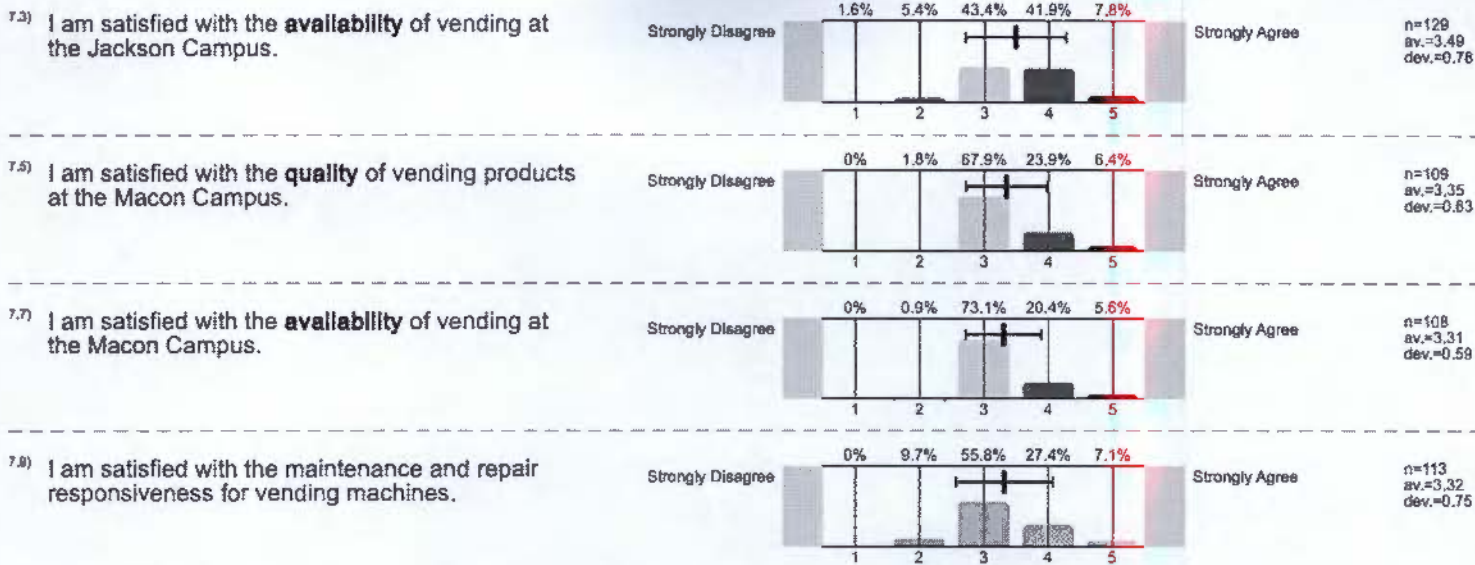
6.11) Overall, I am satisfied with Café '64.



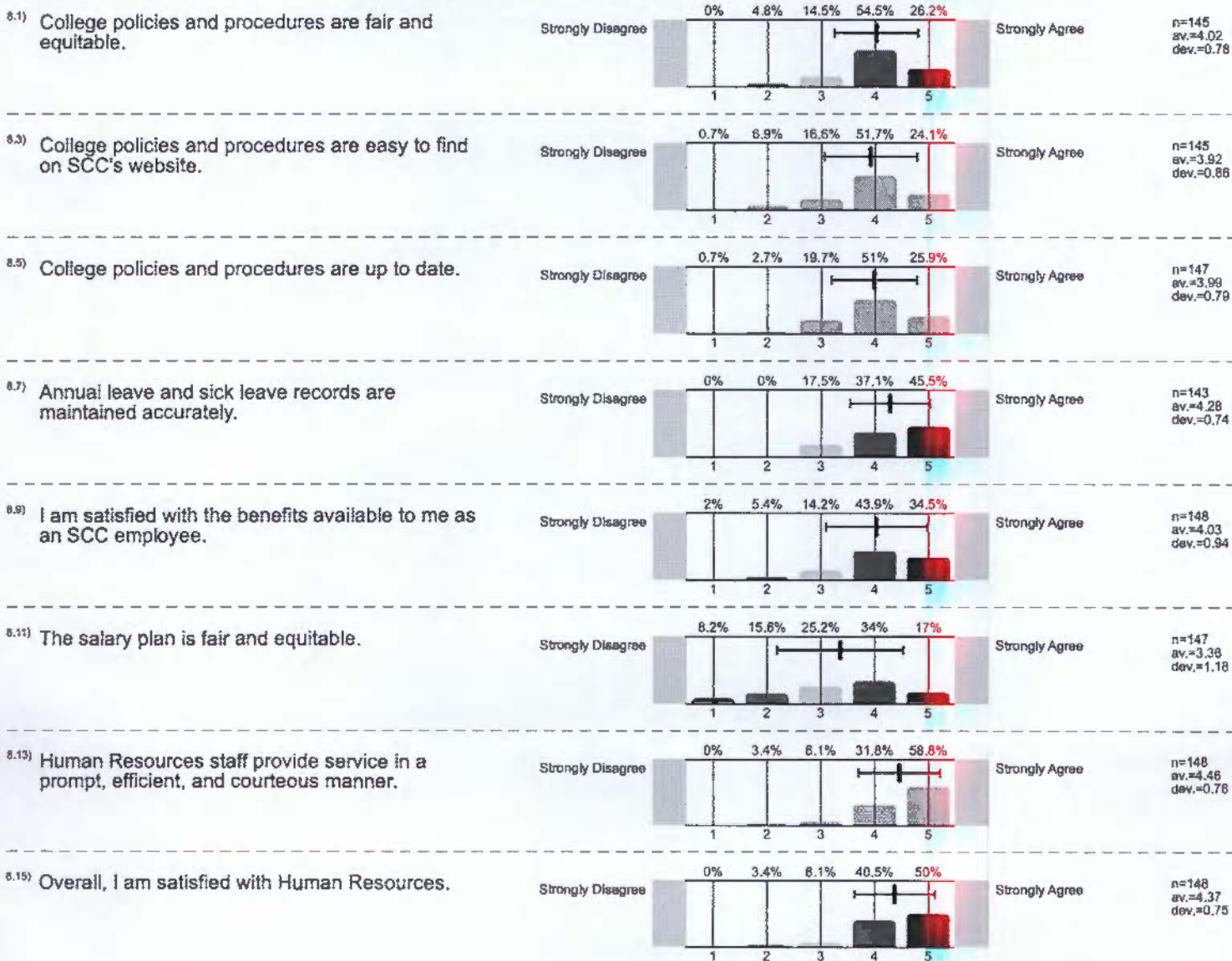
**7. Administrative Services: Food Services - Vending**

7.1) I am satisfied with the quality of vending products at the Jackson Campus.





**8. Administrative Services: Human Resources**

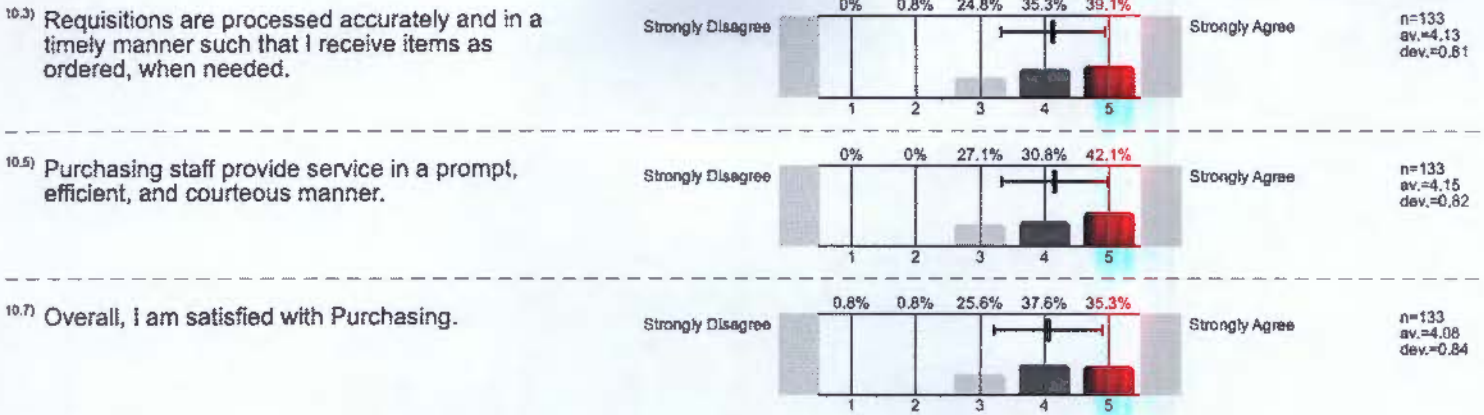


**9. Administrative Services: Maintenance & Facility Development**

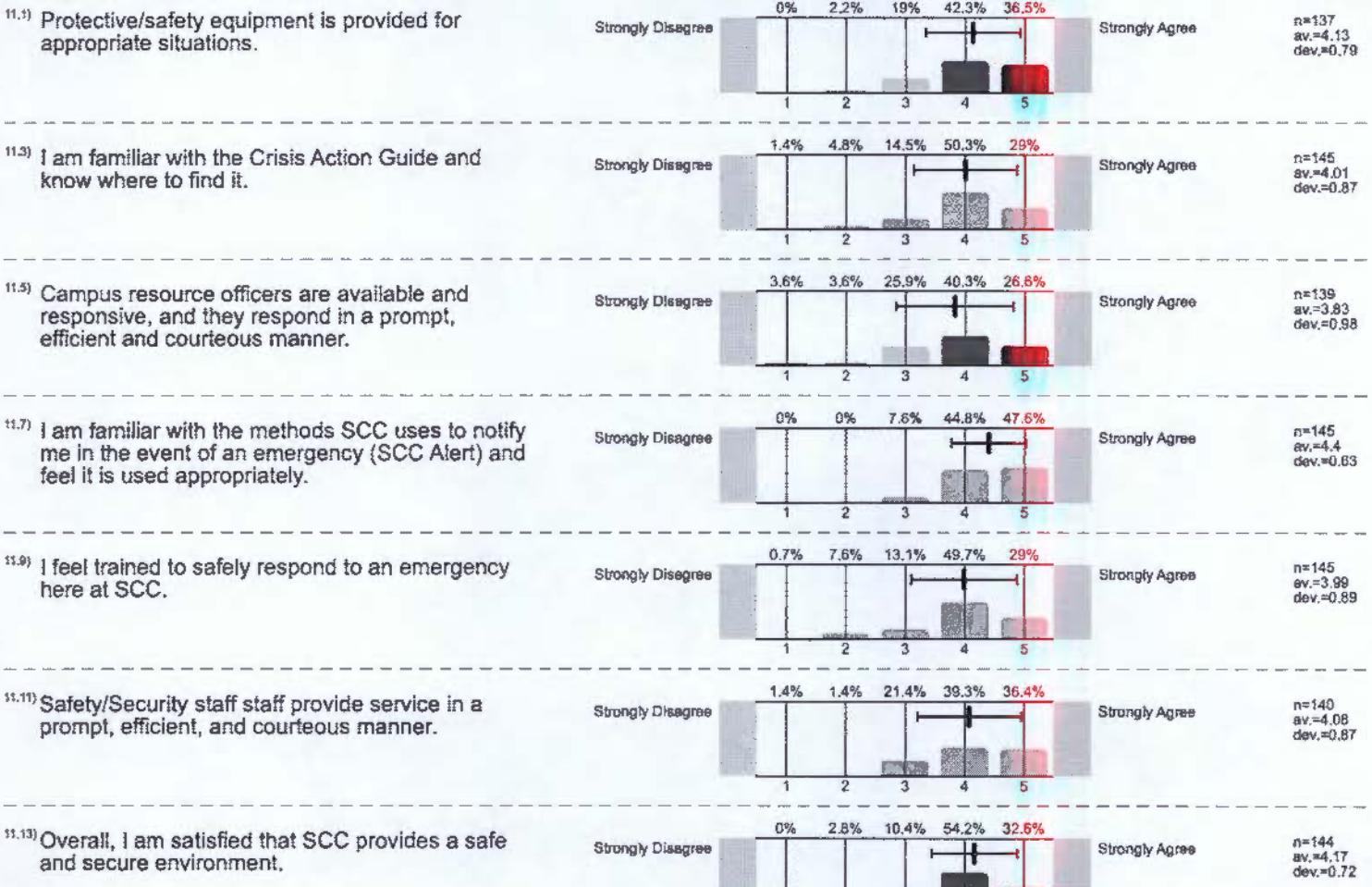


**10. Administrative Services: Purchasing**



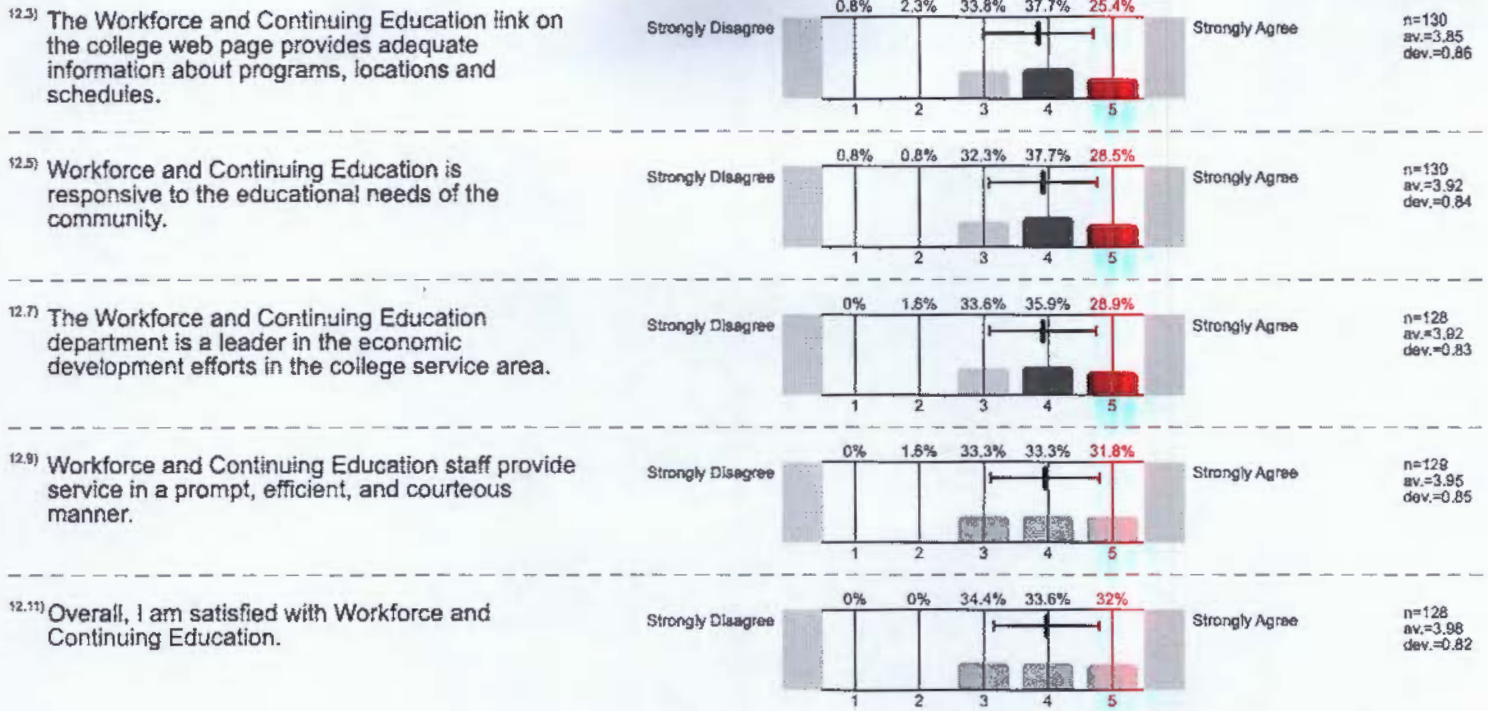


**11. Safety/Security**

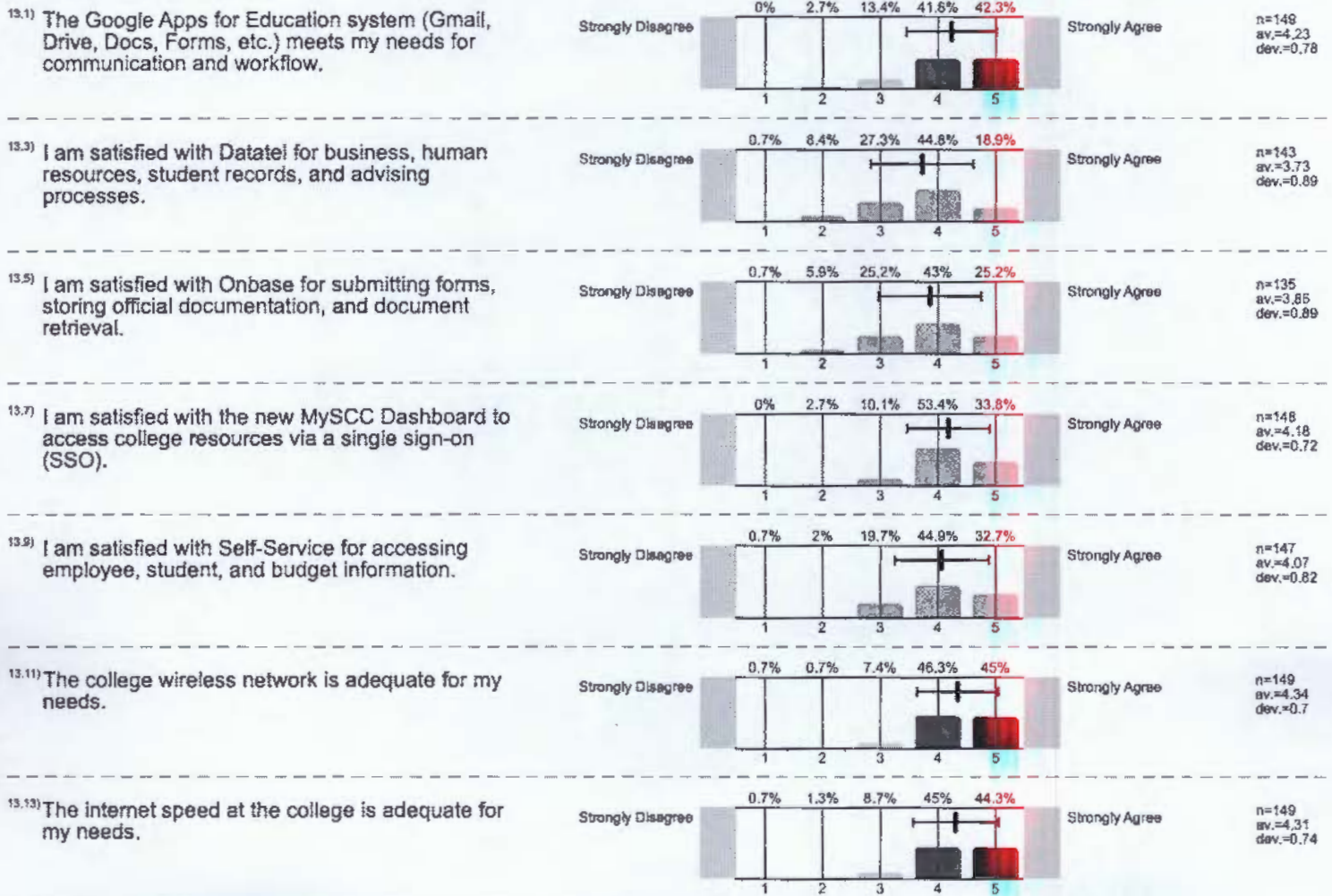


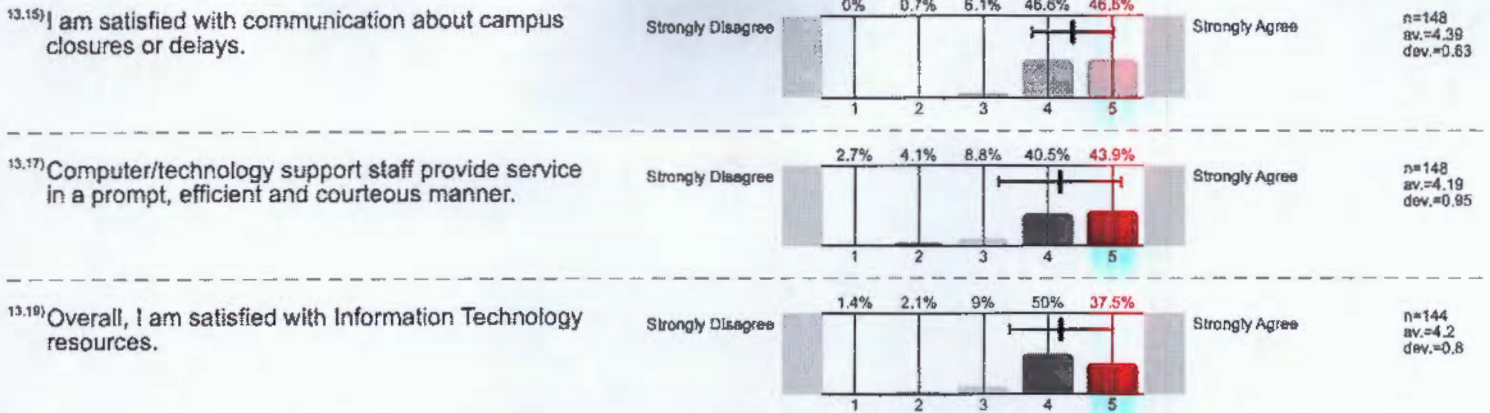
**12. Workforce and Continuing Education**



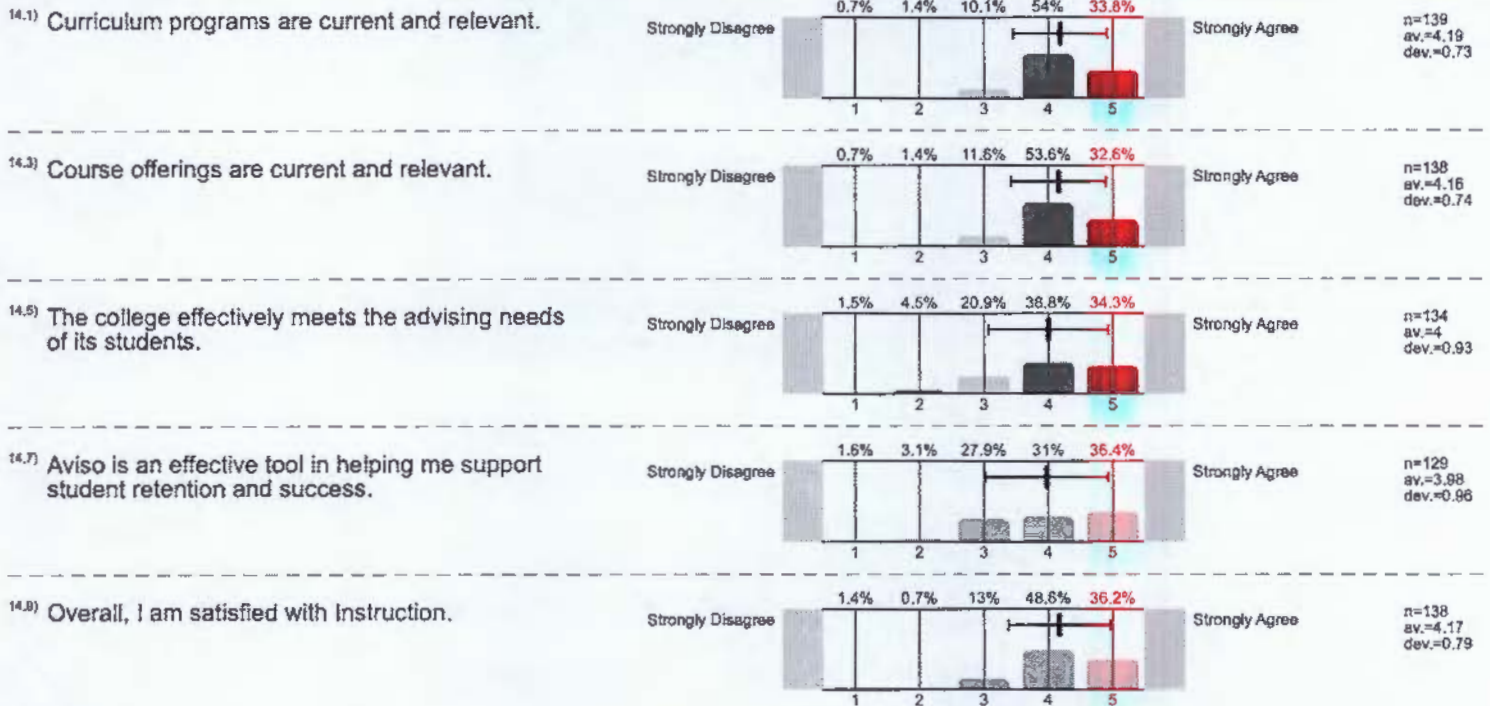


**13. Information Technology and Telecommunications**

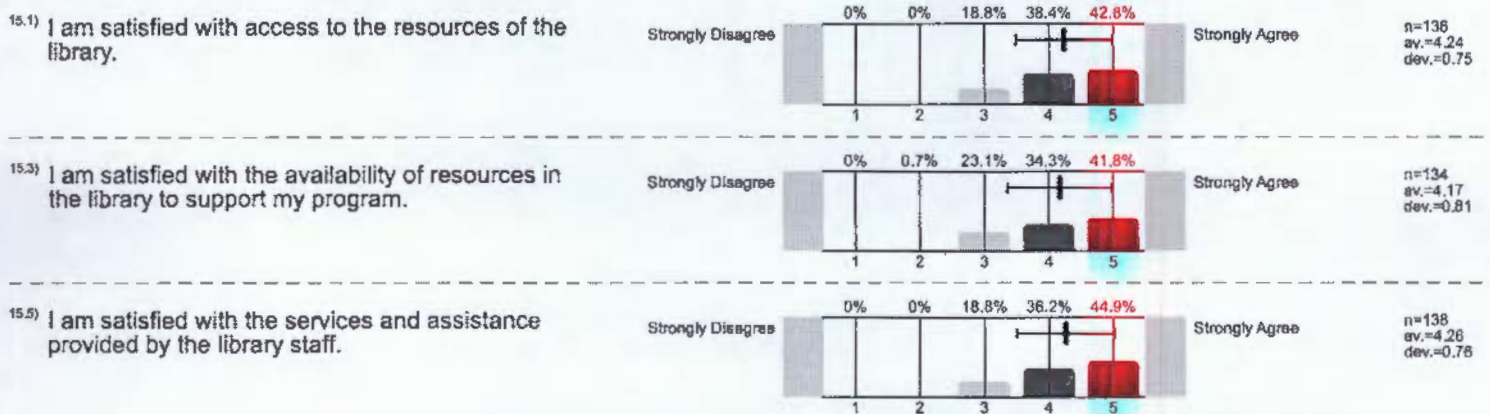




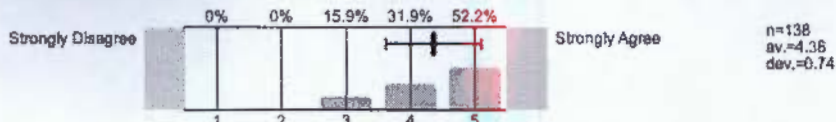
#### 14. Instructional and Student Services: Instruction



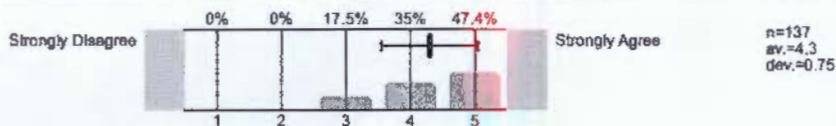
#### 15. Instructional and Student Services: Library



15.7) Library staff provide service in a prompt, efficient, and courteous manner.

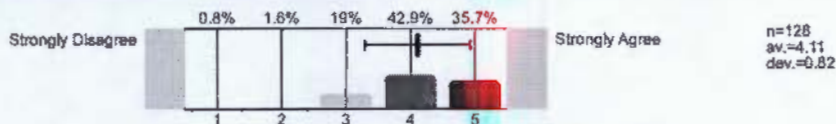


15.9) Overall, I am satisfied with the Library.



**16. Instructional and Student Services: Learning Assistance Center (LAC)**

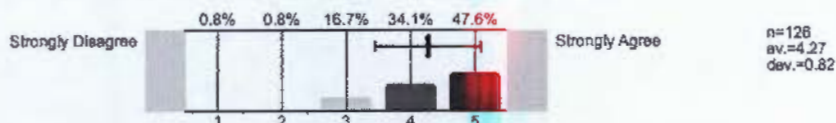
16.1) LAC facilities are adequate.



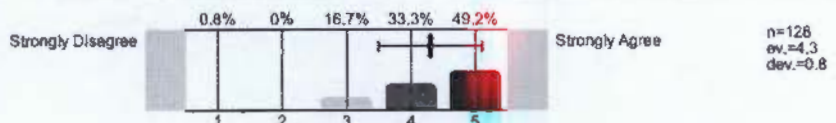
16.3) LAC resources are adequate.



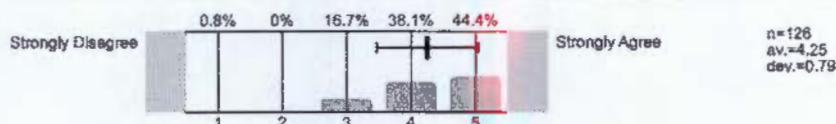
16.5) LAC staff are helpful and knowledgeable.



16.7) LAC staff provide service in a prompt, efficient, and courteous manner.

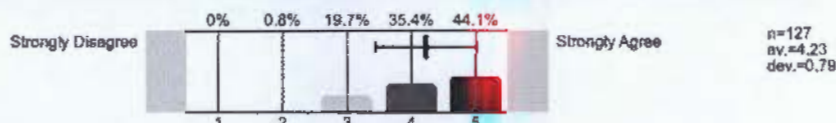


16.9) Overall, I am satisfied with the LAC.

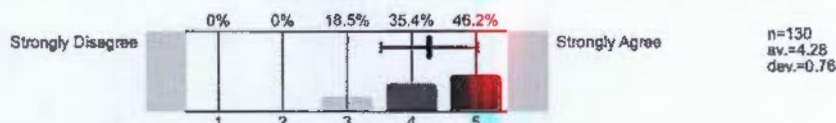


**17. Instructional and Student Services: E-Learning**

17.1) E-Learning facilities are adequate.



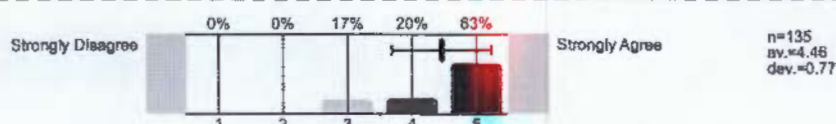
17.3) E-Learning resources are adequate.



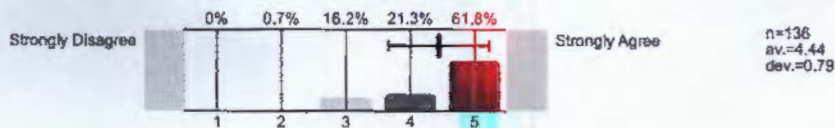
17.5) The college provides adequate support services (such as financial aid, registration, and other support services) to E-Learning students.



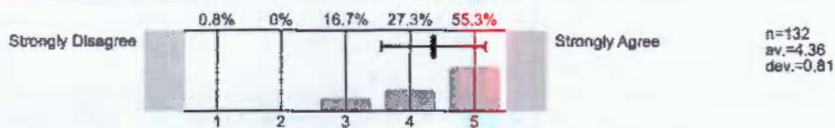
17.7) E-Learning staff are helpful and knowledgeable.



17.9) E-Learning staff provide service in a prompt, efficient, and courteous manner.

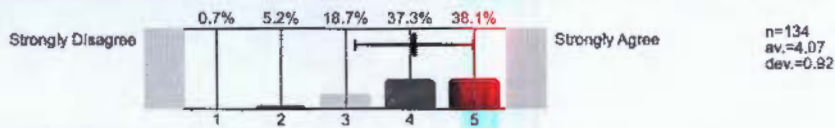


17.11) Overall, I am satisfied with E-Learning.

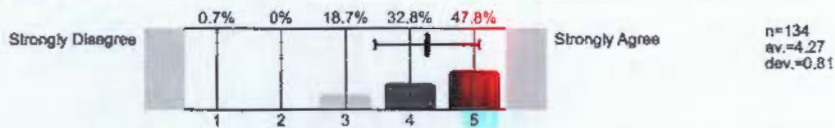


**18. Instructional and Student Services: Admissions**

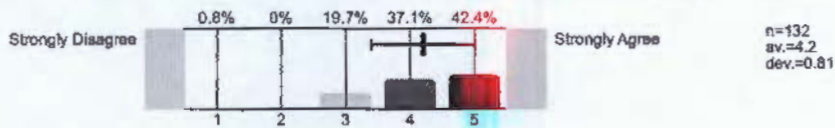
18.1) Admissions staff provide students accurate information concerning admissions requirements.



18.3) Admissions staff provide service in a prompt, efficient, and courteous manner.

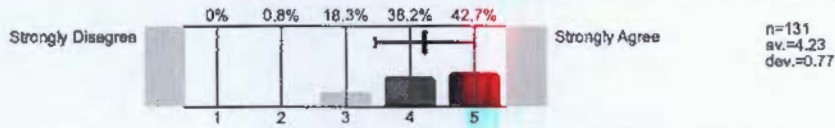


18.5) Overall, I am satisfied with Admissions.

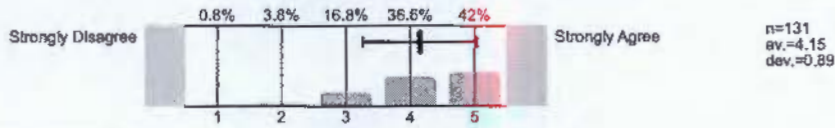


**19. Instructional and Student Services: Career Center**

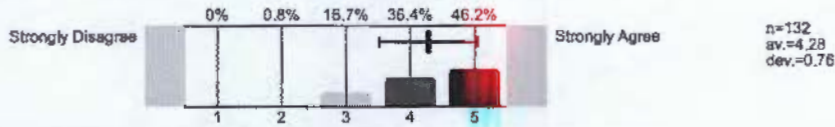
19.1) The Career Center provides a wide array to career-related resources, seminars, workshops and one-to-one assessment and counseling.



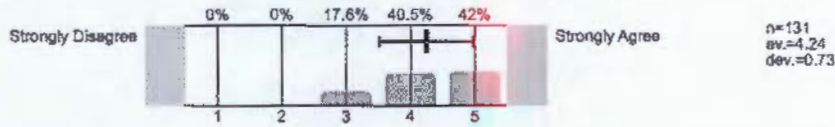
19.3) I am aware of and understand the importance of PEAK.



19.5) The Career Center staff provide service in a prompt, efficient, and courteous manner.

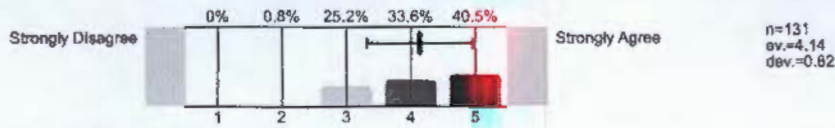


19.7) Overall, I am satisfied with the Career Center.

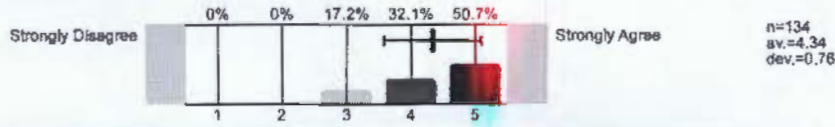


**20. Instructional and Student Services: Financial Aid**

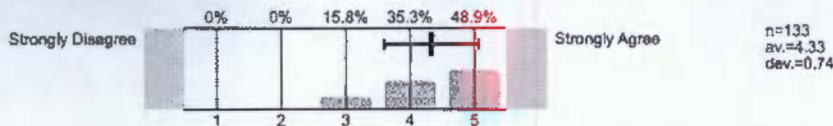
20.1) The Financial Aid Office keeps me informed of changes in financial aid requirements that affect students and advising.



20.3) The Financial Aid Office staff provide service in a prompt, efficient, and courteous manner.

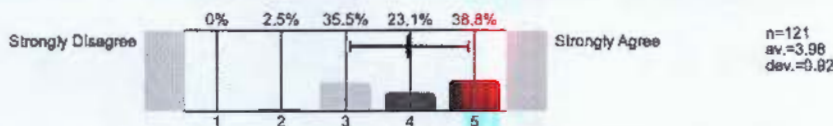


20.5) Overall, I am satisfied with the Financial Aid Office.

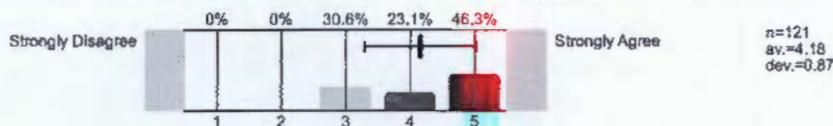


**21. Instructional and Student Services: Placement Testing**

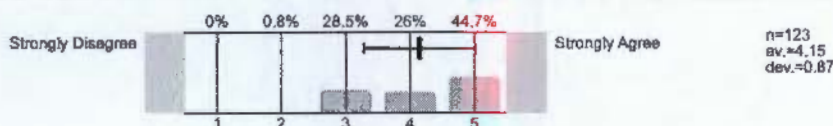
21.1) Placement test scores are readily available and easily interpreted when needed to advise students.



21.3) Placement Testing staff provide service in a prompt, efficient, and courteous manner.

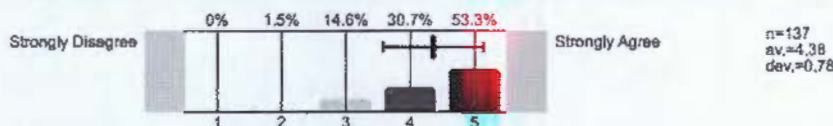


21.5) Overall, I am satisfied with the Placement Testing Office.

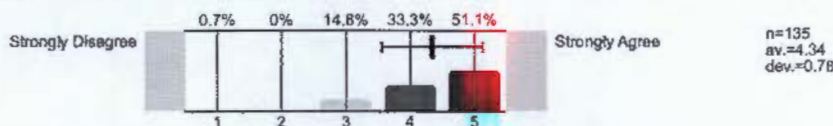


**22. Instructional and Student Services: Registrar**

22.1) The Registrar's Office provides accurate information.



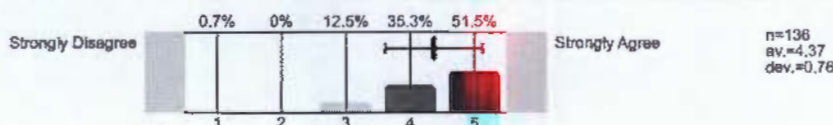
22.3) The Registrar's Office provides timely information.



22.5) The Registrar's staff provide service in a prompt, efficient, and courteous manner.

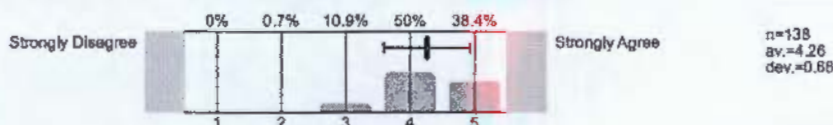


22.7) Overall, I am satisfied with the Registrar's Office.

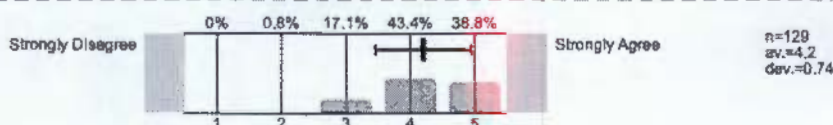


**23. Instructional and Student Services: Student Counseling Services**

23.1) I am aware of the college resources available to students with emotional or mental health needs (e.g., stress, anxiety, depression, harm to self, etc.)



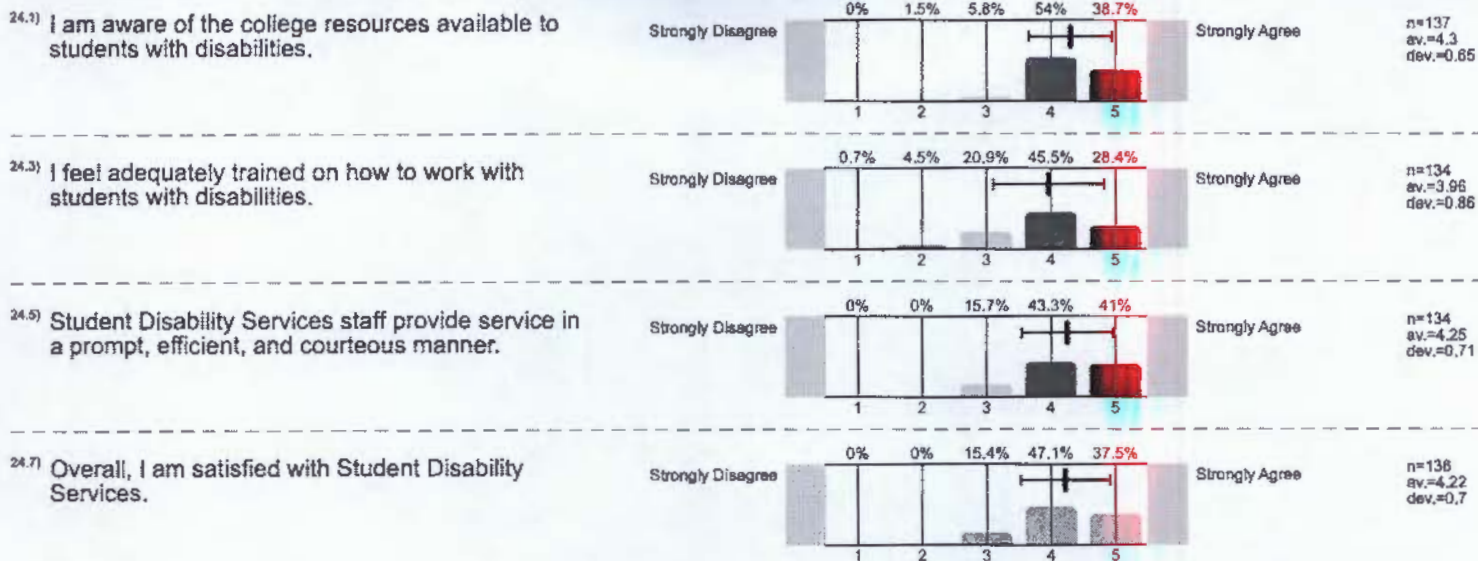
23.3) The Student Counseling Services staff provide service in a prompt, efficient, and courteous manner.



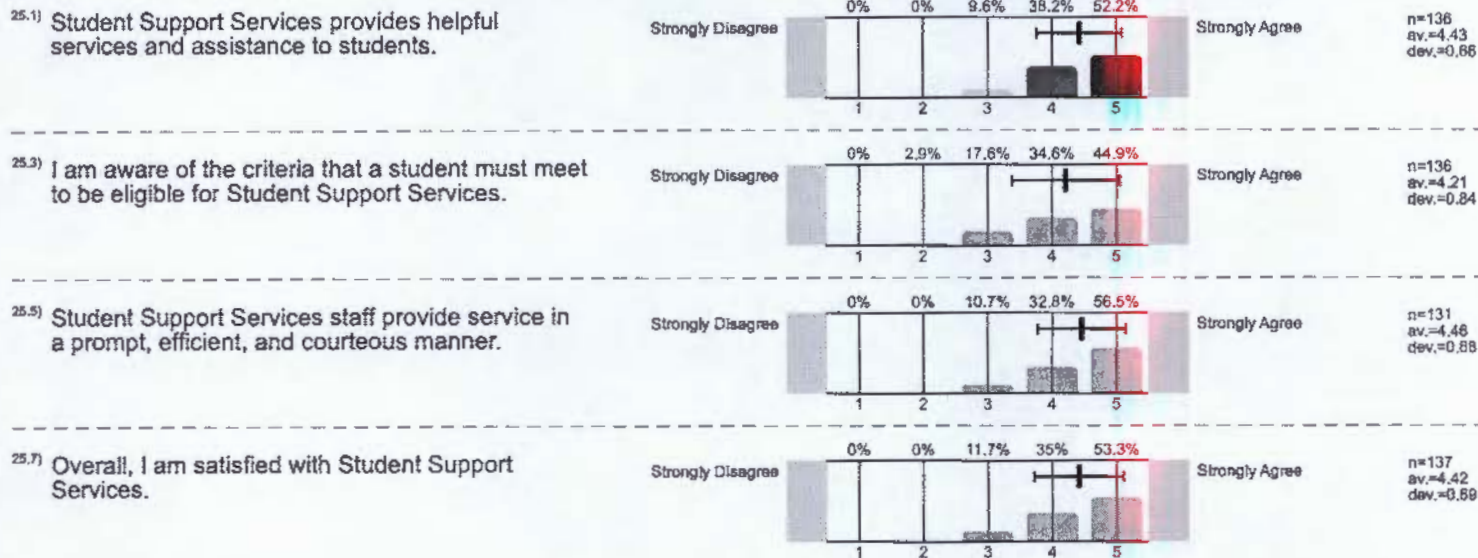
23.5) Overall, I am satisfied with the Student Counseling Services.



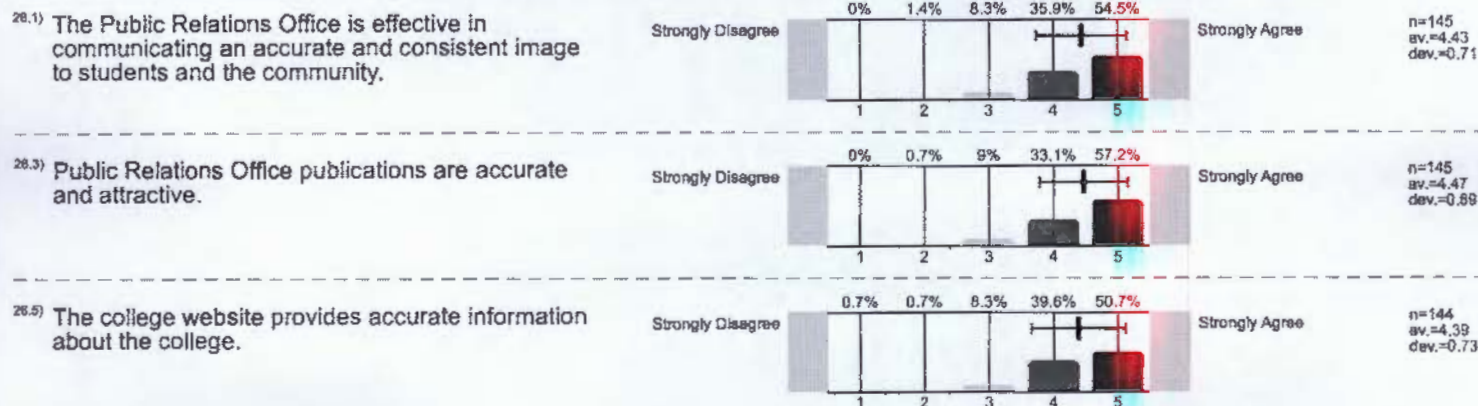
**24. Instructional and Student Services: Student Disability Services**

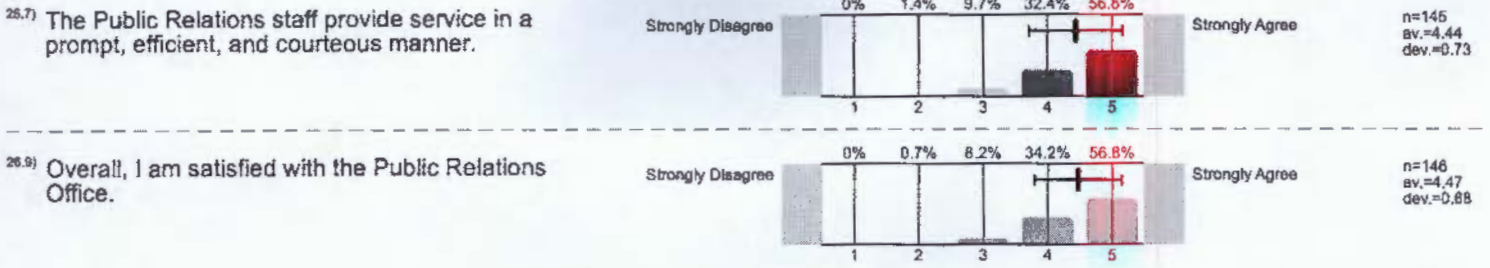


**25. Instructional and Student Services: Student Support Services**

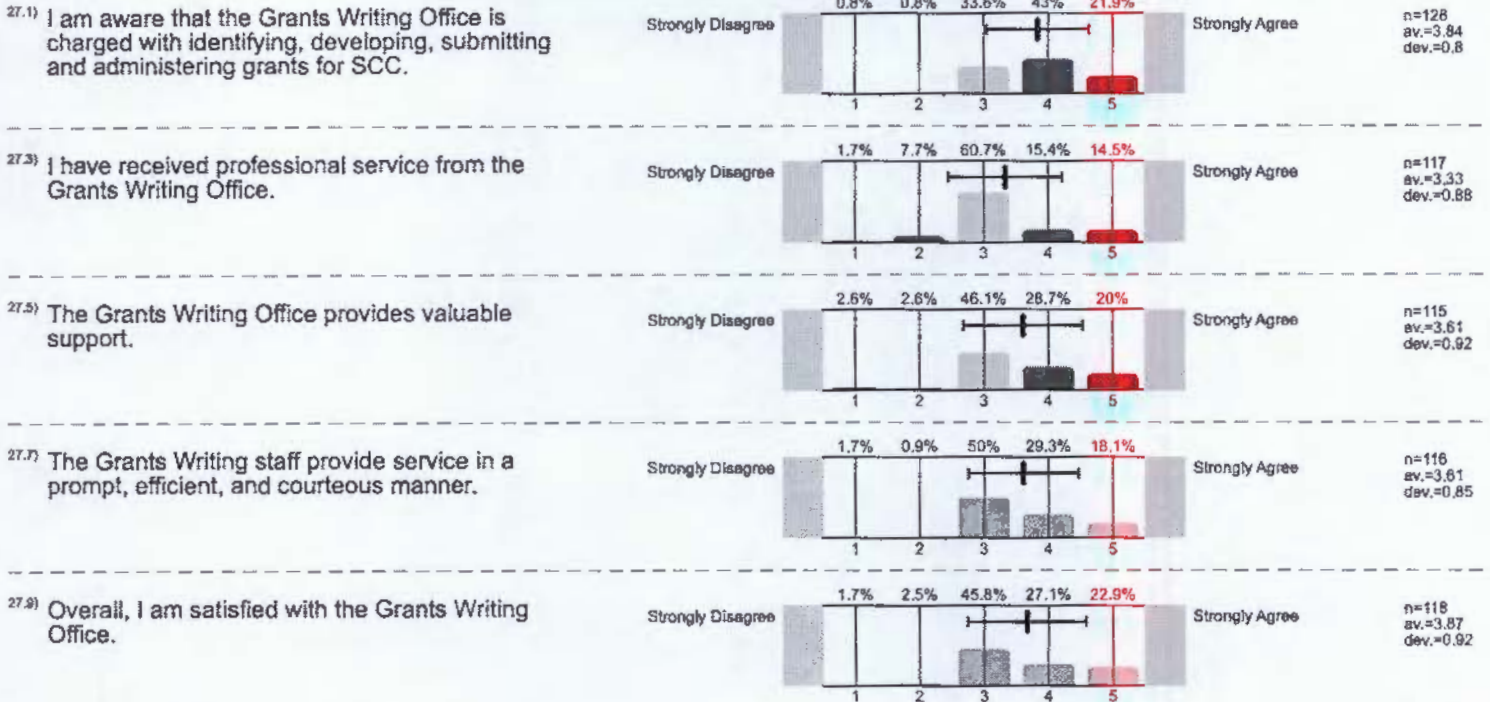


**26. Public Relations**

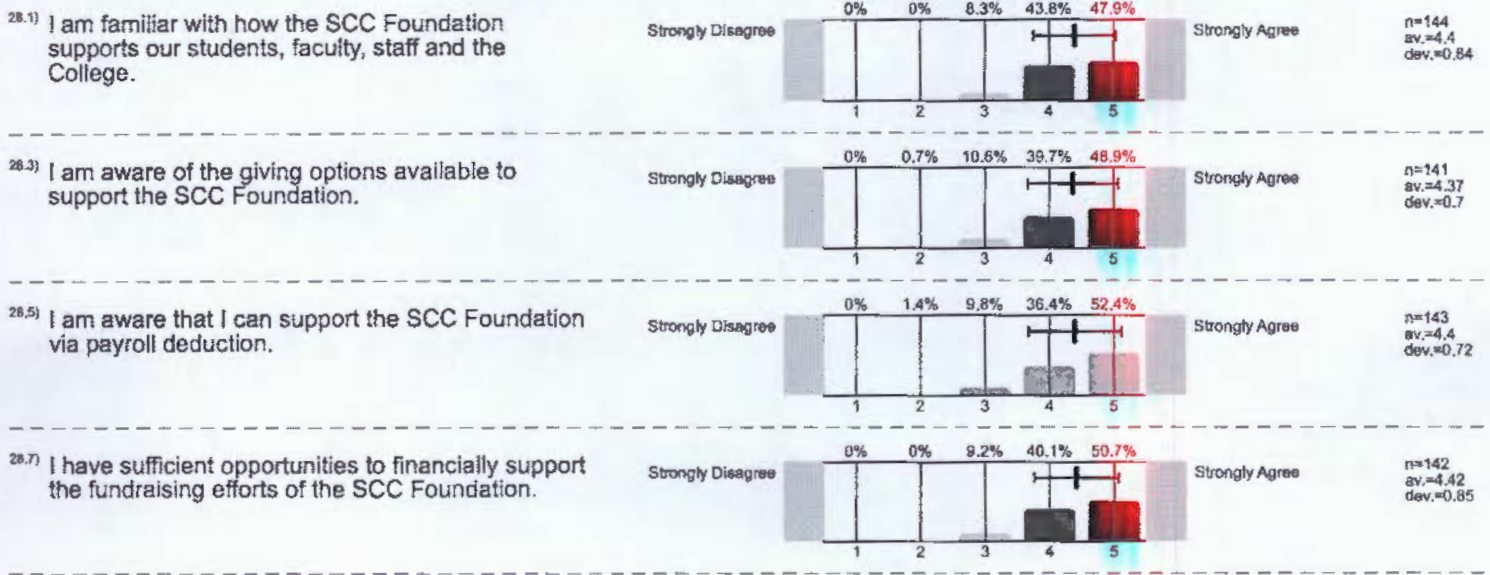


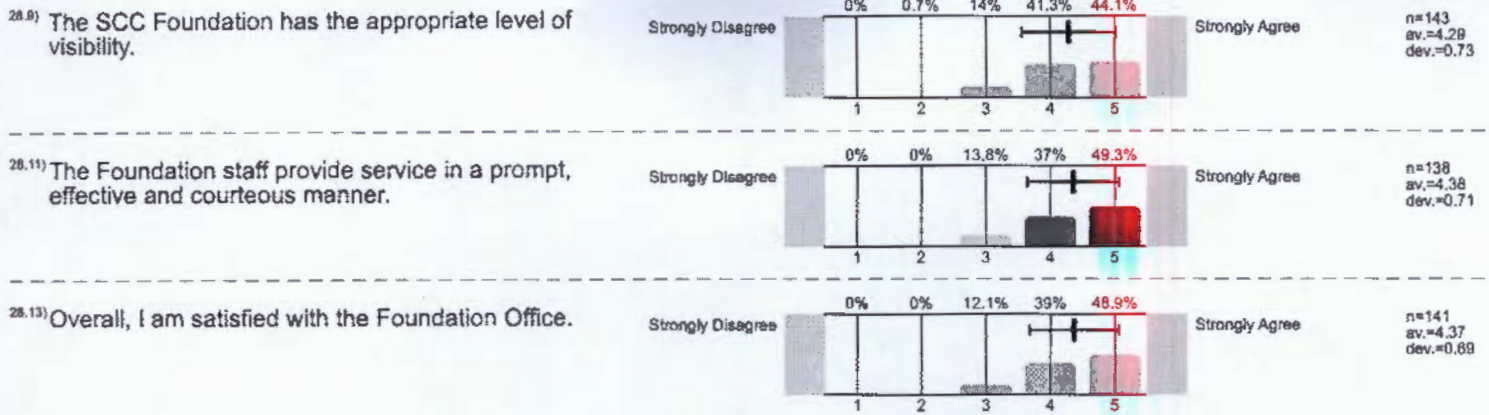


**27. Grants Writing**

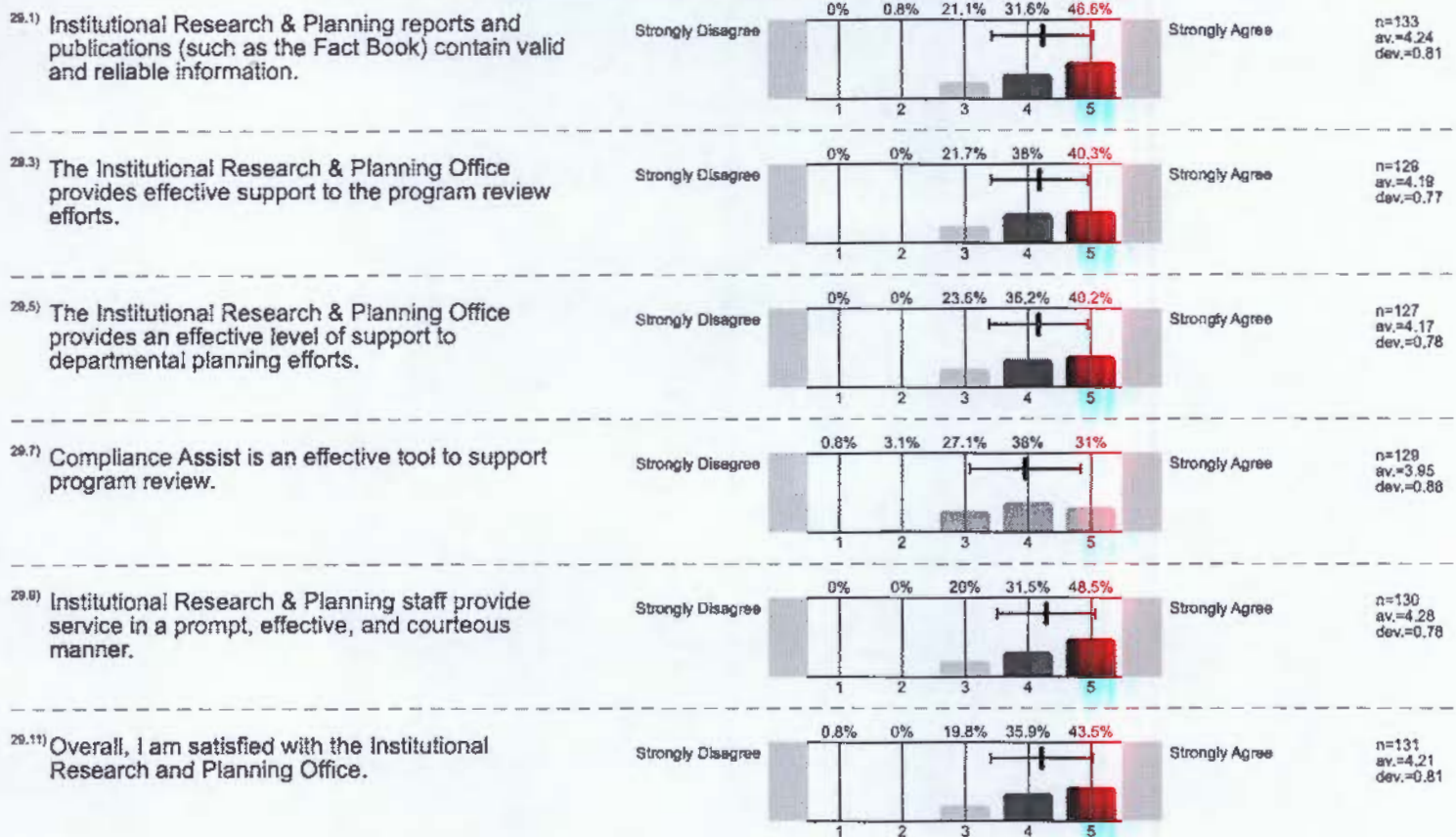


**28. Foundation**





**29. Institutional Research and Planning**



# Profile

Subunit: General Surveys  
 Name of the instructor: Employee Satisfaction  
 Name of the course: Employee Evaluation of College Services  
 (Name of the survey)

Values used in the profile line: Mean

## 2. Administrative Services: Bookstore

2.1) Books and supplies are available when needed.	Strongly Disagree								Strongly Agree	n=129	av.=3.79	md=4	dev.=0.85
2.3) Adequate bookstore resources/service is available at the Macon Campus.	Strongly Disagree								Strongly Agree	n=106	av.=3.19	md=3	dev.=0.73
2.5) Bookstore staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree								Strongly Agree	n=128	av.=4.09	md=4	dev.=0.8
2.7) Overall, I am satisfied with the services of the bookstore.	Strongly Disagree								Strongly Agree	n=127	av.=4.02	md=4	dev.=0.81

## 3. Administrative Services: Budgeting Process

3.1) I am involved in the process of budget planning for my program/service area.	Strongly Disagree								Strongly Agree	n=136	av.=3.79	md=4	dev.=1.09
3.3) The college uses goals and priorities as determined through the budget hearing process to determine how the budget is	Strongly Disagree								Strongly Agree	n=132	av.=3.82	md=4	dev.=0.88
3.5) The budgeting process is fair and equitable.	Strongly Disagree								Strongly Agree	n=132	av.=3.79	md=4	dev.=0.88
3.7) Overall, I am satisfied with the budgeting process.	Strongly Disagree								Strongly Agree	n=128	av.=3.84	md=4	dev.=0.88

## 4. Administrative Services: Business Services

4.1) The cashier function provides courteous and helpful assistance to faculty, staff, and students.	Strongly Disagree								Strongly Agree	n=140	av.=4.4	md=5	dev.=0.78
4.3) Inquiries regarding payroll processing are answered and resolved in a timely and courteous manner.	Strongly Disagree								Strongly Agree	n=148	av.=4.57	md=5	dev.=0.66
4.5) Travel reimbursement guidelines are clearly communicated.	Strongly Disagree								Strongly Agree	n=140	av.=4.09	md=4	dev.=0.8
4.7) Travel reimbursements are made in a timely fashion.	Strongly Disagree								Strongly Agree	n=134	av.=4.07	md=4	dev.=0.91
4.9) Business Services staff provide service in a prompt, efficient and courteous manner.	Strongly Disagree								Strongly Agree	n=144	av.=4.51	md=5	dev.=0.67
4.11) Overall, I am satisfied with the services of Business Services.	Strongly Disagree								Strongly Agree	n=144	av.=4.53	md=5	dev.=0.64

## 5. Administrative Services: Campus Shipping/Receiving/Mail Delivery

5.1) Shipping/Receiving staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree								Strongly Agree	n=141	av.=4.47	md=5	dev.=0.7
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6.30	Mail delivery staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=147	av.=4.58	md=5	dev.=0.66
6.40	Overall, I am satisfied with the campus shipping, receiving, and mail.	Strongly Disagree		Strongly Agree	n=148	av.=4.56	md=5	dev.=0.85

6. Administrative Services: Food Services - Café '64

6.41	I am satisfied with the food selection at Café '64.	Strongly Disagree		Strongly Agree	n=129	av.=3.42	md=3	dev.=1.03
6.42	I am satisfied with the food quality at Café '64.	Strongly Disagree		Strongly Agree	n=128	av.=3.68	md=4	dev.=0.94
6.43	I am satisfied with the hours of operation at Café '64.	Strongly Disagree		Strongly Agree	n=130	av.=3.24	md=3	dev.=1.14
6.71	I am satisfied with Café '64 pricing.	Strongly Disagree		Strongly Agree	n=128	av.=3.92	md=4	dev.=0.92
6.80	Café '64 staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=130	av.=3.88	md=4	dev.=0.92
6.111	Overall, I am satisfied with Café '64.	Strongly Disagree		Strongly Agree	n=129	av.=3.59	md=4	dev.=1.06

7. Administrative Services: Food Services - Vending

7.11	I am satisfied with the quality of vending products at the Jackson Campus.	Strongly Disagree		Strongly Agree	n=128	av.=3.4	md=3	dev.=0.86
7.20	I am satisfied with the availability of vending at the Jackson Campus.	Strongly Disagree		Strongly Agree	n=129	av.=3.49	md=3	dev.=0.78
7.20	I am satisfied with the quality of vending products at the Macon Campus.	Strongly Disagree		Strongly Agree	n=109	av.=3.35	md=3	dev.=0.83
7.21	I am satisfied with the availability of vending at the Macon Campus.	Strongly Disagree		Strongly Agree	n=108	av.=3.31	md=3	dev.=0.69
7.28	I am satisfied with the maintenance and repair responsiveness for vending machines.	Strongly Disagree		Strongly Agree	n=113	av.=3.32	md=3	dev.=0.75

8. Administrative Services: Human Resources

8.17	College policies and procedures are fair and equitable.	Strongly Disagree		Strongly Agree	n=145	av.=4.02	md=4	dev.=0.76
8.20	College policies and procedures are easy to find on SCC's website.	Strongly Disagree		Strongly Agree	n=145	av.=3.92	md=4	dev.=0.66
8.25	College policies and procedures are up to date.	Strongly Disagree		Strongly Agree	n=147	av.=3.89	md=4	dev.=0.79
8.27	Annual leave and sick leave records are maintained accurately.	Strongly Disagree		Strongly Agree	n=143	av.=4.28	md=4	dev.=0.74
8.29	I am satisfied with the benefits available to me as an SCC employee.	Strongly Disagree		Strongly Agree	n=146	av.=4.63	md=5	dev.=0.94
8.111	The salary plan is fair and equitable.	Strongly Disagree		Strongly Agree	n=147	av.=3.36	md=4	dev.=1.18
8.130	Human Resources staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=148	av.=4.46	md=5	dev.=0.76
8.139	Overall, I am satisfied with Human Resources.	Strongly Disagree		Strongly Agree	n=148	av.=4.37	md=4.9	dev.=0.75

**9. Administrative Services: Maintenance & Facility Development**

9.1) The college provides adequate facilities for instruction.	Strongly Disagree					Strongly Agree	n=144	av.=4.21	md=4	dev.=0.77
9.3) Parking is adequate.	Strongly Disagree					Strongly Agree	n=149	av.=4.26	md=4	dev.=0.71
9.5) Facilities are clean throughout the day.	Strongly Disagree					Strongly Agree	n=149	av.=4.39	md=4	dev.=0.71
9.7) Restrooms are regularly stocked with supplies.	Strongly Disagree					Strongly Agree	n=149	av.=4.42	md=4	dev.=0.62
9.9) Maintenance work orders are resolved in a satisfactory and timely manner.	Strongly Disagree					Strongly Agree	n=144	av.=4.46	md=5	dev.=0.62
9.11) Grounds and landscaping are well maintained.	Strongly Disagree					Strongly Agree	n=149	av.=4.52	md=5	dev.=0.71
9.13) College buildings are well maintained.	Strongly Disagree					Strongly Agree	n=149	av.=4.42	md=4	dev.=0.59
9.15) Wayfinding/directional signs are effective.	Strongly Disagree					Strongly Agree	n=148	av.=4.27	md=4	dev.=0.72
9.17) Maintenance and Facility staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=144	av.=4.51	md=5	dev.=0.64
9.19) Overall, I am satisfied with Maintenance and Facility Development.	Strongly Disagree					Strongly Agree	n=145	av.=4.54	md=5	dev.=0.55

**10. Administrative Services: Purchasing**

10.1) Purchase requisition guidelines are clearly communicated.	Strongly Disagree					Strongly Agree	n=133	av.=3.87	md=4	dev.=0.84
10.3) Requisitions are processed accurately and in a timely manner such that I receive items as ordered, when needed.	Strongly Disagree					Strongly Agree	n=133	av.=4.13	md=4	dev.=0.81
10.5) Purchasing staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=133	av.=4.15	md=4	dev.=0.82
10.7) Overall, I am satisfied with Purchasing.	Strongly Disagree					Strongly Agree	n=133	av.=4.08	md=4	dev.=0.84

**11. Safety/Security**

11.1) Protective/safety equipment is provided for appropriate situations.	Strongly Disagree					Strongly Agree	n=137	av.=4.13	md=4	dev.=0.79
11.3) I am familiar with the Crisis Action Guide and know where to find it.	Strongly Disagree					Strongly Agree	n=145	av.=4.01	md=4	dev.=0.87
11.5) Campus resource officers are available and responsive, and they respond in a prompt, efficient and courteous manner.	Strongly Disagree					Strongly Agree	n=139	av.=3.83	md=4	dev.=0.98
11.7) I am familiar with the methods SCC uses to notify me in the event of an emergency (SCC Alert) and feel it is used appropriately.	Strongly Disagree					Strongly Agree	n=145	av.=4.4	md=4	dev.=0.63
11.9) I feel trained to safely respond to an emergency here at SCC.	Strongly Disagree					Strongly Agree	n=145	av.=3.89	md=4	dev.=0.69
11.11) Safety/Security staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=140	av.=4.08	md=4	dev.=0.87
11.13) Overall, I am satisfied that SCC provides a safe and secure environment.	Strongly Disagree					Strongly Agree	n=144	av.=4.17	md=4	dev.=0.72

## 12. Workforce and Continuing Education

12.1) Workforce and Continuing Education course offerings are diverse and timely.	Strongly Disagree					Strongly Agree	n=132	av.=3.89	md=4	dev.=0.87
12.3) The Workforce and Continuing Education link on the college web page provides adequate information about programs, locations and	Strongly Disagree					Strongly Agree	n=130	av.=3.85	md=4	dev.=0.88
12.5) Workforce and Continuing Education is responsive to the educational needs of the community.	Strongly Disagree					Strongly Agree	n=130	av.=3.92	md=4	dev.=0.84
12.7) The Workforce and Continuing Education department is a leader in the economic development efforts in the college service area.	Strongly Disagree					Strongly Agree	n=128	av.=3.92	md=4	dev.=0.83
12.8) Workforce and Continuing Education staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=129	av.=3.95	md=4	dev.=0.85
12.11) Overall, I am satisfied with Workforce and Continuing Education.	Strongly Disagree					Strongly Agree	n=128	av.=3.98	md=4	dev.=0.82

## 13. Information Technology and Telecommunications

13.1) The Google Apps for Education system (Gmail, Drive, Docs, Forms, etc.) meets my needs for communication and workflow.	Strongly Disagree					Strongly Agree	n=149	av.=4.23	md=4	dev.=0.78
13.3) I am satisfied with Datatel for business, human resources, student records, and advising processes.	Strongly Disagree					Strongly Agree	n=143	av.=3.73	md=4	dev.=0.89
13.5) I am satisfied with Onbase for submitting forms, storing official documentation, and document retrieval.	Strongly Disagree					Strongly Agree	n=135	av.=3.86	md=4	dev.=0.80
13.7) I am satisfied with the new MySCC Dashboard to access college resources via a single sign-on (SSO).	Strongly Disagree					Strongly Agree	n=148	av.=4.18	md=4	dev.=0.72
13.9) I am satisfied with Self-Service for accessing employee, student, and budget information.	Strongly Disagree					Strongly Agree	n=147	av.=4.07	md=4	dev.=0.82
13.11) The college wireless network is adequate for my needs.	Strongly Disagree					Strongly Agree	n=149	av.=4.34	md=4	dev.=0.7
13.13) The internet speed at the college is adequate for my needs.	Strongly Disagree					Strongly Agree	n=149	av.=4.31	md=4	dev.=0.74
13.15) I am satisfied with communication about campus closures or delays.	Strongly Disagree					Strongly Agree	n=148	av.=4.39	md=4	dev.=0.63
13.17) Computer/technology support staff provide service in a prompt, efficient and courteous manner.	Strongly Disagree					Strongly Agree	n=148	av.=4.19	md=4	dev.=0.95
13.19) Overall, I am satisfied with Information Technology resources.	Strongly Disagree					Strongly Agree	n=144	av.=4.2	md=4	dev.=0.8

## 14. Instructional and Student Services: Instruction

14.1) Curriculum programs are current and relevant.	Strongly Disagree					Strongly Agree	n=139	av.=4.19	md=4	dev.=0.73
14.3) Course offerings are current and relevant.	Strongly Disagree					Strongly Agree	n=138	av.=4.16	md=4	dev.=0.74
14.5) The college effectively meets the advising needs of its students.	Strongly Disagree					Strongly Agree	n=134	av.=4	md=4	dev.=0.93
14.7) Aviso is an effective tool in helping me support student retention and success.	Strongly Disagree					Strongly Agree	n=129	av.=3.98	md=4	dev.=0.96
14.9) Overall, I am satisfied with instruction.	Strongly Disagree					Strongly Agree	n=138	av.=4.17	md=4	dev.=0.79

**15. Instructional and Student Services: Library**

15.1) I am satisfied with access to the resources of the library.	Strongly Disagree									Strongly Agree	n=138	av.=4.24	md=4	dev.=0.75
15.3) I am satisfied with the availability of resources in the library to support my program.	Strongly Disagree									Strongly Agree	n=134	av.=4.17	md=4	dev.=0.81
15.5) I am satisfied with the services and assistance provided by the library staff.	Strongly Disagree									Strongly Agree	n=136	av.=4.26	md=4	dev.=0.76
15.7) Library staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree									Strongly Agree	n=138	av.=4.36	md=5	dev.=0.74
15.9) Overall, I am satisfied with the Library.	Strongly Disagree									Strongly Agree	n=137	av.=4.3	md=4	dev.=0.75

**16. Instructional and Student Services: Learning Assistance Center (LAC)**

16.1) LAC facilities are adequate.	Strongly Disagree									Strongly Agree	n=126	av.=4.11	md=4	dev.=0.82
16.3) LAC resources are adequate.	Strongly Disagree									Strongly Agree	n=125	av.=4.18	md=4	dev.=0.79
16.5) LAC staff are helpful and knowledgeable.	Strongly Disagree									Strongly Agree	n=126	av.=4.27	md=4	dev.=0.82
16.7) LAC staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree									Strongly Agree	n=126	av.=4.3	md=4	dev.=0.8
16.9) Overall, I am satisfied with the LAC.	Strongly Disagree									Strongly Agree	n=126	av.=4.25	md=4	dev.=0.79

**17. Instructional and Student Services: E-Learning**

17.1) E-Learning facilities are adequate.	Strongly Disagree									Strongly Agree	n=127	av.=4.23	md=4	dev.=0.79
17.3) E-Learning resources are adequate.	Strongly Disagree									Strongly Agree	n=130	av.=4.26	md=4	dev.=0.76
17.5) The college provides adequate support services (such as financial aid, registration, and other support services) to E-Learning	Strongly Disagree									Strongly Agree	n=130	av.=4.26	md=4	dev.=0.8
17.7) E-Learning staff are helpful and knowledgeable.	Strongly Disagree									Strongly Agree	n=135	av.=4.46	md=5	dev.=0.77
17.9) E-Learning staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree									Strongly Agree	n=136	av.=4.44	md=5	dev.=0.79
17.11) Overall, I am satisfied with E-Learning.	Strongly Disagree									Strongly Agree	n=132	av.=4.36	md=5	dev.=0.81

**18. Instructional and Student Services: Admissions**

18.1) Admissions staff provide students accurate information concerning admissions requirements.	Strongly Disagree									Strongly Agree	n=134	av.=4.07	md=4	dev.=0.92
18.3) Admissions staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree									Strongly Agree	n=134	av.=4.27	md=4	dev.=0.81
18.5) Overall, I am satisfied with Admissions.	Strongly Disagree									Strongly Agree	n=132	av.=4.2	md=4	dev.=0.81

## 19. Instructional and Student Services: Career Center

19.1) The Career Center provides a wide array to career-related resources, seminars, workshops and one-to-one assessment and counseling.	Strongly Disagree					Strongly Agree	n=131	av.=4.23	md=4	dev.=0.77
19.3) I am aware of and understand the importance of PEAK.	Strongly Disagree					Strongly Agree	n=131	av.=4.15	md=4	dev.=0.88
19.5) The Career Center staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=132	av.=4.28	md=4	dev.=0.76
19.7) Overall, I am satisfied with the Career Center.	Strongly Disagree					Strongly Agree	n=131	av.=4.24	md=4	dev.=0.73

## 20. Instructional and Student Services: Financial Aid

20.1) The Financial Aid Office keeps me informed of changes in financial aid requirements that affect students and advising.	Strongly Disagree					Strongly Agree	n=131	av.=4.14	md=4	dev.=0.82
20.3) The Financial Aid Office staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=134	av.=4.34	md=5	dev.=0.76
20.5) Overall, I am satisfied with the Financial Aid Office.	Strongly Disagree					Strongly Agree	n=133	av.=4.33	md=4	dev.=0.74

## 21. Instructional and Student Services: Placement Testing

21.1) Placement test scores are readily available and easily interpreted when needed to advise students.	Strongly Disagree					Strongly Agree	n=121	av.=3.98	md=4	dev.=0.92
21.3) Placement Testing staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=121	av.=4.16	md=4	dev.=0.87
21.5) Overall, I am satisfied with the Placement Testing Office.	Strongly Disagree					Strongly Agree	n=123	av.=4.15	md=4	dev.=0.87

## 22. Instructional and Student Services: Registrar

22.1) The Registrar's Office provides accurate information.	Strongly Disagree					Strongly Agree	n=137	av.=4.36	md=5	dev.=0.78
22.3) The Registrar's Office provides timely information.	Strongly Disagree					Strongly Agree	n=135	av.=4.34	md=5	dev.=0.78
22.5) The Registrar's staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=136	av.=4.33	md=5	dev.=0.81
22.7) Overall, I am satisfied with the Registrar's Office.	Strongly Disagree					Strongly Agree	n=138	av.=4.37	md=5	dev.=0.76

## 23. Instructional and Student Services: Student Counseling Services

23.1) I am aware of the college resources available to students with emotional or mental health needs (e.g., stress, anxiety, depression, harm).	Strongly Disagree					Strongly Agree	n=138	av.=4.28	md=4	dev.=0.88
23.3) The Student Counseling Services staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=129	av.=4.2	md=4	dev.=0.74
23.5) Overall, I am satisfied with the Student Counseling Services.	Strongly Disagree					Strongly Agree	n=134	av.=4.18	md=4	dev.=0.7

**24. Instructional and Student Services: Student Disability Services**

24.1) I am aware of the college resources available to students with disabilities.	Strongly Disagree					Strongly Agree	n=137	av.=4.3	md=4	dev.=0.65
24.3) I feel adequately trained on how to work with students with disabilities.	Strongly Disagree					Strongly Agree	n=134	av.=3.96	md=4	dev.=0.88
24.5) Student Disability Services staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=134	av.=4.25	md=4	dev.=0.71
24.7) Overall, I am satisfied with Student Disability Services.	Strongly Disagree					Strongly Agree	n=136	av.=4.22	md=4	dev.=0.7

**25. Instructional and Student Services: Student Support Services**

25.1) Student Support Services provides helpful services and assistance to students.	Strongly Disagree					Strongly Agree	n=136	av.=4.43	md=5	dev.=0.66
25.3) I am aware of the criteria that a student must meet to be eligible for Student Support Services.	Strongly Disagree					Strongly Agree	n=138	av.=4.21	md=4	dev.=0.84
25.5) Student Support Services staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=131	av.=4.46	md=5	dev.=0.68
25.7) Overall, I am satisfied with Student Support Services.	Strongly Disagree					Strongly Agree	n=137	av.=4.42	md=5	dev.=0.69

**26. Public Relations**

26.1) The Public Relations Office is effective in communicating an accurate and consistent image to students and the community.	Strongly Disagree					Strongly Agree	n=145	av.=4.43	md=5	dev.=0.71
26.3) Public Relations Office publications are accurate and attractive.	Strongly Disagree					Strongly Agree	n=145	av.=4.47	md=5	dev.=0.69
26.5) The college website provides accurate information about the college.	Strongly Disagree					Strongly Agree	n=144	av.=4.39	md=5	dev.=0.73
26.7) The Public Relations staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=145	av.=4.44	md=5	dev.=0.73
26.9) Overall, I am satisfied with the Public Relations Office.	Strongly Disagree					Strongly Agree	n=146	av.=4.47	md=5	dev.=0.68

**27. Grants Writing**

27.1) I am aware that the Grants Writing Office is charged with identifying, developing, submitting and administering grants for SCC.	Strongly Disagree					Strongly Agree	n=128	av.=3.84	md=4	dev.=0.8
27.3) I have received professional service from the Grants Writing Office.	Strongly Disagree					Strongly Agree	n=117	av.=3.33	md=3	dev.=0.88
27.5) The Grants Writing Office provides valuable support.	Strongly Disagree					Strongly Agree	n=115	av.=3.61	md=3	dev.=0.92
27.7) The Grants Writing staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=116	av.=3.61	md=3	dev.=0.85
27.9) Overall, I am satisfied with the Grants Writing Office.	Strongly Disagree					Strongly Agree	n=118	av.=3.67	md=3.5	dev.=0.92

**28. Foundation**

28.1) I am familiar with how the SCC Foundation supports our students, faculty, staff and the College.	Strongly Disagree					Strongly Agree	n=144	av.=4.4	md=4	dev.=0.64
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28.30) I am aware of the giving options available to support the SCC Foundation.	Strongly Disagree								Strongly Agree	n=141	av.=4.37	md=4	dev.=0.7
28.7) I am aware that I can support the SCC Foundation via payroll deduction.	Strongly Disagree								Strongly Agree	n=143	av.=4.4	md=5	dev.=0.72
28.7) I have sufficient opportunities to financially support the fundraising efforts of the SCC Foundation.	Strongly Disagree								Strongly Agree	n=142	av.=4.42	md=5	dev.=0.85
28.9) The SCC Foundation has the appropriate level of visibility.	Strongly Disagree								Strongly Agree	n=143	av.=4.29	md=4	dev.=0.73
28.11) The Foundation staff provide service in a prompt, effective and courteous manner.	Strongly Disagree								Strongly Agree	n=138	av.=4.36	md=4	dev.=0.71
28.13) Overall, I am satisfied with the Foundation Office.	Strongly Disagree								Strongly Agree	n=141	av.=4.57	md=4	dev.=0.89

**29. Institutional Research and Planning**

28.9) Institutional Research & Planning reports and publications (such as the Fact Book) contain valid and reliable information.	Strongly Disagree								Strongly Agree	n=133	av.=4.24	md=4	dev.=0.81
28.3) The Institutional Research & Planning Office provides effective support to the program review efforts.	Strongly Disagree								Strongly Agree	n=129	av.=4.19	md=4	dev.=0.77
28.0) The Institutional Research & Planning Office provides an effective level of support to departmental planning efforts.	Strongly Disagree								Strongly Agree	n=127	av.=4.57	md=4	dev.=0.78
28.7) Compliance Assist is an effective tool to support program review.	Strongly Disagree								Strongly Agree	n=129	av.=3.85	md=4	dev.=0.88
28.9) Institutional Research & Planning staff provide service in a prompt, effective, and courteous manner.	Strongly Disagree								Strongly Agree	n=130	av.=4.28	md=4	dev.=0.78
28.11) Overall, I am satisfied with the Institutional Research and Planning Office.	Strongly Disagree								Strongly Agree	n=131	av.=4.21	md=4	dev.=0.81

## Comments Report

### 2. Administrative Services: Bookstore

2.2) Please provide specific reasons for disagreeing that books and supplies are available when needed, and offer suggestions for improvement.

- Budget is so tight.
- I have had more than one class and more than one book that was not available when needed for the class and students being given the wrong books.
- Issues with students being able to pay online and have their books delivered to the Macon Campus.
- Several times books were suppose to be available for students and they were not because they didn't want to order the maximum number of books. Ongoing chronic problem and know we have another new manager
- Students have had to wait at the beginning of the semester for books to arrive that were on order.
- We have no bookstore.

2.4) Please provide specific reasons for disagreeing that adequate bookstore resources/service is available at the Macon Campus, and offer suggestions for improvement.

- Bookstore closed, students need this service
- I do not believe it is a fault of the bookstore, but with the pandemic they have not had the SCC Macon campus bookstore open for a while. For students that live in Macon County they have had to drive over to the SCC Sylva campus to pick up books. Yes there are options to indicate online in special comments to have the textbooks transported to SCC Macon, but the extra delays in transfer can sometimes hinder a student from completing coursework in a timely manner.
- I understand Follet has shut down the bookstore in Macon
- Macon Campus doesn't have a bookstore anymore.
- Students often must travel to Jackson to purchase books or supplies
- There is no bookstore at the Macon Campus
- We have no bookstore.

2.6) Please provide specific reasons for disagreeing that Bookstore staff provide service in a prompt, efficient, and courteous manner, and offer suggestions for improvement.

- Book store employees don't always give students the benefit of the doubt.
- WE have no bookstore

2.8) Please provide specific reasons for disagreeing that you are overall satisfied with the services of the Bookstore, and offer suggestions for improvement.

- Issues with the whole process of delivery to the Macon Campus. Student issues with figuring out their textbooks that they need. (textbook information link was broken within the class search.
- See above
- We have no bookstore

2.9) Comments: Bookstore

- Always been very helpful and friendly. (Sylva)
- Even with the bookstore not being on the Macon campus anymore, service has been great.
- I've never had any issue that wasn't quickly resolved.

- I also work at the bookstore, so I am a bit biased. Please note that we will always order what the instructor asks for. I wish we could reopen the bookstore at the Macon Campus. It would be especially nice to have it available all year, however, it needs to make money. If it doesn't make money, Follett will never allow it to reopen. Items can always be sent to the Macon Campus through our campus mail courier.
- I feel like the bookstore presence is very limited at the Macon Campus, and it shouldn't be advertised there are services there when there isn't much. I think the bookstore did a good job with getting things delivered to the Macon/Swain campuses for our students, but it should be more streamlined in the checkout process. Students should easily be able to check "delivery to SCC location" and be able to pick the location they want their books/supplies taken to.
- I haven't had any interaction with the bookstore, so unable to answer.
- I have no experience with the Macon Bookstore.
- I have not been to the bookstore at Macon Campus, only Jackson.
- I marked Neutral for books and supplies available when needed because I believe that some textbooks/courses were not planned as smoothly in Spring as should have. Meaning I think it was a lack of communication on the instructor's part to let the bookstore know a heads up on estimated students that would be taking the classes (that were not registered yet, but knew they would have them enrolled). This caused a delay and shortage in books at the beginning of spring semester.
- I wish the online ordering process could be streamlined and more simplified.
- I won't use them for uniforms again --- huge delays last year - but overall very good service and always nice.
- I work in the Sylva Campus and said so but it is asking about Macon on this page so I answered neutral- not sure this page will reflect well
- My department does not use the bookstore.
- Na
- SCC really needs to do more free online books and materials. It would help SCC be more competitive in pricing and would eliminate a significant barrier/burden.
- The hours of operation at peak times and where to find that information is often confusing to students.
- Their food/ snack selection is not nearly as good as it used to be.
- They are on the expensive side.
- WE have no bookstore
- Wonderful bookstore staff

### 3. Administrative Services: Budgeting Process

- <sup>3.2)</sup> Please provide specific reasons for disagreeing that you are involved in the process of budget planning for your program/service area, and offer suggestions for improvement.
- I am adjust, so no input into process
  - I am not involved as I am an adjunct.
  - I am not involved directly in the process by design.
  - I am not involved in the process of budget planning.
  - I assume as an adjunct instructor I would not be involved
  - I have never been involved in the budget process for my department
  - I have not been permitted to see any of the budget for the nursing program. I have asked for supplies and equipment since September 2020. I have asked to be involved in the ordering process and/or budget for the simulation lab in the new building. To date, the dean of health sciences and the director of nursing has not responded to my requests.
  - No input from me solicited,
  - Not involved at my level
  - Nursing faculty are not asked for feedback or input about budget that I have been aware of- I have kept notes of progress in my position and sent updates to my director and leadership about needs.

- That just isn't something I have any responsibility for, I let my supervisor know if I do need something.
  - This has been a director's function. It would be ideal if faculty could contribute to the prioritization of expenditures.
- 24) Please provide specific reasons for disagreeing that the college uses goals and priorities as determined through the budget hearing process to determine how the budget is allocated (or administered), and offer suggestions for improvement.
- After budgets are submitted I am not notified when a budget is approved by my supervisor and since we never are given a chance to have upward evaluations I realize this is not something that will change (despite requesting)
  - I have not been invited to any of the budget hearings, I feel that faculty should be involved and have a say regarding specifics of the budget. I agree that we cannot decide how much is given, but at least how much we have for each item and input on how it could be used best.
  - No need to comment. Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
  - There is no reason to comment. I have commented for the past 5 years and nothing has changed.
  - There needs to be more emphasis placed on faculty than administration.
- 24) Please provide specific reasons for disagreeing that the budgeting process is fair and equitable, and offer suggestions for improvement.
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
  - There is no reason to comment. I have commented for the past 5 years and nothing has changed.
  - Unfortunately, I do not know. The first few years I was at SCC I was invited to budget hearings and was able to attend to make suggestions and speak up about needed priorities.
- 24) Please provide specific reasons for disagreeing that you are overall satisfied with the budgeting process, and offer suggestions for improvement.
- I would just like to know what the budget is. I am just always told the budget is cut drastically.
  - No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
  - There is no reason to comment. I have commented for the past 5 years and nothing has changed.
  - Why do we even have a budget process where faculty and staff have to try to determine budgets when we are not communicated how/why we didn't receive the budgeted amounts
- 24) Comments: Budgeting Process
- Budgeting process is good
  - For nursing, it has not seemed that staff feel they have what they need over the course of the semesters and sometimes have not been trained or supported in resources we do have available. Some simply buy supplies and resources out of pocket because we often hear there is no money.
  - I am funded through a grant
  - I am sure we will continue with the status quo.
  - I have little input on budgets, and have no educated opinion on this topic.
  - I have no experience with the budgeting process to contribute.
  - I must admit there is confusion about the upcoming year's budget. During college conversations, we heard "everything is okay" during the first half of the year. Then silence. Enrollment is down, so shouldn't we be talking about how that impacts us?
  - I present a budget, but I am not aware of how the decisions are made about allocating resources.
  - I would like for every director, assistant, or person of more than 5 years of experience to attend the classes provided before covid on the structure of the school that included administration and budget.

- Newish employee. Have little knowledge of budget process.
- Not involved in budgeting process.
- This does not apply to me.

#### 4. Administrative Services: Business Services

- 4.2) Please provide specific reasons for disagreeing that the cashier function provides courteous and helpful assistance to faculty, and offer suggestions for improvement.
  - No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- 4.4) Please provide specific reasons for disagreeing that inquiries regarding payroll processing are answered and resolved in a timely and courteous manner, and offer suggestions for improvement.
  - calls re: changes to payroll, etc, not returned
- 4.6) Please provide specific reasons for disagreeing that travel reimbursement guidelines are clearly communicated, and offer suggestions for improvement.
- 4.8) Please provide specific reasons for disagreeing that travel reimbursements are made in a timely fashion, and offer suggestions for improvement.
  - I have outstanding requests for travel reimbursements that have not been addressed by my director.
- 4.10) Please provide specific reasons for disagreeing that Business Services staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- 4.12) Please provide specific reasons for disagreeing that you are overall satisfied with the services of Business Services, and offer suggestions for improvement.
- 4.13) Comments: Business Services
  - Any questions I have had, have been answered politely and quickly.
  - Business Services is efficient, organized and helpful for/to students and employees.
  - [REDACTED]
  - [REDACTED]
  - Excellent services
  - Great group of people. Effective leadership in this department.
  - Have had no direct dealings with Business Office
  - I am unfamiliar with travel reimbursements
  - I have little to no contact with this area of SCC, so have no opinion.
  - [REDACTED]
  - NA
  - Not applicable.
  - [REDACTED]

- Wonderful business services

#### 5. Administrative Services: Campus Shipping/Receiving/Mail Delivery

- 5.2) Please provide specific reasons for disagreeing that Shipping/Receiving staff provide service in a **prompt**, **efficient**, and **courteous** manner, and offer suggestions for improvement.
- Packages are left with no notice. I just had a colleague have a refrigerated item that was left out **without** notice. How about emailing when items are received at SCC
  - 5.4) Please provide specific reasons for disagreeing that mail delivery staff provide service in a **prompt**, **efficient**, and **courteous** manner, and offer suggestions for improvement.
  - The delay in mail service from building to building and Macon to Jackson really needs an overhaul. I **have** often walked up to different building because I know if I put in interoffice mail I am never sure how many days it will take to get to **another** building.
  - 5.8) Please provide specific reasons for disagreeing that you are overall satisfied with the campus **shipping**, **receiving** and **mail**, and offer suggestions for improvement.
  - See above

#### 5.7) Comments: Campus Shipping/Receiving/Mail Delivery

- Also have no dealt with this department. Mostly been on line this year.
- Great staff
- I do not have any input here as I have no contact.
- I have no experience with shipping and receiving.
- Incredibly helpful, fast, and supportive.
- NA

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

#### 6. Administrative Services: Food Services - Café '64

- 6.2) Please provide specific reasons for disagreeing that you are satisfied with the food selection at **Café '64**, and offer suggestions for improvement.
- doesn't match what's on school website
  - grilled chicken options gluten-free too
  - Healthier options would be appreciated

- I need healthy & Gluten Free options
  - It would be nice to have more selection of fresher food and more of a variety.
  - It would be nice to know the day ahead of what they will be serving the following day or have baked potatoes available every day.
  - I understand that the selection is limited due to SCC being a small college.
  - I would appreciate more gluten free options, as well as more fresh veggies for those who want a salad for lunch. Fresh fruit would be a nice option too.
  - Limited options. No variety. Need more healthy options. Need to be able to count on the menu from day to day. Need to be able to count on it being open as scheduled/advertised.
  - need healthier options and regularly scheduled specials (every Wednesday could be baked potato day or every last Thursday could be spaghetti day)
  - Need more variety-Baked Potato Day, Soup Day--Not same selection every day.
  - No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
  - Not an appealing menu
  - Not many new options...same menu everyday and then lack of items sometimes
  - SCC could benefit from more healthy options.  
I would really like to have healthy soups on a daily basis in the fall and winter.
  - The Cafe has presented more problems than solutions. The college should close this service.
  - The menu is not what I prefer, but maybe it is what the kids like.
  - The menu is stale
  - The menu should be revisited. Maybe survey students and employees and get fresh ideas. What about a taste testing day where free samples of potential new menu items are given out and feedback solicited. The specials are probably the best part of the menu.
  - there are very few vegan options. I understand why, there is not demand so I'm not complaining.
  - We need to close the Cafe. Bad service, inconsistent hours and more bad attitude.
  - would like healthier, lower carb options
- 6.4) Please provide specific reasons for disagreeing that you are satisfied with the food quality at Café '64, and offer suggestions for improvement.
- food either bland or salted to death no in-between. I don't believe they know what actual spices are. Also super processed ingredients.
  - Healthier options would be appreciated
  - Need more healthy choices.
  - Needs healthier options
  - No. Items, like salads, are not fresh all the time.
  - No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
  - Sometimes it is good; other times, it is not.
  - The Cafe has presented more problems than solutions. The college should close this service.
  - We need to close the Cafe. Bad service, inconsistent hours and more bad attitude.
- 6.5) Please provide specific reasons for disagreeing that you are satisfied with the hours of operation at Café '64, and offer suggestions for improvement.

- Cafe seems to be closed quiet often.
  - Extremely inconsistent and unreliable. Hardly a week goes by without receiving an email about changing hours, late openings, early closings or full day Café closures.
  - Hardly open
  - Hours have been quite sporadic
  - I am fine with the hours that are set for the Cafe. The problem I have is the Cafe needs to be open when they say they will be open. The random closers are not appropriate.
  - I don't really know what the hours are because they seem to change so often. There is a problem with the Cafe being open.
  - I do not go to the Cafe often because the times I need to go the hours have changed, it is closed, etc. I just has not been reliable for me
  - If this were a real business, it would already be out of business because of the inconsistent and unreliable operating schedule.
  - I get frequent emails that the Cafe is closed.
  - It closes a lot, and we often are not notified of closure or late opening until the day of.
  - I think the Cafe should be open 7 am to 5pm
  - It seems the Cafe is unable to be open for all of their stated hours.
  - It would be great if you were open until 5pm!
  - I understand that it is important not to have too much food but it has been frustrating to plan for the Cafe to be open then it run out of food or close early- or not open at all. Would a preorder system be an option for the future?
  - I would like the cafe to stay open longer. Many times I need a late lunch and students are on campus till 8 at night.
  - No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
  - The Cafe has presented more problems than solutions. The college should close this service.
  - The cafe is often closed, opens late, or closes early. I have not purchased food from the cafe in several months because of the inconsistent operation.
  - The hours and days of operation have not been reliable lately so it makes it hard to rely on Cafe 64 for lunch.
  - The hours work fine if they show up. Many days in the past year staff didn't show and everyone is informed however it's too late to bring something when you are already here. The Cafe needs backup staff that can work when others are out. The cafe should never be closed.
  - There seems to be a real struggle with maintaining standard operating hours and I think this done significant damage to the reputation of the cafe. Are there not enough employees? Is there poor planning? What are the issues? Consumer confidence in the reliability of the cafe must be rebuilt.
  - They are closed so often that you cannot depend on them being open during their regular hours. Seems like they are chronically understaffed.
  - They are often not open.
  - too much down time and inconsistent hours
  - Too many closings to depend on the cafe, so I always pack a lunch.
  - We need to close the Cafe. Bad service, inconsistent hours and more bad attitude.
  - What are those hours? Really, this is an area that seems out of control. We rarely go a week without disruptions and closures, sometimes it's every day.
  - Who knows what the hours are?
- 49) Please provide specific reasons for disagreeing that you are satisfied with Café '64 pricing, and offer suggestions for improvement.
- Most items seem priced on the high end of the scale for what you get.
  - No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.

- Seems overpriced for grab-and-go service. Need to compare prices to fast food which is where our students' budget is.
- The Cafe has presented more problems than solutions. The college should close this service.
- We need to close the Cafe. Bad service, inconsistent hours and more bad attitude.

9.10) Please provide specific reasons for disagreeing that Café '64 staff provide service in a prompt, efficient, and courteous manner, and offer suggestions for improvement.

- [REDACTED]
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- The Cafe has presented more problems than solutions. The college should close this service. Jennifer is rude.
- We need to close the Cafe. Bad service, inconsistent hours and more bad attitude.

9.12) Please provide specific reasons for disagreeing that you are overall satisfied with Café '64, and offer suggestions for improvement.

- All of the above.
- Because of the ongoing, unaddressed problems of Cafe 64 I am afraid the "brand" is permanently damaged. The best business approach is a complete redesign and reset of the operation. "Cafe 64" is now synonymous with "unreliable." The college needs a new name, a new menu, a new attitude, and a new commitment to the cafe operation. Fall semester would be a great time to unveil the new "\_\_\_ Cafe"
- Better menu, and it seems that it is closed often.
- Hours never consistent, food selection
- I can't rely on the operation of the cafe for breakfast or lunch, so I always bring my meals or make other plans. I enjoyed the cafe in the past and wish I could rely on it being open. If the cafe is frequently closed due to staffing issues, I would suggest hiring additional staffing to improve consistency.
- It would be nice to be able to plan ahead on what days I want to eat at Cafe 64. Seems the days I try, an email is sent out that they are closed. This is difficult and discourages me from eating there or planning to try and eat there due to the amount of times this location is closed. I would love to see a salad buffet or something that was guaranteed to be open! I would eat there daily!!!
- Limited options. No variety. Need more healthy options. Need to be able to count on the menu from day to day. Need to be able to count on it being open as scheduled/advertised.
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- Not beating a dead horse with more comments here. The Cafe has obvious issues with menu and hours of operation.
- see above
- The Cafe can not be successful with such a rude person managing the facility.
- The people seem nice who work there, but the food is nothing special and I cannot rely on them to be open when I need them so I just bring my lunch.
- There is really no appeal to this operation. Lackluster food and unreliable service mean that I no longer even consider it an option when planning my lunch on campus.
- This seems like a missed opportunity
- We need to close the Cafe. Bad service, inconsistent hours and more bad attitude.

9.13) Comments: Food Services - Café '64

- Cancellation of shifts is too varied to allow reliance for it to be a food resource
- Do not have access to Cafe 64.
- Have a sign up for the food emails - If we are not on main campus it's not an option for us so we don't need to see the menu/emails
- I'd love to see some non styrofoam options for take out

- I am staff without a person to relieve me. I do not get lunch.
- I appreciate having Cafe 64 on campus! But, it has seemed like the days/times they are open has **been** a little unreliable as of late, which can make it hard to rely on them for lunch. I do appreciate how well they communicate.
- I do not use the Cafe
- I do not use the cafe.
- I haven't been eating at the Cafe since COVID started. In the past I have had good food and experiences there.
- I have not eaten at Cafe 64 this year.
- I have only been to Cafe 64 a couple of times.
- It would be nice to know before the day of if the Cafe is not going to be open.
- I would use it more when I am in Sylva if they had regular hours.
- [REDACTED] I am satisfied overall with Cafe 64, I do feel that there needs to be more consistency with the hours of operation. It is very frustrating when the café is closed with little to no notice. I understand that this is typically due to unforeseen staffing issues. However, when students and employees plan to have lunch at the café and it is closed without notice, they are left to either quickly find another option or go without lunch. When this happens a few times, people choose not to count on getting food from there and stop going all together. This seems to be a "Catch 22" situation in which the café budget cannot support additional staff without increased sales but sales **are** affected by a lack of staff to ensure that the café has consistent hours.
- My only comment is not directed to the Cafe' 64 staff but in regards to planning/coverage. I believe **there** needs to be better consistency on the cafe being available for students/faculty/staff. There have been extenuating circumstances **and** times where there is not enough staffing and positions with the Cafe to prevent from late openings or all day closures. If students, **faculty** and staff did not pack their lunches or plan ahead, this can often create more headache for them to either go without eating or **having** to run off campus for food if their time allows.
- often closed or have adjusted hours with little notice
- Online ordering and payments would be a great addition, if possible!
- Skip
- Staff are nice folks but they could use a little more pride in their appearance and in the presentation **of the** food. Maybe buy them some Café 64 themed polo shirts or Chef's smocks to wear? Speaking from pre-COVID and post-COVID **experiences**.
- There should be a N/A or opt out option here as I don't use the cafe.
- They do a wonderful job.
- We need to close the Cafe. Bad service, inconsistent hours and more bad attitude.
- Work mainly from home so never been there
- You know what the problems are. Fix them already.
- You never know when they are going to be open or not.... closes frequently, without notice.

## 7. Administrative Services: Food Services - Vending

- <sup>7.2)</sup> Please provide specific reasons for disagreeing that you are satisfied with the quality of vending **products** at the Jackson Campus, and offer suggestions for improvement.
- Due to the sun, the chocolate melts the candy. The selection has not changed in a long time.
  - Fewer caffeinated and sugary drinks. How about healthy snack and drink choices that are not full of **fat**, sugar, and/or sodium and chemicals?
  - Finding out of date products
  - I'd like Healthy & Gluten Free options
  - it's either out of date or empty...
  - I wish there were some more healthy options. The diet green tea has stopped which was my favorite.

- I would like to have more healthy options available - there are a few but I would like to see more.
- Limited variety. Need more healthy options. Machines often malfunction and getting a refund is more trouble than it's worth.
- More diet drinks
- More health-conscious options would be nice.
- Need healthier drink choices
- Not many healthy options.
- There are no fresh or healthy options.
- There is nothing available except junk food.
- We need healthier choices and many times the machines do not work correctly.

7.4) Please provide specific reasons for disagreeing that you are satisfied with the availability of vending products at the Jackson Campus, and offer suggestions for improvement.

- A few more machines in some buildings (different floors for example) would be nice.
- Can't be relied upon because machines often malfunction.
- In the Burrell building, a majority of time there is no diet soft drink option. Sometimes that is because they are sold out, but lately it is because they never stock the machine with diet soft drinks to begin with.
- It would be nice to have vending machines on the 3rd floor of Burrell
- Only available on one floor in Balsam.
- see above
- The drinks in Balsam 2nd have gone empty a few times.
- The machines take students' money quite often. Other times, the machine seem to be out of order pretty often.
- What is available is not what I will buy.

7.6) Please provide specific reasons for disagreeing that you are satisfied with the quality of vending products at the Macon Campus, and offer suggestions for improvement.

- I have lost money in these machines on multiple occasions and it's a hassle to get your money back — now when I lose money I just look at it as a loss.
- little diversity

7.8) Please provide specific reasons for disagreeing that you are satisfied with the availability of vending products at the Macon Campus, and offer suggestions for improvement.

- Little diversity

7.10) Please provide specific reasons for disagreeing that you are satisfied with the maintenance and repair responsiveness for vending machines, and offer suggestions for improvement.

- Balsam vending machines are often out of order or no/low content for long periods of time
- Haven't used the machines in some time due to the regularity of their failing to dispense product
- If you lose money in the machine, nobody seems to know how to get the money back.
- It is a gamble. Sometimes the machines work, sometimes they do not. The machines seem to sometimes take coins, sometimes not.
- Many of the vending machines around campus will take your money without dispensing product.
- Multiple machines being out of order at once and unavailable for student use.

- put your money in and hope for the best...
- See above responses
- Takes weeks to get checked when not working
- They could be a little quicker
- Very noisy drink machine in Burrell still noisy after several reports

7.11) Comments: Food Services - Vending

- Bring my own
- I don't use vending machines.
- I do not use the vending machines.
- I have had my debit card number compromised twice and the only thing I can track it to are the vending machines. I don't know how that would happen but it has happened twice.
- I have never used the vending machines at either campus.
- I have no experience with Macon vending or repair services.
- More healthy options. The vending options have improved some. Machines frequently have issues and don't work adequately
- Most vending was shut down this year, but it is normally good.
- Please bring back wild cherry pepsi please in the Balsam building vending machines
- Please see the notes above.
- Satisfactory
- unfamiliar with Macon Campus
- Would like Coke products also

## 8. Administrative Services: Human Resources

8.2) Please provide specific reasons for disagreeing that college policies and procedures are fair and equitable, and offer suggestions for improvement.

- "We have developed flexible schedules for Student Services personnel, Business Office employees, Workforce Continuing Education, Career and College Readiness, Teaching and Learning Support, instructional division offices, and Information Technology employees (these schedules are determined by supervisors and direct reports to meet demand). This type of schedule will be followed depending on the Governor's future decisions or until the college determines when employees should return to their office or workstation on campus."

Our schedules were not flexible and even though we had no students on campus we still were told to staff at 50%. When COVID cases and deaths were at the highest after Christmas we were told to staff our office 100%. Then a month later told to staff at 50%. We then were told we would remain on this schedule until the end of April. Now that has changed and we will staff at 100%. None of these changes were determined or explained by demand.

This has made childcare and virtual learning at home very difficult if you have children.

- COVID is yet another eye opener to how unfair the college is. Some employees were required to report every day while others worked from the comfort of their home. In all of this, it came crystal clear that Dr. Tomas was not willing to make an executive decision (this is not new to us as we have experienced this dozens of times) but what is clear is some employees were treated better than others. PERIOD!! No, nothing is fair or equitable at SCC. This comes from the top.
- I don't think they are always applied fairly and equitably
- No comment. I have commented before and nothing gets done.

- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
  - There's not really a problem with policies and procedures, but like most systems, they are not enforced equitably. There are always a few bad actors who are bullies; they intimidate their supervisors, so they are never called out. The issue is about fair and equitable application.
  - Way to improve; Items that are brought to human resources are suppose to be confidential and yet that is not the case at SCC.
- 2.9 Please provide specific reasons for disagreeing that college policies and procedures are easy to find on SCC's webpage, and offer suggestions for improvement.
- Having recently dealt with this issue for coursework I was involved in, I found the policies difficult to locate as of Fall 2021 (I used the handbook instead).
  - If I find them the program is difficult to complete and 60 % of the time results are not received and has to be redone
  - I think the HR page is harder to find than it should be. Typically I have to go to the Directory or the Employment Tab to get there. The Human Resources page should be an easier one click away from the SCC Homepage.
  - nothing is easy to find on our website.... automatic search
  - odd location and uninformative table of contents
  - SCC website is not user friendly, too many drop down menus
  - These aren't easily found in all cases. Those that apply to students can be found one way, those that apply to teaching/instruction found in another way. It's not as straightforward as it should be.
  - The website is not the most user friendly. The search function often brings up irrelevant information.
  - They are easy to find if you know the right words to put into the search engine.
  - They are hard to cross-reference. I may look for a related policy to double-check online and get frustrated looking for it.
  - They are simply not easy to find. Policies should be available on MySCC.
- 2.9 Please provide specific reasons for disagreeing that college policies and procedures are up to date, and offer suggestions for improvement.
- It is hard to find answer to questions some time, you have to dig around to find them
  - No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
  - Our own department's policies are very much out of date.
  - Perhaps a reorganization of SCC policies and procedures manual would help both to update them, and make them more sensical in some places. Ex: We have quite a few good IT, media, electronic correspondence, etc. policies - but they are somewhat spread out, or are sometimes hard to find. Maybe a restructuring would help? Just brainstorming, really...
  - Some could be updated to reflect online issues that are more crucial than in earlier years.
- 2.10 Please provide specific reasons for disagreeing that annual leave and sick leave records are maintained accurately, and offer suggestions for improvement.
- 2.10 Please provide specific reasons for disagreeing that you are satisfied with the benefits available to you as an SCC employee, and offer suggestions for improvement.
- 401K match would be nice.
  - Adjuncts can not even purchase them.. I am aware of the other option
  - As an adjunct I am not able to utilize any benefits even if I were to pay.
  - As part time staff, I cannot earn or receive paid time off. This would be a nice option. If there is a holiday and I can't work and I can't get in my 25 hours for that week, then I don't get paid.
  - I do like the benefits, but it is extremely expensive to have a spouse on our insurance. My husband is self employed without a insurance

option other than this.

- Our insurance leaves something to be desired.
  - Overall health insurance benefits are less comprehensive than they once were. I have been denied **certain** tests and medications that my doctor recommended for me because my insurance doesn't cover it.
  - Part-time staff deserve some holiday or vacation accrual.
  - The awarding of bonuses to full-time employees and part-time staff, but not part-time faculty was **confusing** and unfair. [REDACTED]  
Then he said in one of the online college meetings that everyone would be getting a bonus that week. It seems cruel to make these announcements to people that you are not going to recognize.
  - The cost of one course at any college/university in the state for employees is a benefit that many **other** state employees have in other states. This would help faculty pursue further education related to their position at the college.
  - The cost of supplemental benefits is incredibly high, especially when compared with comparable **benefits** from other (non-academic) employers. I recognize that this may be out of SCC's hands and I appreciate that they offer **supplemental** benefits. Additionally, the Colonial rep that I have met with for the past two years (I think it was the same one both times) has **been** difficult, rude, or unprofessional in both sessions. This did not used to be a problem with Colonial as their previous reps have always **been** professional and helpful up until the person I met with the last two times.
- 8.12) Please provide specific reasons for disagreeing that the salary plan is fair and equitable, and offer **suggestions** for improvement.
- Cost of living, in WNC, is high. Our salaries should cover the cost of living. They don't.
  - Does not align with neighboring/sister colleges.
  - Fast food employees are making more than a 5 year employee at SCC-Recent advertising for **employees** says they are paying \$17 an hour at one location. I understand that we get benefits but it still makes one feel quiet under-appreciated.
  - I chose the job over the pay. Until the state pays everyone per job equally, this will not be corrected.  
For example, the DOT will classify a job (E2) and give it a pay range. Job E2 would be the same **across** the state instead of WNC jobs being given less than the same job in the middle or east coast.
  - I don't think additional reasoning is required. The response speaks for itself.
  - I don't think this is the fault of the college alone, but everytime a raise is given with the state we are **left** out. It has been a very long time since we had a raise in the community college setting. I know this is a goal.
  - I know there are people doing my job in other higher education institutions for about \$15,000-\$20,000 more a year and we live in an area with such high cost of living. It is very discouraging to work in higher education where we promote **education** by telling people how their lives will be improved through education, by being more employable and making more money. This **seems** to apply when working outside higher education, since many of our jobs require a masters degree but make under \$40,000 a year. I have literally sat through program orientations where students are told what income they can expect after graduation with a 2 or 4 year **degree** knowing I make less in a position that requires a masters degree. Recently a job posted at SCC that required a 2 year **degree** for \$10.25 an hour when someone with just a high school diploma can get a job at a medical office, fed ex, ups, and a variety of labor **positions** for \$15-\$20 an hour (verify on indeed 30 mins ago). I know several people in the community that laughed at this. I love my job **and** truly feel working in education is a calling. It is a privilege to work where I have opportunities to have an impact on the lives of others. However, it feels unfair to struggle financially, live on such a tight budget, or feel the need to get a second job. I ran into an acquaintance yesterday cashiering at Ingles on the weekends out of necessity. They are a full time staff member at Haywood Community College **and** previously worked at WCU as an advisor, both of which require a masters degree, which they have. I hope I see the day that higher **education** pays their employees for the degrees they worked so hard to earn.
  - I think is well below the national average, with no recent pay raises
  - I think the pay is low compared to surrounding area. Especially going from BSN level education to **Master's** level.
  - It is unfair/unequitable that faculty who teach in areas that are paid higher in the community are paid **higher** by the college - we should all be paid the same to do the same job. Also, it is unfair to be paid the same for teaching 5-6 classes **with** 10-15 students as others who are either teaching fewer classes and/or much fewer students.
  - Keeping our pay lower than that of workers in other CCs does not encourage enthusiasm. Lowering a **position's** pay when hiring replacements is unethical.
  - Many schools allow for pay bumps for education beyond or in addition to degrees earned. For **example**, if a person with a masters earns an additional 30 hours in their field without earning an additional degree, that moves them up on the **pay** scale. This is something I've seen from almost every school I've worked at or that others I know work at.
  - Many years without any type of cost of living adjustment or raise. Low salaries make it hard to **promote** SCC friends and family.
  - No raise in 3 years. Nursing salary is woefully low

- My salary is far lower for comparable work and comparable position than other positions in North Carolina higher education.
  - My salary is not reflective of all my job duties.
  - NC education employees are on the low end of national pay levels and NC CC ed employees are on the low end of NC pay levels  
 SCC is on low end of NC CC range  
 SCC admin employees should be paid more than cleaning techs at WCU
  - No comment. I have commented before and nothing gets done.
  - North Carolina, in general, continues to lag far behind other regions when it comes to salaries. Just more of a whole state problem, really, not just SCC.
  - Our salaries are too low across the board for all employees.
  - Pay is not where it should be. Public school teachers with a Bachelors make more than we do as faculty with a Masters.
  - Salaries are far below the health care norm.
  - Salaries are significantly lower than national average.
  - See the previous comment
  - Staff is definitely underpaid.
  - Staff is underpaid
  - Staff with significant years of experience are not compensated accordingly. The difference in pay between new staff and experienced staff is not large.
  - There are several entry level jobs in this region that pay more for an AA than SCC pays for several years experience and an advanced degree.
  - The salary plan can not be fair when the President protects his salary (as documented in the Board of Trustees minutes) at a time when employees are worried about jobs and livelihood. I worked at two institutions of higher ed before coming to SCC and I have never seen such selfish leadership. I trust the majority of SCC employees do not know about this but when they find out there should be a large outcry for change.
  - This is a stupid question. If you have worked at SCC more than three years you know the salary plan is not fair. If it was fair the college would post everyone's salary. But the college doesn't they keep it a secret.
  - This is ongoing issue here at SCC, and we have lost really good people due to the inadequate pay at the institution. I have advocated for myself to get a higher salary a couple of times since my employment began here at SCC, and I have been turned down. I have a Masters Degree and closing in on a decade of direct experience in the field, but constantly have been told no when I have approached salary discussions with my supervisors and Dean. They almost seem discouraged to even send my request up the chain like it is a waste of their energy or time. It seems like the institution has a belief system that if you aren't supervising people you don't deserve a higher salary. It is very frustrating for me to have coworkers who have both less experience and education than me earning higher salary wages than I am just because they are supervising one person in their positions, or for their title alone. This belief system SCC has in place of supervising equals higher pay, or specific title equals higher pay, is not equitable due to the lack of opportunities for advancement at the institution and the size of our departments. If SCC stays with this current belief system it is going to continue to have turnover in the future. This is something that greatly impacts my overall happiness of working at SCC and I have debated about leaving multiple times due to this fact alone. I stay because I love the mission of the community college, but I feel incredibly undervalued in this area of my employment at the college.
  - This question should be taken off of the survey. If the salary plan was fair and equitable the college would post salaries. In addition there is a clear problem with staff work loads. We continue to have more and more worked piled on us with zero compensation. How is that fair and equitable? Let me answer that for you - it is not!
  - Very difficult to see new full time faculty positions listed with 3 years experience and a range of salary that is over my salary as a full-time faculty for 10 years. New faculty strike deals to get more salary and yet the old time faculty are never compensated for this discrepancy.
  - With my years experience in my field, the average salary is \$76,439 annually (per ziprecruiter) compared to the \$45,000 I receive with SCC
  - Would like to see a raise, steps, competitive wages for degrees and experience
- 4.14 Please provide specific reasons for disagreeing that Human Resources staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- calls related to payroll deductions not returned
  - I have left emails about students with COVID and other issue for specific staff and I do not get a response in 24-48 hours. Be since there is not accountability for employees who do not respond.

- No comment. I have commented before and nothing gets done.
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- Nothing is efficient with HR. Too many people in this department who are not focused on their jobs. [REDACTED]

\*16) Please provide specific reasons for disagreeing that you are overall satisfied with Human Resources, and offer suggestions for improvement.

- Human Resources is overstaffed. I receive run-around when interacting with this office.
- No comment. I have commented before and nothing gets done.
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- See above comments
- See previous comments.

\*17) Comments: Human Resources

- Analysis/solutions needed for part-time, entry-level, and lower-pay positions/department. We're not offering competitive pay for a number of positions like Admin Assts, facilities, part-time staff.
- as part-time, I do not have a salary plan or annual/sick leave
- Excellent customer service!!
- Good HR staff
- HR has been great at managing all of my COVID questions and giving guidance to employees.
- HR is one of my favorite departments to interact with- they reply to me even if it isn't their area to at least let me know who to ask, where to look or say "I don't know" which I appreciate so much the kind ways they treat me!
- Hum, this is a challenging section. HR appears to be overstaffed and too many pet projects have become job priorities. I believe there are personnel challenges in this area.
- I am an adjunct, so I don't really get a salary. Adjunct pay is low.
- I cannot say enough wonderful things about the HR staff and how supportive, compassionate, and caring they are to employees!
- I find the HR staff at SCC to be excellent and great to work with.
- I sometimes get the sense that Human Resources would prefer to be more active, more fair, and more just in its handling of positive employee rewards (ex: awards, recognitions, etc.) and renumerative/disciplinary actions (ex: stopping and disciplining employee misconduct). There are times when HR has effective and ethical guidelines, advice, etc. - but is often hindered by senior leadership/supervisors who mishandle or dismiss valid concerns without due consideration.
- I truly hope that the issue of employee morale is given the attention it deserves. Things were not great in recent years and then - Covid. Surely we can only go UP from here. The main issue, I believe, is that we should value our Faculty and Staff (all people who work at SCC) every bit as much as we truly and deeply care for our students and vie for their success. Compassion and Caring should be at the Core of our Character. If this were the case, all issues would quickly resolve themselves.
- It would be great to get leave requests and timesheets in Self Service.
- Love our Human Resources folks - super friendly, super helpful. Thank you!
- NA
- SCC has the best HR department I have ever worked with.
- The new "Elevate" evaluation is hideous!
- They always communicate quickly and always are very helpful!
- Wonderful to see that the college is going to an online performance evaluation system. I unsure if this is a Human Resource function or a

Business Office function, but we must adopt an efficient use of technology in other areas such as timesheets, leave forms, travel forms, etc. It is a waste of time and resources for an organization to still be chasing around printed documents for these areas in 2021. I hope this can be addressed soon.

## 9. Administrative Services: Maintenance & Facility Development

- 9.2) Please provide specific reasons for disagreeing that the college provides adequate facilities for instruction, and offer suggestions for improvement.
- I am part time and while I converted to virtual for the pandemic, I am anxious where I will be working when we all "return" to campus. I've not been given a space. The space I have been told I can use has been locked with no one available for a key previously so it would be helpful to have a clear space for instructors/faculty to meet students - maybe this should have come from my director?
  - I have classrooms all over the campus and have to haul my items up to different buildings....not easy.
  - Some of the buildings/classrooms are looking pretty bad at this point. One of the classrooms I've taught in has a large gap between the flooring and the wall. Another has only one electrical outlet that works (all of the others do not work). In some of them, the walls are really dingy from years of use and dry erase markers.
  - The classroom I am in does not have central heat and air and does not have the same workstations as other classrooms. Also, the fact that some areas are moving into new spaces and others are not is unfair and students have voiced this also.
  - The older buildings need updating.
- 9.4) Please provide specific reasons for disagreeing that parking is adequate, and offer suggestions for improvement.
- faculty designated parking
  - Need more parking at Burrell.
  - No, once all students, faculty and staff return to on campus learning, the parking will be horrible once again. We need a parking deck and or a shuttle bus to help with parking or getting students from Summit and past to other areas such as Balsam and Burrell especially in incimate weather conditions. There are people who are NOT physically able to walk that far.
  - We need more parking – consider a parking garage if space is an issue.
- 9.6) Please provide specific reasons for disagreeing that facilities are clean throughout the day, and offer suggestions for improvement.
- Cleaning is done but not deep cleaning and not thoroughly
  - Facilities are cleaned once a day.  
There is a creaper man who walks around spraying disinfectant.
  - Floors in classrooms and offices are not swept/mopped regularly. Items have been noted in the same place in the floor for a week or longer. Dust is always bad.
  - High contact areas are not cleaned through the day as done previously. Once inside, sanitizer is provided and encouraged but the outside door handles which must be touched in some areas to enter. This causes worries if they are not regularly cleaned throughout the day-to-day traffic. Possibly sanitizer placed outside or posted on the wall outside and encouraged before entering the building could cut down on possible germs being passed via the outer doors specifically.
- 9.8) Please provide specific reasons for disagreeing that restrooms are regularly stocked with supplies, and offer suggestions for improvement.
- Restrooms are commonly out of tissue paper by midday. Would be nice if the ladies' restroom had sanitary supplies available.
- 9.10) Please provide specific reasons for disagreeing that maintenance work orders are resolved in a satisfactory and timely manner, and offer suggestions for improvement.
- 9.12) Please provide specific reasons for disagreeing that grounds and landscaping are well maintained, and offer suggestions for improvement.
- Due to the county agreement (or disagreement) on the Macon campus, our landscaping is an embarrassment. We are blessed with this big beautiful building but people are greeted with weeds. It's embarrassing and often questioned by students.

- Macon Campus flowerbeds are unsightly. Neglected by landscaping staff.
  - Macon campus needs better grounds keeping. Not as pretty as it used to be, takes away from atmosphere of college.
  - Macon Campus needs some weed maintenance.
  - Not done well by Macon county
- 9.14) Please provide specific reasons for disagreeing that college buildings are well maintained, and offer suggestions for improvement.
- 9.16) Please provide specific reasons for disagreeing that wayfinding/directional signs are effective, and offer suggestions for improvement.
- For me, yes. For students, I am frequently stopped by students and asked how to get somewhere. They may even have a map with directions.
  - I know this will probably all change once the new Health Science building is open, but currently I have a lot of students confused by the room numbers for biology.
  - Many wayfinding signs have fallen/blown down and need to be replaced in a more timely manner.
  - Myer's auditorium, the book store, and the IT help desk are difficult to find.
  - This could be improved. I like the idea of having the buildings numbered or lettered. One large number or letter at the top right corner of a building makes it easy to find. I have found this very helpful in visiting other college campuses.
- 9.18) Please provide specific reasons for disagreeing that Maintenance and Facility staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- When you can find the maintenance guy....
- 9.20) Please provide specific reasons for disagreeing that you are overall satisfied with Maintenance and Facility Development, and offer suggestions for improvement.
- 9.21) Comments: Maintenance and Facility Development
- A fully equipped fitness facility on the Macon Campus for health and PE classes would be nice. I hope the fitness facility on the Sylva Campus will be moved, upgraded and included in the new Health Sciences Building.
  - Campus is always clean inside and out! Staff is very nice
  - Dust, sweep & mop
  - Facilities - Maint/Cleaning - do an amazing job! The Cleaning team deserves HUGE praise for their response to COVID-19; their procedures updates, touch-point monitoring/cleaning, innovations (like marking doors) etc. has been remarkable and should be credited for keeping SCC safe. The Maintenance Staff has also been so helpful in providing safe environments and supplies. They need to be highlighted for their efforts.
  - Facilities have been cleaned well through COVID 19. I hope the mid day cleaning in the restrooms/doors will continue during post-pandemic. It just makes sense.
  - Fantastic job keeping everything wiped down and sanitized!
  - Go, facilities folks! Our campus looks beautiful and welcoming.
  - Grounds are maintained exceptionally well. Buildings are always clean.
  - NA
  - Outdoor areas need to be reopened for the use of students and faculty and staff.
  - Satisfied
  - Some of our cleaning staff do a much better job than others. I don't know if spot checks are done, but it might be a good idea.
  - [REDACTED]

- The groundskeeping staff do a great job. I only have one request which is to be aware of when classes are meeting when operating outdoor power equipment. Leafblowers, weed whackers, and mowers can be very noisy. Maybe this work could be done later in the afternoon rather than in the mornings.
- The outside surfaces of some our buildings, sidewalls, and walls are starting to look rough. They need pressure cleaned to remove the mold and dinginess. Someone should walk the entire Sylva campus and take a careful look at the masonry on buildings, the brick along the outside steps, and other surfaces. I think we have gotten used to the current look, but a good cleaning would do wonders. Summer would be a great time for that.

#### 10. Administrative Services: Purchasing

- <sup>10.2)</sup> Please provide specific reasons for disagreeing that purchase requisition guidelines are clearly communicated, and offer suggestions for improvement.
- I'm not clear on some of the categories and whether or not they apply. However, I use this very seldom.
  - I have no idea where these guidelines live and who to ask.
  - Inconsistent communication and practices.
  - There is a new eprocurement system being used and I still struggle with the platform and I was never notified of this change.
- <sup>10.4)</sup> Please provide specific reasons for disagreeing that requisitions are processed accurately and in a timely manner such that I receive items as ordered when needed, and offer suggestions for improvement.
- Items are not always communicated when they will be received.
- <sup>10.6)</sup> Please provide specific reasons for disagreeing that purchasing staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- <sup>10.8)</sup> Please provide specific reasons for disagreeing that overall you are satisfied with Purchasing, and offer suggestions for improvement.
- E-Procurement is a nightmare. Worst designed site I've seen since 2001.
  - The E-Procurement site is not user-friendly, even after the conversion.
- <sup>10.9)</sup> Comments: Purchasing
- Easy process
  - I do not deal with purchasing.
  - I have had purchase orders get hung up and not know it.
  - I have not been permitted to purchase any supplies so I am unfamiliar with the process.
  - It has improved
  - N/A
  - Never used
  - [REDACTED]
  - [REDACTED]
  - The process is complicated. I don't know if there is a better way to do it within state guidelines but it is more difficult than it should be in general.
  - While I find the documentation a little confusing the staff have been very helpful in answering my questions.

## 11. Safety/Security

11.2) Please provide specific reasons for disagreeing that protective/safety equipment is provided for appropriate situations, and offer suggestions for improvement.

- ADN students were told to provide their own PPE for clinical at one point this year- I believe the program should have been able to provide this or work out with the hospitals to do this. This was an unplanned and additional cost. I assume clinical staff had to do the same.
- COVID and I am suppose to wash down all desks and surface areas. I see staff around cleaning the outside but the classrooms/lab should be cleaned on a more frequent basis. I also have had days where after the tape is removed from the door it is not cleaned for over 2 days and longer. Not sure why?
- Science classroom at Macon Campus had to be safety updated...which has been done.

11.4) Please provide specific reasons for disagreeing that you are familiar with the Crisis Action Guide and know where to find it, and offer suggestions for improvement.

- Don't have any idea what this is?
- I am not certain where the Crisis Action Guide is posted in our department.
- I am not familiar and don't know what it is or where to find it.
- I don't even know what it is.
- I don't know where this is exactly but I'm sure I could look around for it in email and on the website
- No, I have not heard of this guide.
- no idea
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- These signs have disappeared from classrooms and have not been put back in.

11.2) Please provide specific reasons for disagreeing that campus resource officers are available and responsive and respond in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- Do we have campus resource officers?
- I disagree with them being responsive and prompt. Perhaps if the Sheriff's Office assigned people who actually wanted to work on a campus we might have a better experience with them.
- I pray that we never need the resource officers in a crisis. They seem disengaged and invisible other than sitting in their cars on the outskirts of campus.
- [REDACTED]
- No comment. I have commented before an nothing gets done.
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- The phone does not seem to be forwarded or answered when needed.
- They must be on campus to respond in a timely manner.
- Usually not one on Macon campus.
- We have had great SRO's over the years. [REDACTED]

11.2) Please provide specific reasons for disagreeing that you are familiar with the methods SCC uses to notify you in the event of an emergency (SCC Alert) and that you feel it is used appropriately, and offer suggestions for improvement.

- 11.10) Please provide specific reasons for disagreeing that you feel trained to safely respond to an emergency here at SCC, and offer suggestions for improvement.
- I am not certain what the specific emergency plan is for my department. For example, if there is a dangerous situation on campus, I am not sure where myself and other staff members are supposed to go.
  - I feel equipped to request assistance during an emergency but am unsure of how the response to my request would be fulfilled. It worries me that unless an actual emergency requires such measures to be taken, I will not know what to expect. If a video/guide could be made showing what response and response time the "panic button" and the new IT virtual computer "panic buttons" and distributed, I feel like more people, myself included, would feel more comfortable knowing what to expect if a situation should ever need the use of a button. Also knowing what responses can be ascertained from the panic button would be helpful to know what exact situations to use them for versus calling the SRO or other campus assistance.
  - If there is an emergency that happens and we need to go into hiding, I do not know where I'm supposed to go. I don't know that all the areas that we as a campus are supposed to go to are stocked with first aid kits and other supplies like it in case we are injured or in that space for a prolonged period of time. If someone comes to me that I believe is in a mental health crisis or is behaving out of character, I don't know the best person/department to call or how to de-escalate a situation.
  - No comment. I have commented before and nothing gets done.
  - No need to comment. Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
  - No training
  - NO TRAINING FOR LOCK-DOWNS.
  - not trained.
  - Still unclear on events management responsibilities in crisis. Feel obligated to inform conference room attendees, which could be life threatening for staff. Procedures have not been made clear, nor practiced in drills as guest trainer recommended.
  - The "close call" of a couple years ago and the "false alarm" earlier this semester brought to light holes in the system. I've shared that feedback with my dean.
  - We could use more training
  - We probably need to review and practice responding to an emergency again. I don't enjoy doing it but I think it needs to be done at least on an annual basis.

11.12) Please provide specific reasons for disagreeing that Safety/Security staff provide service in a prompt, efficient, and courteous manner.

- [REDACTED]. I do not know when the last time I saw the officers walk through my building.
- No comment. I have commented before and nothing gets done.
- No need to comment. Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- They need to be present and connected in order to be responsive.

11.14) Please provide specific reasons for disagreeing that overall you are satisfied that SCC provides a safe and secure environment, and offer suggestions for improvement.

- I think specific emergency action plans need to be provided to every staff and faculty member on campus, and need to be specifically tailored to departments and locations on campus. I would feel more comfortable if I knew specifically how our department should respond in a variety of situations.
- No comment. I have commented before and nothing gets done.
- No need to comment. Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- see above

11.15) Comments: Safety/Security

- After the "false alarm" earlier this semester (a message for SSS students to check in with their advisor was sent as a major crisis alert like the kind used for an active shooter), I sought out my dean to give feedback. However, the event wasn't addressed until a virtual meeting

several days later (which many faculty can't attend due to class times). It would be nice to have some **earlier** feedback and recognition of the fear/panic that it caused my students.

- Feel safe
- I feel like I hardly ever see our Campus resource officers doing walk throughs. It may just be where **my office** is located. Maybe it would be worth reviewing where the walk throughs occur and how often they are occurring. I would like to **see** our resource officers more often.
- I have experience mixed messages coming from the Security office.
- I put neutral on question 11.7 because I do not see the officers like I used to a year + ago.
- I was not incredibly excited about the way we responded to the potential threat on campus. Follow up **communication** was lacking, the searches of students were handled very differently in different places and instructors did not all handle **the** threat in the same way. I appreciated the meeting after the event and believe SCC will make continual improvements.
- I wish emergency guidelines were communicated throughout the year - reminders of certain things **along** the way.
- I would like to see more of a presence on campus
- Like seeing that SCC takes a proactive stance with Safety and has added a Safety Manager to the **campus** locations
- [REDACTED]
- [REDACTED]
- NA
- No comment. I have commented before and nothing gets done.
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we **comment** we get put "on the radar" and then treated poorly.
- Not all offices or work areas have been made as safe as they could be if there was a threat of violence **but** SCC clearly takes this seriously and has made progress during the last year. New emergency manager person is very helpful and brings expertise.
- Sometimes I think there are too many often changing/ moving parts to our safety /security situation **here....** It gets confusing and yet I understand the need...
- We probably need to review and practice responding to an emergency again. I don't enjoy doing it **but** I think it needs to be done at least on an annual basis.

## 12. Workforce and Continuing Education

<sup>12.2)</sup> Please provide specific reasons for disagreeing that Workforce and Continuing Education course **offerings** are diverse and timely, and offer suggestions for improvement.

- Hours are not good for me but dates can not satisfy all. I used to get paid to attend on my off hours
- I am confused about where to even find the offerings.
- It would be great to have more Community engagement courses available
- No but I know this is because we are in a pandemic
- There has been little activity this year. Mostly online and very little new activity.

<sup>12.4)</sup> Please provide specific reasons for disagreeing that the Workforce and Continuing Education link on **the** college web page provides adequate information about programs, locations and schedules, and offer suggestions for improvement.

- Health Science classes are difficult to find on the ConEd link
- I think the offerings of continuing education could be a little easier to find on our website and possibly **advertised** more. The classes I know of I heard about through word of mouth.
- That page is confusing and doesn't really explain what courses and programs are offered through **Workforce** and **Continuing Ed**. There are links, but some seem to go outside of workforce continuing ed. There is not an overview page and it **seems** like to boundary with this and personal enrichment courses are blurred.

- The web page currently has a Summer 2020 schedule of classes showing. Unable to find current **classes** easily.
- 12.8) Please provide specific reasons for disagreeing that Workforce and Continuing Education is **responsive** to the educational needs of the community, and offer suggestions for improvement.
- After viewing the website, I don't see that the programs are especially useful to our community. It **looks like** under the Workforce menu there is table gaming and bartending. Is that all or are the alarm tech, real estate and other side links **part** of the workforce program? I think we should be offering something related to sustainable energy manufacturing.
  - I think there is a lot of untapped potential in this area.
- 12.8) Please provide specific reasons for disagreeing that the Workforce and Continuing Education **department** is a leader in the economic development efforts in the college service area, and offer suggestions for improvement.
- I hear many good things from the small business center. However the industry training and personal **enrichment** offerings seem pretty minimal.
  - SCC should be offering more technical programs - truck driver training, plumbing, etc. We have a **national** shortage in truck drivers, for example, and these are high paying jobs.
- 12.10) Please provide specific reasons for disagreeing that Workforce and Continuing Education staff **provide** service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- I have difficulty reaching WCE offices quickly, but when I do reach them they are helpful.
  - I have had situations where they are not always courteous.
- 12.12) Please provide specific reasons for disagreeing that you are satisfied with Workforce and Continuing **Education**, and offer suggestions for improvement.

12.13) Comments: Workforce and Continuing Education

- Easy staff to work with
- I don't really interact with this aspect of SCC—I have no educated opinion.
- I find this area to be in need of an identity and better articulated to the campus.
- I haven't had any interaction with the workforce and continuing education, so unable to answer.
- I just don't know much about it.
- Improving
- N/A
- NA
- Not familiar
- Of course, the offerings recently have been minimal due to COVID, but normally I think the variety is **pretty** good. I've had people ask me if the school offers community CPR classes (not professional level) and they have not when I checked. **I** think that would be good to do.
- rarely look at the offerings
- This year, the continuing education department has been difficult for students to reach and has not **had** clear information about offerings and opportunities.

### 13. Information Technology and Telecommunications

- 13.2) Please provide specific reasons for disagreeing that the Google Apps for Education system (Gmail, **Drive**, Docs, Forms, etc.) meets my needs for communication and workflow, and offer suggestions for improvement.
- But I am not very tech savvy

- Difficult to format all Google products. Simple things require an extension in Sheets. Wastes much time.
- The inability to use Google Voice with my SCC account makes tracking communication with students outside email difficult.
- We need the ability to use breakout groups in Google Meet

13.4) Please provide specific reasons why you disagree that you are satisfied with Datatel for business, human resources, student records, and advising processes, and offer suggestions for improvement.

- Adviso is far better than datatel
- Colleague is clunky. I only use it for advising, and am comfortable navigating for that purpose, but I can't imagine using it for the other purposes listed.
- Datatel is an archaic system and needs replaced.
- Datatel is not user-friendly. Finding assistance under the "help" feature, either for page or tab, is not very helpful.
- Datatel is not user friendly at all. I much prefer Aviso
- DataTel is out of date, is not user friendly, and is unnecessarily complicated
- Datatel is very cumbersome
- I am personally, but I would like for us to have an orientation to use.
- I don't mind using it, but it seems to be very hard for people to learn. Maybe yearly brief updates and more training as a new employee who advises students would help.
- I have not been trained
- It is cumbersome. There are much better tools. Our folks do a great job of keeping it as relevant and useful as possible.
- still do not feel proficient in these.
- The advising system is cumbersome and complicated. It needs major improvements to bring it up to 2021 standards.

13.6) Please provide specific reasons why you disagree that you are satisfied with Onbase for submitting form, storing official documentation and document retrieval, and offer suggestions for improvement.

- Access for me has been spotty, also additional training would be appreciated
- I am personally, but again, there is no orientation to use.
- I have not been trained
- It gets bogged down SO easily. It's inefficient for heavy users.
- Not sure if it's a hardware or software issue, but my computer chugs hard when using onbase.
- Onbase is okay for storage, but submitting documents and retrieving them is difficult  
MORE forms should be available: missed instruction, timesheets, leave requests, etc
- Onbase works like a 20th century product in a 21st century world.
- Some forms could populate more information automatically. Sometimes documents are stored in an intuitive location.
- very cumbersome; not at all user friendly

13.8) Please provide specific reasons for disagreeing that you are satisfied with the new MySCC Dashboard to access college resources via a single sign-on (SSO), and offer suggestions for improvement.

- Always having to login is not efficient should be some other way to make this easier
- The extra authentication steps take away from time serving students and they make using MySCC on smartphone very difficult due to the design (keyboard size, case sensitivity, and location/style of the next button.)
- The layout of it and the apps included make no sense

- When working at my computer, I am required to repeatedly log in to MySCC. I always have to answer the security questions even though I have checked the "trust this device" option. It doesn't seem logical to be logged in and working in MySCC, and when changing screens or Moodle classes to have to re-log into the system.

<sup>12.103</sup> Please provide specific reasons for disagreeing that you are satisfied with Self-Service for accessing employee, student and budget information, and offer suggestions for improvement.

- Hard to navigate and get budget codes nor accessible
- I am challenged to view multiple budget lines at once. I fear this is a training issue, but I am not certain how to access training.
- I can't find what I need related to budget information and when I do find it, I'm not sure how to read it.
- Looking up classes on self service does not give the same information as webadvisor does

<sup>12.120</sup> Please provide specific reasons for disagreeing that the college wireless network is adequate for my needs, and offer suggestions for improvement.

- No comment. I have commented before and nothing gets done.
- Tired of having issues login to web advisor or our website....down for some reason on a regular basis

<sup>12.140</sup> Please provide specific reasons for disagreeing that the internet speed at the college is adequate for my needs, and offer suggestions for improvement.

- Could be better sometimes.
- No comment. I have commented before and nothing gets done.
- Upload takes too long

<sup>12.180</sup> Please provide specific reasons for disagreeing that you are satisfied with communication about campus closures or delays, and offer suggestions for improvement.

- It's hit or miss recently

<sup>12.180</sup> Please provide specific reasons for disagreeing that computer/technology support staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- Calling HelpDesk is last resort because we are treated as a bother.
- Computer staff are short in solutions and long on making employees feel like a bother when we call for help. My classes have start and stop times, when I have a problem, it becomes a crisis. Computer staff are not good in a crisis.
- Most IT folks are awesome; occasionally, the help desk person is not super friendly, though. Sorry...
- Multiple requests I have personally made have been submitted or requested in person more than 4 times over a month. I respect the high level of work the IT department completes and deals with on a daily basis but making the same request more than twice with no response or a response that is not followed through is unsatisfactory. The requests I have made have been both virtual and in-person tasks.
- No comment. I have commented before and nothing gets done.
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- Not always. Communication about when the staff will be able to get to you is often lacking. Turnaround time can be fast, but when it is not, there is little to no communication to let you know.
- The IT department is often busy with large projects and "small issues" get pushed back. Printing issues from my computer have still not been resolved. Some tech issues are small in the BIG scheme, but completely needed to do my job. If these issues go unresolved it makes doing my job very difficult if not come to a complete halt.
- The majority of IT staff provide customer service feedback that makes the customer feel stupid. When we follow cybersecurity directions we get snarky email responses. This appears to be fairly common as I hear complaints from colleagues. I avoid calling IT at all costs and have learned to reference colleagues who have similar skills sets and who are happy to help me when IT systems aren't working.

<sup>13.20</sup> Please provide specific reasons for disagreeing that overall you are satisfied with Information Technology resources, and offer suggestions for improvement.

- Need to return to a focus on student success.
- No comment. I have commented before and nothing gets done.
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- See comment above.
- Staffing need to be more welcoming and engaging with staff/faculty and actually appear to want to help rather than having the attitude please go away and dismiss issues.

<sup>13.21</sup> Comments: Information Technology and Telecommunications

- A more friendly answer to the helpdesk.
- Given the staffing level and the monumental mission they are tasked with, these people do an INCREDIBLE job of supporting SCC's tech infrastructure and I have raised this point with them on several occasions. They deserve high praise and every accolade.
- I like work, but getting used to Google! All IT staff has been exceptional since joining here at SCC. Always quick to come fix things and cyber training was beneficial this year.
- I love the communication about cyber security! I love the updates about overall tech use! I would appreciate some regular communication about what departments and staff need rather than blanket decisions on purchasing.
- I remember a time when IT always said "no" and was a barrier to any ideas and innovations. Let's be careful not to go back to that time. Also, the need for IT security in today's world is evident, but are we doing "overkill" here? When the college pays for a position to do nothing but IT security and there really isn't enough work to justify that position, then the outcome will be a barrage of hints, tips, training and lectures that may cause people to tune out.
- IT does a great job at SCC. Highly satisfied.
- make the SCC search box more intuitive and useful
- NA.
- No comment. I have commented before and nothing gets done.
- OnBase should be used for processing, reviewing, and signing contracts. Also, contracts should be stored in OnBase.
- Satisfied
- SCC has an IT staff and support that would make a big university or Fortune 500 company proud.
- SCC has great IT support and I am so thankful for all of the help and service provided by IT. However, I have noticed a relatively recent change when contacting the helpdesk, which is something I have heard other employees say as well. Lately, when I call the IT helpdesk, the response isn't as friendly or as helpful. When I ask for help with a particular IT-related issue, the response is usually "no I can't do that" or "no that isn't possible" or something similar. This is for basic support questions, nothing difficult or complicated or out of the norm. In those cases, I almost always have to contact someone else in IT directly to ask for help, and the response from that person is usually "of course I can help you with that" and then the issue is resolved quickly. Our Helpdesk service has always been great in the past, so I hope we can move back to that level of service.
- The cyber security position is a waste of resources. This should be part of someone's job who has other real duties. The constant spam of "tips" is white noise that will cause people to tune out and may thus contribute to weaker cyber security.
- The IT Staff is always efficient and pleasant to work with.
- They deserve an award for all of the hours they put into making our time during quarantine (technological needs, calls, etc.) successful
- Thumbs down (way down)
- Would like to be able to use Zoom for video classes

#### 14. Instructional and Student Services: Instruction

14.2) Please provide specific reasons for disagreeing that curriculum programs are current and relevant, and offer suggestions for improvement.

- Health science has a new building and I don't see over 200 students as they claim. Some of the programs that are only serving 2-3 students annually, repeatedly need to be removed. Not fair to have some programs working overtime to support others that are not even present on campus nor have students.
- No comment. I have commented before and nothing gets done.
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.

14.4) Please provide specific reasons for disagreeing that course offerings are current and relevant, and offer suggestions for improvement.

- I think pharm 117 should be offered two semesters
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- See above. Please eliminate programs before adding others that may not be able to support enough students.

14.6) Please provide specific reasons for disagreeing that the college effectively meets the advising needs of its students, and offer suggestions for improvement.

- Faculty are inadequately trained.
- I feel very behind on advising without training. Training was optional in the first year (before covid) but did not have time to do those trainings because I was trying to learn the rest of the system and the needs of my job. There is not a new employee orientation which there should be.
- I mainly said disagree with this because during breaks there is very little coverage for advising for college programs, and it is hard to get students enrolled if faculty aren't here. If the college is going to have a faculty driven advising model then faculty need to be here at all times including breaks and summer term. Most programs have at least two people that could alternate advising responsibilities for incoming students during the breaks and summer session  
Students wanting to enroll should not have to meet with an advisor who may be in the same college division, but serves an entirely different program most of the time. Deans should serve as a backup if a faculty advisor is sick or has an emergency, but they should not be the go to for advising coverage during the breaks or summer terms.

I also believe that the college should have assigned Advisor/Advisees in the UTAC center, and transfer students should learn how to register themselves. They will be asked to register themselves when they transfer to a four year institution, so by us not asking them to learn and do this during their time with us doesn't set them up for success in the long run. I have also heard students complain about the lack of having a "go to" advisor when they are served by the UTAC center. This seems to be a barrier for them during their time with us.

- No. Since covid has delayed the ability to orient faculty to programs needed in advising, the ability to advise has been placed on the faculty and staff that has been at SCC longer. This is on top of any other expectations.
- On occasion, students have been led to register for a class that is not necessary without the support of an/their assigned advisor.
- Some departments could use some revamping
- While the college has numerous excellent advisors, connecting with an advisor can often be a challenge for new and returning students. Due to the fact that advisors also teach classes, availability is an issue. If students cannot connect with their advisor, they cannot register for classes which impacts FTE. Also, advising during Spring/Fall breaks and the summer are problematic. The college's business hours are advertised as Mon-Thurs 8am-5pm and Friday 8am-12pm. However, advising is not available during these same hours in the summer. Advising availability varies between the three divisions which makes it impossible to advertise advising availability. Advising needs to be available during the college's business hours and needs to be consistent across the divisions to prevent having to turn students away when they come in to register for classes. Other areas are expected to be available for students 40 hours per week and advising should be available as well.
- Why doesn't admissions do something other than tell all new students to see their advisor. There should be a centralized place to students to go admissions/registration rather than dismissing all students and not giving them information needed to move forward.

14.6) Please provide specific reasons for disagreeing that Aviso is an effective tool in helping you support student retention and success, and offer suggestions for improvement.

- Alerts and notes are sometimes followed up on and sometimes not. I don't blame that on the success coaches.
- Aviso is not ideal
- it is useless

- It may be an effective tool but if you do not know how to use it, it does nothing.
- Not trained to use
- There are too many places to put notes for students. If you are advising in UTAC, you must note in **their** academic file and in aviso. Then if you submit a sub then you use onbase and something else to register students. Don't forget about **using** Webadviser and self service. Its too many systems.

<sup>14.10)</sup> Please provide specific reasons for disagreeing that overall you are satisfied with instruction, and **offer** suggestions for improvement.

- See above (2 Counts)
- We rely too heavily on adjuncts and students often have an inconsistent classroom experience due **to this**. We also place too much work on adjuncts for the part time pay we offer them. There are many times were I witness adjuncts either **working** more than full time instructors and of course not being compensated or barely doing anything at all.

<sup>14.11)</sup> Comments: Instruction

- I believe the college could benefit from expanding the CCP tracks offered and more marketing to **middle** school and 9-10th graders. Not everyone wants to do Early College but they may truly benefit from CCP. We are currently missed **opportunities** with not having the Nursing CCP track for high school and there is also a Fine Arts track that many students may enjoy **and** I believe we have the talent and staff at SCC (and our community) to start offering - we already have a partnership with the music **department** at WCU via band! How else can we serve a broader range of our community?
- I haven't had any interaction with the Instructional and Student Services, so unable to answer.
- I know that this institution, faculty and staff have faced a lot in this past year. We all see that **enrollment** is down and will continue to be a struggle to recover. I feel that faculty could be making better efforts regarding program coordinators **and** recruitment/enrollment efforts. Some suggestions: offer Info sessions for health sciences programs not just in Spring, but also in **Fall** (they have indicated that they only have the info sessions for those applying, but what about High School Juniors and Seniors that are **trying** to plan ahead?) Program Coordinators could also run reports/lists of those that have applied towards their programs **and** actively reach out (email, phone) to see how they can better help with the onboarding process or answer any questions about their **programs**. Advisor availability is very important, it has been a struggle in the past with finding advisors that are **covering** over spring break, fall break, summer semesters. Being a community college we have a good portion of our enrolling students **and** returning students registering and setting up their classes over the summer.
- I really like Aviso - super user friendly; one stop shop... I hope we can keep it, or have something **else** to replace it.
- I think we offer relevant, community-relevant, and uplifting coursework and instruction at SCC.
- NA
- New employee orientation with reference manual or resources would be a great help. I feel like being **here** for 2 years, I am very behind on things I should know or be able to provide my students.
- Our community could use more technical certificates.
- Satisfied

## 15. Instructional and Student Services: Library

- <sup>15.2)</sup> Please provide specific reasons for disagreeing that you are satisfied with access to the resources **of the** library, and offer suggestions for improvement.
- <sup>15.4)</sup> Please provide specific reasons for disagreeing that you are satisfied with the availability of resources **in** the library to support your program, and offer suggestions for improvement.
- Resources, such as videos, promoted by the library tend to lean politically left. No balance.
- <sup>15.6)</sup> Please provide specific reasons for disagreeing that you are satisfied with the services and assistance **provided** by the library staff, and offer suggestions for improvement.

15.8) Please provide specific reasons for disagreeing that library staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

15.10) Please provide specific reasons for disagreeing that overall you are satisfied with the library, and offer suggestions for improvement.

15.11) Comments: Library

- Excellent staff and redources. Very responsive.
- Huge thanks to the Library for managing the issuance of technology for students.
- I'd love to learn more about how to get LibGuides developed! I need to make an appointment!
- Library staff are amazing!!!
- Library staff have stepped up during COVID and have been incredibly helpful providing, finding, and sharing resources with users. They have great programing, have adapted well, and are open to assist with ANY idea you can throw at them. They are one of the most "open" departments on campus.
- NA
- never use it, use the school where I am finishing my PhD
- Our Librarians are amazing!
- Prompt and courteous librarians - thank you so much, library staff.
- The library has been a very valuable resource for our program.
- The library has been incredibly helpful in every interaction!
- The library has improved tremendously over the past few years
- The library staff have been amazing in helping students, especially this year under the circumstances. They have been above and beyond to assist with providing extra support and equipment to students in need.
- The one issue I've had with the library was helping someone who wanted to use college resources to study and take the GED. I showed them the test prep on the library's site, but then the person wasn't able to access that at home because they weren't a current student and didn't have a log-on. There's no purpose for it being there if only enrolled students can use it.
- Very friendly staff
- Why do we still have a library? Most items are online and supported in other ways.

#### 16. Instructional and Student Services: Learning Assistance Center (LAC)

16.2) Please provide specific reasons for disagreeing that LAC facilities are adequate, and offer suggestions for improvement.

- Modernization needed to reflect the way students study now.
- The LAC continues to reduce their hours and does not have one evening hour to support evening students.
- The LAC facilities need major renovation.

16.4) Please provide specific reasons for disagreeing that LAC resources are adequate, and offer suggestions for improvement.

- Tutoring should be smoother for students to get help...smart thinking isn't working for my students.

16.6) Please provide specific reasons for disagreeing that LAC staff are helpful and knowledgeable, and offer suggestions for improvement.

- [REDACTED]
- [REDACTED]

- E-Learning has never let me down.
- E-Learning helps me navigate confusing situations in Moodle frequently. They do a great job.
- [REDACTED]
- ELearning focuses on supporting the college community. So the departments that do outreach and marketing could be hosting virtual events for improvement of enrollments. One idea is a demo of a hyflex class and maybe video it so that people can experience it and understand what it would be like compared to a web based class.
- [REDACTED]
- [REDACTED]
- Has done an excellent job ensuring we have the tools and resources to use during the pandemic.
- I am very satisfied with Elearning. [REDACTED]
- I do not use E-learning
- I have never left an E learning meeting that I wasn't more aggravated than when I got there...if someone answers the phone, it is passed from one person to another. I feel that the perception of E learning is more important than actual student learning..
- I love our E Learning staff... so friendly and helpful and patient!
- NA
- Our transition to online learning was successful in large part due to E-learning.
- Prompt, courteous, efficient
- Sometimes they help you and other times they do not. They very often (for lack of a better term) meddle into things that are not in their purview
- They always provide timely and helpful assistance.
- They have done a wonderful job this year, as they always do! They saved a lot of instructors this year!
- [REDACTED]
- [REDACTED]
- We need more eLearning Staff. They do everything and too much.

#### 18. Instructional and Student Services: Admissions

- <sup>18.27</sup> Please provide specific reasons for disagreeing that Admissions staff provide students accurate information concerning admissions requirements, and offer suggestions for improvement.
- Admissions staff at times will send students to the wrong departments or advise academically the wrong way. They are not advisers and should not advise.
  - Although it has improved in last year
  - I'm constantly correcting what admissions has told prospective students.
  - I know each program has different admission requirements, and they often change. However, I do feel like there is a disconnect between Admissions and the Programs sometimes.
  - Regarding nursing, this year it was found that what the enrollment services tell students and what the ADN program required for application varied and that detail disqualified some students in the admissions process.
  - There are some questions regarding the need for all official transcripts from admissions. This can be misinformation if the student already has a degree and is told not to get all transcripts. Not an accusation. Just concern for review.
  - They refer all students to advisors...not sure why we have admission. Very slow to respond

- We need better communication with health science programs and changes in requirements to get into a program. For instance, several pre-nursing students were told they did not need a HS transcript (which they do not for the college), but for the nursing program it is required. This is also bad communication of the nursing program part as well. Also, many students think they have been admitted to the nursing program (ADN) and they have been admitted to the AGE-N and do not understand the differences.

18.6) Please provide specific reasons for disagreeing that Admissions staff provide service in prompt, efficient and courteous manner, and offer suggestions for improvement.

- Rude tone on email and phone calls. How about using "please" and "thank you" once in a while? Please stop sending lots of photos with your emails and just send the basics.

18.6) Please provide specific reasons for disagreeing that overall you are satisfied with Admissions, and offer suggestions for improvement.

- By far this is the worst department on campus to work with and the service they provide to others. I dread having to deal with admission of programs because they don't hit their targets, have little critical thinking to improve processes and fail to call/respond adequately. The department shouldn't be called admissions but "Passing you along to someone else" to get the answer you need

18.7) Comments: Admissions

- [REDACTED]
- [REDACTED]
- I don't interact with Admissions personnel, though I hear they are awesome!
- I have no experience with admissions.
- N/A
- NA
- No direct knowledge
- [REDACTED]
- Very helpful

#### 19. Instructional and Student Services: Career Center

18.2) Please provide specific reasons for disagreeing that the Career Center provides a wide array to career-related resources, seminars, workshops and one-to-one assessment and counseling, and offer suggestions for improvement.

- There should have been some f2f availability for students this year.

18.6) Please provide specific reasons for disagreeing that you are aware and understand the importance of PEAK, and offer suggestions for improvement.

- I am not clear on what PEAK is.
- I don't know much about it.
- I don't know what PEAK is for SCC
- I do not know what it is.
- I do not know what PEAK is
- I'm not sure what it is

18.6) Please provide specific reasons for disagreeing that the Career Center staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- [REDACTED]

<sup>18.07</sup> Please provide specific reasons for disagreeing that overall you are satisfied with the Career Center, and offer suggestions for improvement.

<sup>18.08</sup> Comments: Career Center

- Career Services have been very helpful in our program.
- I do not use Career Center
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- N/A
- NA
- The career center made all their things useful to classes and students even in a pandemic. Mike works hard to help everybody.
- [REDACTED]

#### 20. Instructional and Student Services: Financial Aid

<sup>20.02</sup> Please provide specific reasons for disagreeing that the Financial Aid Office keeps you informed of changes in financial aid requirements that affect students and advising, and offer suggestions for improvement.

- I wish we could have yearly live updates on financial aid requirements. Just getting an email can sometimes be confusing.

<sup>20.04</sup> Please provide specific reasons for disagreeing that the Financial Aid Office staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

<sup>20.05</sup> Please provide specific reasons for disagreeing that overall you are satisfied with the Financial Aid Office, and offer suggestions for improvement.

<sup>20.07</sup> Comments: Financial Aid

- Great group of people. [REDACTED]
- I have made several calls to Financial Aid to seek help for advisees and they are very helpful.
- I have no experience with the financial aid office.
- NA
- No contact
- Satisfied
- [REDACTED]
- Very helpful staff

## 21. Instructional and Student Services: Placement Testing

- 21.2) Please provide specific reasons for disagreeing that placement test scores are readily available and easily interpreted when needed to advise students, and offer suggestions for improvement.
- Advisors have to click and click to get test scores (in DataTel) that then must be looked up on a sheet that then must be translated to development courses that need to be taken. Just come up with a window or text box that shows what development courses or support courses a student needs so the advisor and student can both quickly and easily see what's what
  - The placement scoring system is so incredibly complicated
  - This has been more difficult during the pandemic. The test scores are readily available but the interpretation is difficult. It seems to change frequently without enough guidance. This is more for the transition courses than regular courses.
- 21.4) Please provide specific reasons for disagreeing that Placement Testing staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- 21.6) Please provide specific reasons for disagreeing that overall you are satisfied with the Placement Testing Office, and offer suggestions for improvement.
- You never know... things change so much
- 21.7) Comments: Placement Testing
- Always a pleasure
  - [REDACTED]
  - I do not use placement testing
  - I have no experience with the Placement Testing Office.
  - NA
  - Not involved in advising or placement.
  - Not yet an advisor

## 22. Instructional and Student Services: Registrar

- 22.2) Please provide specific reasons for disagreeing that the Registrar's Office provides accurate information, and offer suggestions for improvement.
- Often takes way too long to get the needed response especially when students are waiting on them
  - There are a lot of phone numbers that are not up to date for students.
- 22.4) Please provide specific reasons for disagreeing that the Registrar's Office provides timely information, and offer suggestions for improvement.
- Long time lags, typically never answers the phone, even IM slow
- 22.8) Please provide specific reasons for disagreeing that the Registrar's staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- Can never reach anyone by phone.
  - Really need to improve their response time for students. Please remove all the pictures from your emails about items needed to get done distracting and not funny

22.6) Please provide specific reasons for disagreeing that overall you are satisfied with the Registrar's Office, and offer suggestions for improvement.

- see above

22.6) Comments: Registrar's Office

- Always helpful. This is the best Registrar's Office of any college at which I've been employed.
- Another stellar dept. @ SCC. Every one of them: A Talented and hard-working star. Great and competent people in the Registrar's office.
- [REDACTED]
- [REDACTED]
- [REDACTED]
- I have no experience with the Registrar's office.
- NA
- No direct contact
- The Registrar's Office personnel are always excellent to work with.
- Very helpful

23. Instructional and Student Services: Student Counseling Services

23.2) Please provide specific reasons for disagreeing that you are aware of the college resources available to students with emotional or mental health needs (e.g., stress, anxiety, depression, harm to self, etc.), and offer suggestions for improvement.

- There are programs that have not been advertised enough to students.

23.6) Please provide specific reasons for disagreeing that the Student Counseling Services staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- I don't know "where" a location is but I have links in my course for students to access

23.6) Please provide specific reasons for disagreeing that overall you are satisfied with Student Counseling Services, and offer suggestions for improvement.

23.7) Comments: Student Counseling Services

- Always helpful
- NA
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- We could use 2 counselors on campus especially now.....

**24. Instructional and Student Services: Student Disability Services**

24.2) Please provide specific reasons for disagreeing that you are aware of the college resources available to students with disabilities, and offer suggestions for improvement.

■ I am not aware of the resources available to students with disabilities. I think it would be helpful if the coordinator providing a webinar, or sent out an email to staff and faculty with additional information.

■ I have no knowledge of the resources

24.4) Please provide specific reasons for disagreeing that you feel adequately trained on how to work with students with disabilities, and offer suggestions for improvement.

■ I am not trained in this area, that's why there's a Disabilities Office!

■ I do not feel trained for situations to appropriately accommodate any accessibility needs. I have learned online training during the pandemic which has helped with online communication accessibility.

■ I haven't received any training regarding how to work with students with disabilities. I think a webinar for faculty and staff would be very helpful.

■ I have received no specific training

■ It's would be excellent PD!

■ Not trained

■ We all need more training. That training needs to be consistent.

24.6) Please provide specific reasons for disagreeing that Student Disability Services staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

24.8) Please provide specific reasons for disagreeing that overall you are satisfied with Student Disability Services, and offer suggestions for improvement.

24.9) Comments: Student Disability Services

■ Always helpful

■ I have wondered that incoming students could do a quick evaluation that might indicate need for a screening and invite them in early thus avoiding 1st semester issues. We had one student we lost because she had never gotten accommodations and she needed them- her grade went up markedly with accommodations but it was too late in the semester to "fix" the class gpa and she withdrew to protect it- hopes to return.

■ [REDACTED]

■ NA

**25. Instructional and Student Services: Student Support Services**

25.2) Please provide specific reasons for disagreeing that Student Support Services provides helpful services and assistance to students, and offer suggestions for improvement.

25.4) Please provide specific reasons for disagreeing that you are aware of the criteria that a student must meet to be eligible for Student Support Services, and offer suggestions for improvement.

■ I am not aware of eligibility requirements

■ I don't know what makes a student eligible.

■ No idea

■ not aware...not informed.

25.6) Please provide specific reasons for disagreeing that Student Support Services staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

25.8) Please provide specific reasons for disagreeing that overall you are satisfied with Student Support Services, and offer suggestions for improvement.

25.9) Comments: Student Support Services

■ Great group of people.

■ Great group of women!!

■ NA

■ Nobody cares more about students.

■ Terrific folks and their students do VERY well - when compared to those who aren't receiving their aid and attention.

■ They are great with students!

■ Very helpful

## 26. Public Relations

26.2) Please provide specific reasons for disagreeing that the Public Relations Office is effective in communicating an accurate and consistent image to students and the community, and offer suggestions for improvement.

■ I think in terms of inclusiveness, we can work on our advertising so that we can more fully project that value. For example, I would like to see more images, including on the billboards around our communities, on our website, and on signage around the campuses, that reflect the diversity of our student population. Sometimes when people generally think about diversity in photos, it can be limited to ethnic and cultural diversity. I think it's very important to provide images that mirror the diversity of our college, and the broader communities we serve, by including students of different ages and gender identities, students with disabilities, and students of different ethnic, cultural, and religious backgrounds.

■ They are slow to respond. I don't think they are on campus much which they should be if they are PR. [REDACTED] Maybe things will change in Fall

26.4) Please provide specific reasons for disagreeing that Public Relations Office publications are accurate and attractive, and offer suggestions for improvement.

■ Slow timelines and responses. I wish the new person would understand SCC a bit better.

26.6) Please provide specific reasons for disagreeing that the college website provides accurate information about the college, and offer suggestions for improvement.

■ Extremely hard to locate anything on the site. Needs major overhaul. Search bar does not work well.

26.8) Please provide specific reasons for disagreeing that the Public Relations staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

■ Not prompt. Slow to deliver drafts and PR

■ [REDACTED]

26.10) Please provide specific reasons for disagreeing that overall you are satisfied with the Public Relations Office, and offer suggestions for improvement.

■ see above

## 26.11) Comments: Public Relations Office

- It would be helpful if we had one person focused on website design and updates for consistency of information.
- I would love to see continued improvement in diversity in the images posted for SCC! So glad to see it changing- Marketing!! Health sciences needs to grow into the Hispanic community and if there is any special incentive we have or marketing for these students, maybe even to start in high school, it seems the next step to improving the health of the community! We met people who have never had a single vaccine when we worked with Vecinos- this group would know more about needs. They only allow bilingual clinical participants as well so this partnership could develop as we have those students in our programs.
- NA
- Satisfied
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Thank you for prompt and courteous service, Marketing Team!
- The PR Staff works hard to get SCC and the programs recognized and publicized
- This office reaches out regularly to offer assistance and guidance. Excellent work!
- This team is high performing and high achieving.
- [REDACTED]
- [REDACTED]
- [REDACTED] We really DO have a terrific cadre of staff @ SCC. Whatever they are being paid - it's woefully inadequate. My guess is that many of us are not at SCC for the \$\$\$. We get compensated by knowing that we are making a notable difference / improvement in 100's and eventually 1000's of lives. A truly worthy mission.
- [REDACTED]
- Website could definitely be easier to navigate and needs to be updated, imo.
- We need more PR folks! They do an excellent job but they are swamped.

## 27. Grants Writing

- 27.2) Please provide specific reasons for disagreeing that you are aware that the Grants Writing Office is charged with identifying, developing, submitting and administering grants for SCC, and offer suggestions for improvement.
- Faculty never receives information from the grants writing office. I believe that there are opportunities that SCC is missing.
  - No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- 27.4) Please provide specific reasons for disagreeing that you have received professional service from the Grants Writing Office, and offer suggestions for improvement.
- Haven't used
  - I've not dealt with them in any fashion
  - I have not needed its professional service.
  - I have not received professional service from the Grants Writing Office
  - I have not received service
  - I have not received service from Grant Writing Office.
  - I have not utilized this option.

- n/a
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.

■ [REDACTED]

- Who is the person that works in this office?

<sup>27.6)</sup> Please provide specific reasons for disagreeing that the Grants Writing Office provides valuable support, and offer suggestions for improvement.

- Doing anything with the Grants Writing Office is like pulling teeth. Plus she is never in her office during the week much on any given day.
- I have never received an email from this office.
- I think the function is very critical, however I do not see a lot of activity out of this office. Nor is there a lot of communication.
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- Not sure. Who writes grants now?
- see above

<sup>27.8)</sup> Please provide specific reasons for disagreeing that the Grants Writing staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- Doing anything with the Grants Writing Office is always frustrating and you do more work and the grants writer.
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- They may provide this but I am not sure they provide a service.

<sup>27.10)</sup> Please provide specific reasons for disagreeing that overall you are satisfied with the Grants Writing Office, and offer suggestions for improvement.

- I have no interactions with this office.
- I think this is an area where potential exists, however I don't think we are fully utilizing this department.
- No need to comment, Senior Leadership does not care nor want to hear our concerns. When we comment we get put "on the radar" and then treated poorly.
- The office does not seem to serve a critical function as it once did.
- We should eliminate the office or get a better person for it.

<sup>27.11)</sup> Comments: Grants Writing

- Don't hear much from the Grants Office
- Do we have a grant office?
- [REDACTED]
- Have not had any contact with this office so cannot judge
- I've had no interaction with this office...
- I did not know SCC had a grants office. Where is it located?
- I did not know we had a grants office.
- I have no experience with the Grant Writing Office.
- NA

- Neutral
- Not used

## 28. Foundation

28.2) Please provide specific reasons for disagreeing that you are familiar with how the SCC Foundation supports our students, faculty, staff and the College, and offer suggestions for improvement.

28.4) Please provide specific reasons for disagreeing that you are aware of the giving options available to support the SCC Foundation, and offer suggestions for improvement.

- not aware

28.6) Please provide specific reasons for disagreeing that you are aware that you can support the SCC Foundation via payroll deduction.

- not aware
- was not aware I could support the SCC Foundation via payroll deduction

28.8) Please provide specific reasons for disagreeing that you have sufficient opportunities to financially support the fundraising efforts of the SCC Foundation, and offer suggestions for improvement.

28.10) Please provide specific reasons for disagreeing that the SCC Foundation has the appropriate level of visibility, and offer suggestions for improvement.

- Don't know much about this area.

28.12) Please provide specific reasons for disagreeing that the Foundation staff provide service in a prompt, effective and courteous manner, and offer suggestions for improvement.

28.14) Please provide specific reasons for disagreeing that overall you are satisfied with the Foundation Office, and offer suggestions for improvement.

28.15) Comments: Foundation

- [REDACTED]
- helpful
- I am a part of the foundations board...so I have more knowledge of this area
- I would like for foundation to make it easy to honor friends, co-workers, etc. by giving to the Foundation.  
Just set up something online so we anyone can complete a form to donate to the Foundation with the understanding that the honoree would receive a lovely card to announce the gift: "Merry Christmas!(Happy Birthday, etc) A donation has been SCC to honor you!" And ideally include a personal message: "Thank you for all you do for our students; it is a joy to work with you. [REDACTED]"
- NA
- Thank you to the Foundation office personnel for your professionalism and enthusiasm during the pandemic.
- The college is very good at asking us for money.
- The SCC Foundation is an amazing part of the college and does so much to support all aspects of our work. A really amazing team!

## 29. Institutional Research and Planning

29.2 Please provide specific reasons for disagreeing that Institutional Research and Planning reports and publications (such as the Fact Book) contain valid and reliable information, and offer suggestions for improvement.

■ See below.

29.4 Please provide specific reasons for disagreeing that the Institutional Research and Planning Office provides effective support to the program review efforts, and offer suggestions for improvement.

29.6 Please provide specific reasons for disagreeing that the Institutional Research and Planning Office provides an effective level of support to departmental planning efforts, and offer suggestions for improvement.

29.8 Please provide specific reasons for disagreeing that Compliance Assist is an effective tool to support program review, and offer suggestions for improvement.

■ I don't know what that is.

■ I find compliance assist to be a very clunky tool and difficult to write to, read and understand. It is not a useful tool.

■ It gets more cumbersome when Program Review or Annual Review documents are long; windows are small... It works okay, but I suspect that there is a more user friendly, less cumbersome software out there for IRP(?) That said, I'm guessing it will cost a lot of money and time to make a switch...

■ It is clunky

■ Its layout is challenging.

29.10 Please provide specific reasons for disagreeing that the Institutional Research and Planning staff provide service in a prompt, effective and courteous manner, and offer suggestions for improvement.

29.12 Please provide specific reasons for disagreeing that overall you are satisfied with the institutional Research and Planning Office, and offer suggestions for improvement.

■ There is one key weakness that IRP and this survey have: we do not get an opportunity to provide feedback on our leadership/supervisors. SCC has no formal mechanism in place for this; just ad hoc 'go tell your supervisor' instructions. But what are we supposed to do when our leader/supervisor is part of a problem, and is also unreceptive to feedback? What are we supposed to do?

29.13 Comments: Institutional Research and Planning

■ [REDACTED]

■ helpful

■ I am unfamiliar of this office or what it does.

■ I find Compliance Assist with its table format challenging (to see the information I need to see - it's very vertical, which makes it hard to view/read).

■ I have no personal interaction with this group.

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ NA

30. Shout Outs - If there are departments or individuals that you want to recognize as **outstanding**, please share them below.

30.1)

- [REDACTED]  
-Holt Library
- A shout out to all the faculty, administration, and staff who made themselves available to serve students during the pandemic.

This may not be the place to state this, but I want to offer some suggestions for our coworkers. People are tired and stressed. The pandemic has impacted us all, and we need to look out for each other and make sure that people feel valued. It was good to hear that we may be getting raises next year, but there is a lot that the college can do to help people beyond the raises. Staff earns vacation time but it seems that people don't always use it to full advantage. Do we have a culture that discourages time off? According to policy, everyone earns between 14 and 26 vacation days per year. From the top-down, the President, VPs, Deans, and other supervisors should be encouraging (not discouraging) people to take the time that they have earned and recharge. You will have better employees as a result. What about wellness time? There is inconsistency in how that is interpreted and applied across the college. Would it really break the bank to encourage interested employees to take a couple of hours a week to become more mentally and physically fit? It would be a great morale booster and would pay off through increased productivity. Pay for employees to take a class for free at SCC, even (and especially) if it is a class that is just for fun or personal growth. Administration, you could become heroes by doing this! Show employees that you are proud of the many diverse learning opportunities that we have right here. What better way to connect everyone to our mission and maybe add some joy to employees' lives? How about recognizing each employee on their birthday? Maybe a free lunch, a mug, a day off work, or something similar. Everyone has a birthday, so it provides a natural way to distribute personal recognition throughout the year for everyone. I know there are a hundred reasons why we can't do things like this and it doesn't take any effort or creativity to say "no." However, if the college leadership and HR are willing to devote the effort and innovative thinking you can find many ways to make people feel valued beyond the paycheck. Please don't take these comments as criticism for what you are not doing, but as suggestions to open up our thinking to so much more that SCC can be doing. Thank you.

- [REDACTED]
- Cleaning staff are our Unsung HEROES!  
Maintenance crew keeps us running...  
IT scrambles to keep tech in order, with a smile!!  
Leadership sets an example of caring & balance.

■ [REDACTED]  
The folks who keep the grounds also deserve a shout-out. They are always well maintained and look fantastic!

- Distance Learning staff is extremely supportive to faculty using online platforms.
- E-learning and IT keeps us all in business, especially this past year!! I think we take them for granted. They work some long and behind the scene hours I'm sure.

Housekeeping/Facilities- I've not been in a cleaned building this year. I feel very safe. Thank you!

- [REDACTED]
- E Learning: So awesome... the whole gang has helped me so much as a faculty member. Thank you!  
Library staff - thanks for bringing us into the 21st century!  
Student Support Services  
Learning Assistance Center

- eLearning has owned it this year. I can't imagine having to get everyone up to speed with online learning at this point in time. Also, the advising folks are awesome. I wish I had had someone as kind as Tori Addington-Ellison guide me through school. We have all really had an excellent experience through this pandemic. Kudos to our safety officer, Megan Nicholson for dealing with all the opinions and misinformation out there and helping to get us all vaccinated.
- ELearning staff have been pretty amazing over the last year as we moved our classes online at a moment's notice. Their support (along with the IT department) was constant and reassuring.
- Grounds keeping is phenomenal...everything always looks great. Jody is great in testing - so helpful as is the e-learning staff. Registrars office is always helpful and on top of things as well.

■ Information Technology and E-Learning departments kept us going this past year so shout outs to all of them! Thank you!

■ Institutionally: Nice job on the Campus Conversations this year and the overall institutional response to COVID.

■ I think the Business Office does a stellar job. [Redacted]

■ IT is amazing!  
eLearning is always there for me!  
[Redacted]

■ IT Staff are the best. They are always so kind and helpful.

■ [Redacted]

■ [Redacted]

■ [Redacted]

■ [Redacted]

■ [Redacted]

■ [Redacted]

■ Made plenty of comments on several departments.

College has everything needed to again be one of the top 3 community colleges in the state and one of the top 10 in the nation as we have been in years past.

I hope to see these feats repeated before they eventually force me to retire in my... 80's. :-)

■ NA

■ None.

■ Overall, I've been very impressed with the level of safety and communication from administration during the past year regarding COVID-19. I feel safer at work than I do in any other public venue, and appreciate all the college has done to keep all of us protected from the transmission of COVID-19, not just here on campus but also as we conduct our personal lives (education, PPE, testing and vaccine opportunities, etc). I feel SCC values me as an employee and has my health and safety in their best interests.

I also applaud everyone who stepped up and switched to online instruction this past year. Everyone at SCC has done a great job in adjusting, adapting, and transitioning during such a challenging time. It's been hard to not gather together as a college community, and I miss interacting with my colleagues, but I'm hopeful that we will be able to safely meet together in person in the fall.

This has been an exceptional year, and has helped me to not take the little things for granted. It's wonderful to know that my colleagues and the administration are well-equipped to meet the challenges we've faced and to not just persevere but thrive.

- Public Relations have gone above and beyond to help support needs and provide resources for our program over the years. Tyler and Megan have done outstanding work!!

[REDACTED]

[REDACTED]

[REDACTED]

- Shout Out to the administration. Thank you for finding a way to allow me to work from home during a pandemic. Thank you for providing me a laptop, camera, and an internet hotspot.

[REDACTED]

- The College's Student Services Department and the Financial Aid department have been instrumental in assisting students during the pandemic. They kept on-going communication with our students and provided encouragement and support when students needed it most. They should be commended for their willingness to provide an on-site presence and their commitment to the college.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- The folks at the library are really helpful - always willing to look for resources, find books on interlibrary loan, etc. to support individuals/classes/programs.

- The library staff has been a tremendous resource for my office and related work. They are extremely helpful and engaged.

[REDACTED]

- There are many departments at SCC that are helpful and committed to doing good work and worthy of shout-outs.

I have watched over the past few years negativity grow at SCC and I have witnessed the most passionate people become silent. The fact the college has created a culture committee speaks volumes to the problems the institution has. SCC departments work in silos, there is a lack of trust among SCC employees and we have a thankless environment. A culture committee is not going to fix this, only the President can and he has not shown a willingness (or really capability) of doing so. The President parks in a visitor spot everyday. I think it needs to be said - it is time the visitor departs - and even then it will take years and years for us to rebuild our environment/culture back to a place of trust and sense of worthiness and belonging.

- There are many in-depth, busy, high-profile as well as behind the scenes committees (and other groups) on this campus that are VERY intense! I shout out to ALL committee members and volunteers that are active on campus and in the community and spend a LOT of extra time, diligence, and attention outside of regular work hours in order to bring fun and quality to our campus and beyond.

I applaud committees like the Gala volunteers, the book club planners, the special event coordinators, (fun committee, culture festival, honor ceremonies, Shakespeare events, etc...), the Foundation volunteers for a variety of events each year, and so many more. It takes so much time to do these things for everyone. BIG SHOUT OUT!

- The Registrar deserves tremendous praise! The amount of work that department does is incredible!

- This is not an appropriate response for this question but I am not sure where else it should go

I think it is time that we give some serious consideration to our procedure for student grade appeals. What we have in place now is not working well. It is being abused.

I am encouraged to write a clear syllabus with clearly defined policies and to be a fair person in how I apply those policies. Over time I have learned that my syllabus is meaningless. I have also learned that our college policies are meaningless. Even as I am teaching my classes now I find myself in the middle of a moral quandary. I know full well that any day-to-day decision I make may be rejected out of hand by one individual. That concerns me and it should concern all of us.

The way I see things there are three pathways open to us. First we could simply not have any rules or policies for our students in our classrooms.

Second we could have the person with all the power take some responsibility and write policies for all classes and all students and all teachers. That person should be responsible for the daily administration of those policies. They should grade papers, they should assign grades, they should handle all behavioral issues and they should make all decisions. They should do all those things and leave the teaching to me.

The third option would be that we take the control of of one person's hands (or even out of the hands of two people) and establish a committee to handle grade appeals. Faculty members should be on the committee as well as deans. Perhaps students should be on the

committee. They should all have an equal voice. If a student wants to appeal a decision I made then he/she should have to present a case to the committee members. The committee members should listen to that side and to my own side of the issue. The committee should then vote. If the student then wants to whine or sue or whatever then that would be their choice and we would know that we had some level of due process and fairness. We would all at least know that we had a voice and a chance to be heard. Another way to say this is that a teacher's decision should not be rejected simply out of hand due to a student who whines especially loudly or because of a facebook post or because it would be inconvenient for the decision maker, or because of an angry parent who has a one sided view of an issue.

As of today I have absolutely no confidence that my syllabus, my judgement, my years of experience and my professionalism have any weight or merit when it comes to a grade appeal. That is sad!

- This is not a shout-out but I did want to suggest that the college consider having "secret shoppers".

Secret shoppers will call various departments or go in person to request information. This way we can track the number of times someone called, when they were called back (time frame), SCC employee attitudes, etc.

I hear complaints inside and outside the college stating that someone left a message and never got a call back or that they had to call several different departments to find a live person. I know that it's hard to reach students back at times but I feel that some people might not be returning phone calls. I've had SCC employees say that they had trouble finding out information when they needed to take a SCC class for personal reasons so I'm sure the department could have gotten back in touch with co-workers. This makes the college appear unconcerned and/or lazy.

We had secret shoppers when I worked at a bank and it really make employees be on their "A" game-- you never knew when a call or visit was coming from a secret shopper and you didn't want it reported.

Just a thought!

- [REDACTED]
- UTAC provides a valuable service and professional advising for transfer students.

# Employee Evaluation

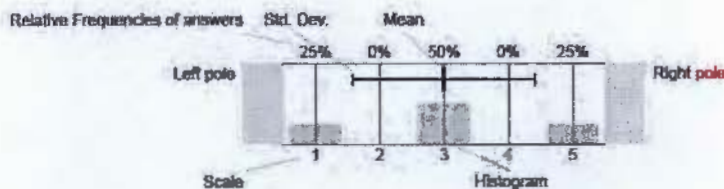
Employee Evaluation of College Services (EMPEVAL-2022SP)  
No. of responses = 134



## Survey Results

### Legend

Question text



n=No. of responses  
av.=Mean  
dev.=Std. Dev.  
ab.=Abstention

### 1. DEMOGRAPHIC INFORMATION

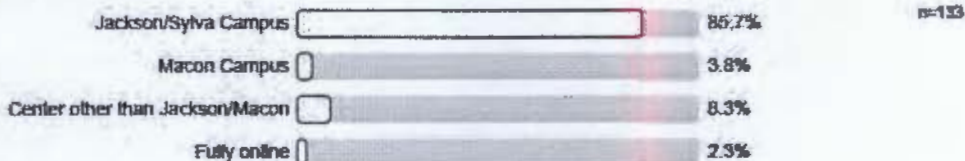
1.0) Please indicate your employment status.



1.2) Please indicate your length of service at SCC.



1.3) Please indicate your primary work area.

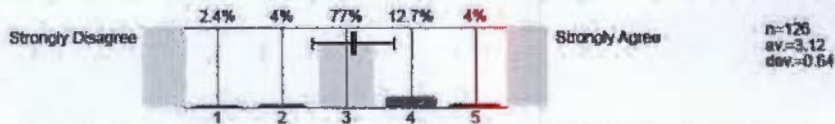


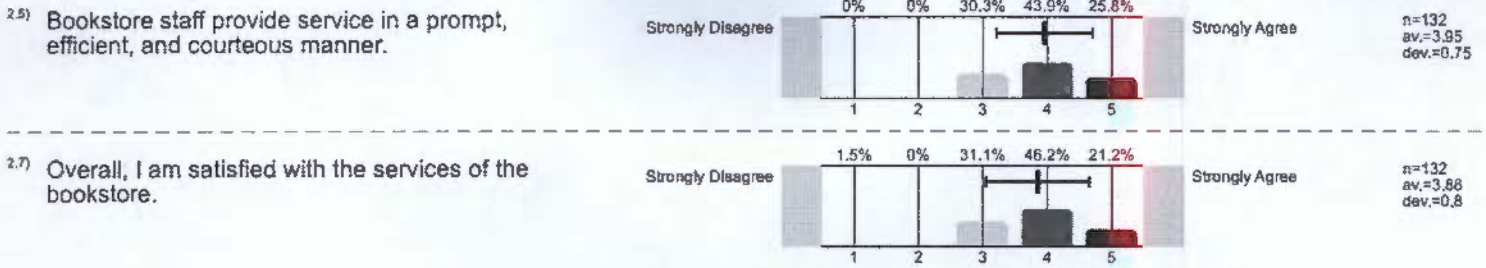
### 2. Administrative Services: Bookstore

2.1) Books and supplies are available when needed.

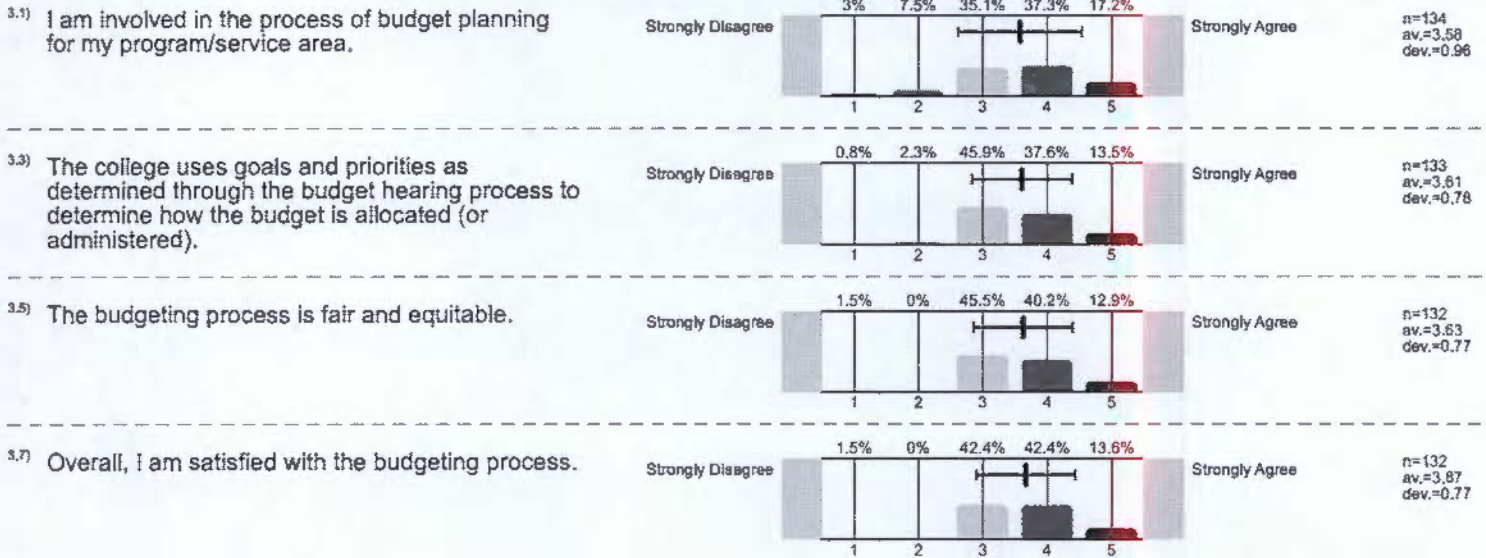


2.2) Adequate bookstore resources/service is available at the Macon Campus.

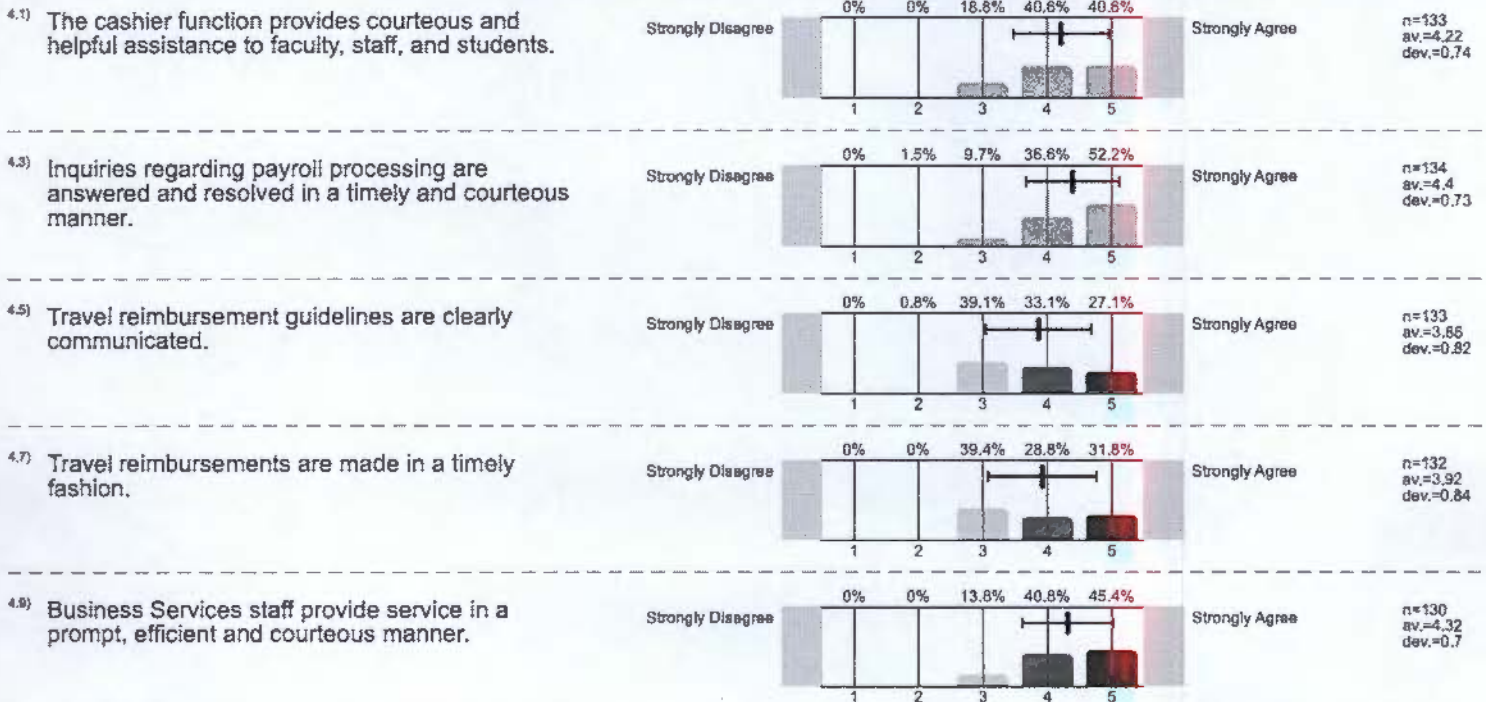




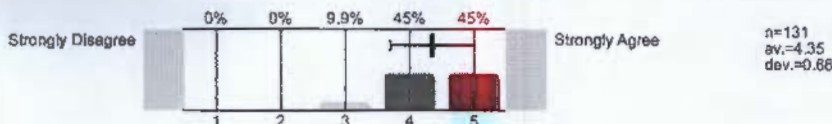
**3. Administrative Services: Budgeting Process**



**4. Administrative Services: Business Services**

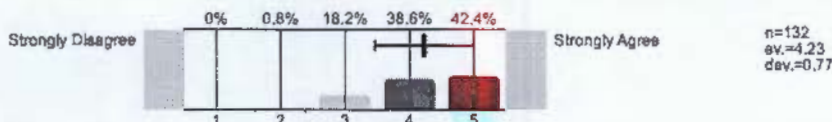


4.11) Overall, I am satisfied with the services of Business Services.



**5. Administrative Services: Campus Shipping/Receiving/Mail Delivery**

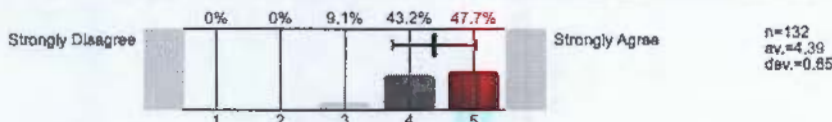
5.1) Shipping/Receiving staff provide service in a prompt, efficient, and courteous manner.



5.3) Mail delivery staff provide service in a prompt, efficient, and courteous manner.

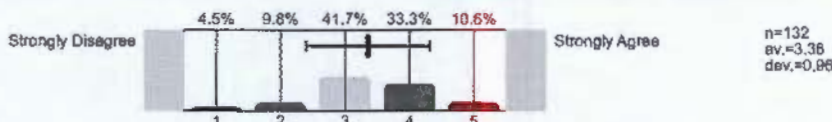


5.5) Overall, I am satisfied with the campus shipping, receiving, and mail.

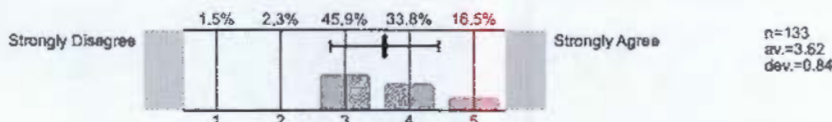


**6. Administrative Services: Food Services - Café '64**

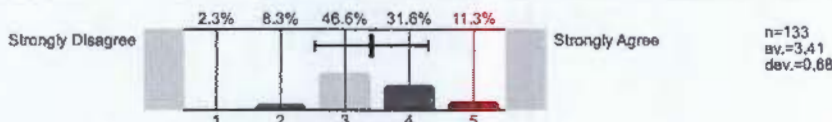
6.1) I am satisfied with the food selection at Café '64.



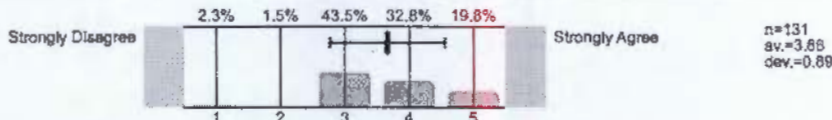
6.3) I am satisfied with the food quality at Café '64.



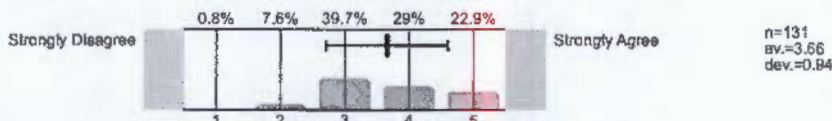
6.5) I am satisfied with the hours of operation at Café '64.



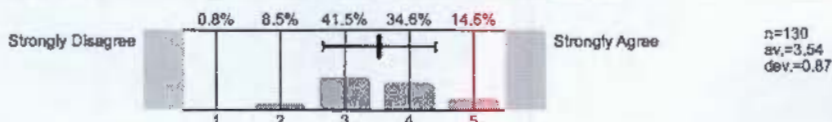
6.7) I am satisfied with Café '64 pricing.



6.9) Café '64 staff provide service in a prompt, efficient, and courteous manner.

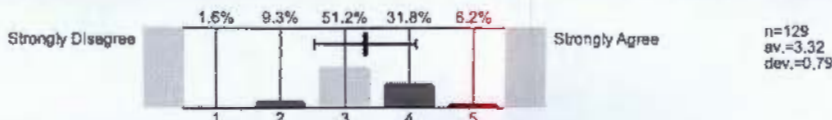


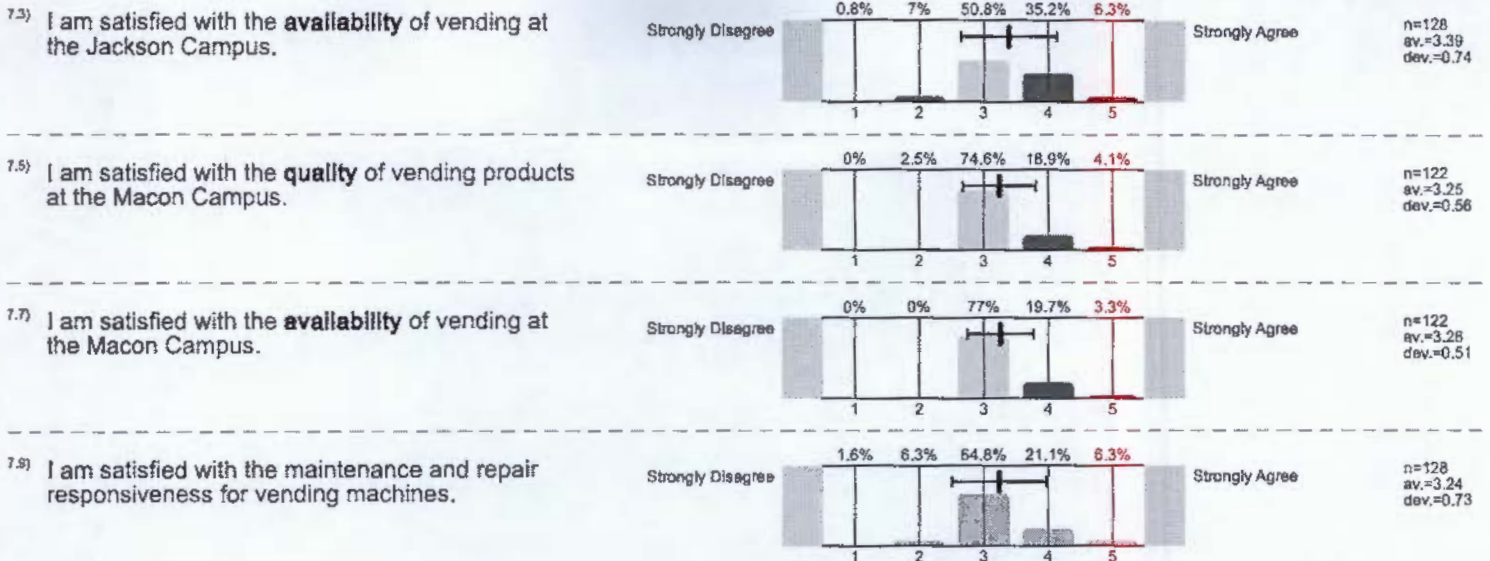
6.11) Overall, I am satisfied with Café '64.



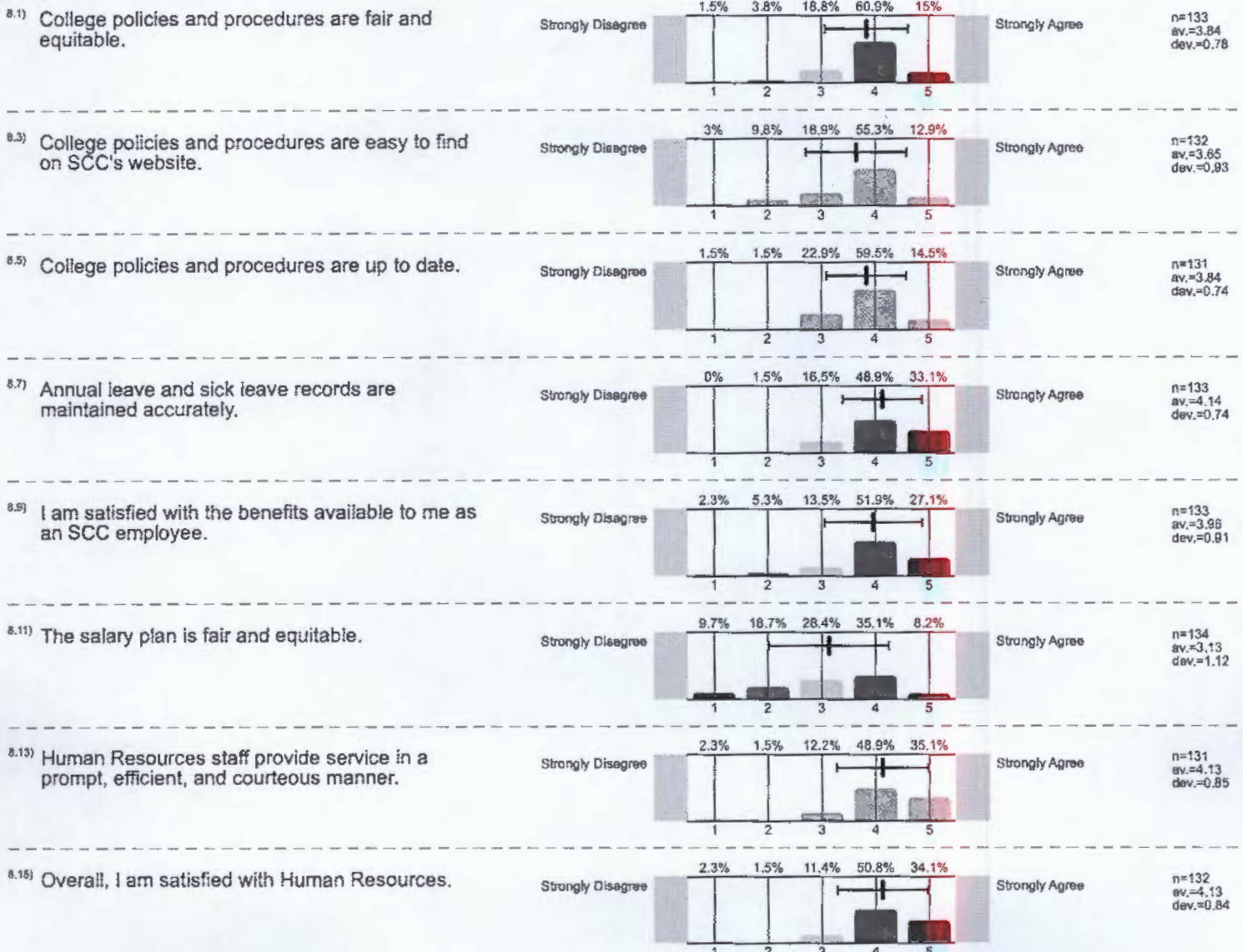
**7. Administrative Services: Food Services - Vending**

7.1) I am satisfied with the quality of vending products at the Jackson Campus.





**B. Administrative Services: Human Resources**

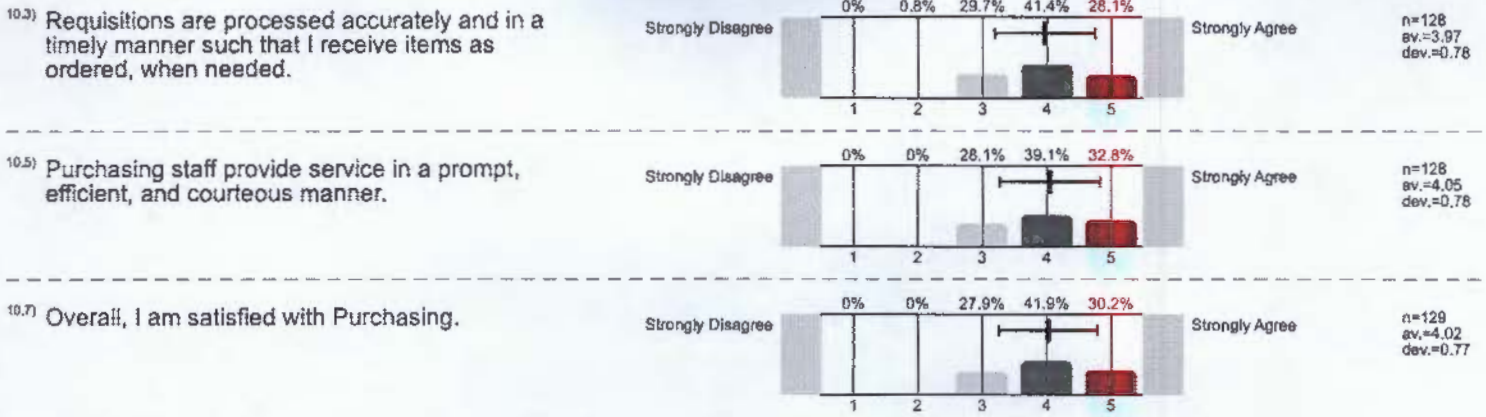


**9. Administrative Services: Maintenance & Facility Development**

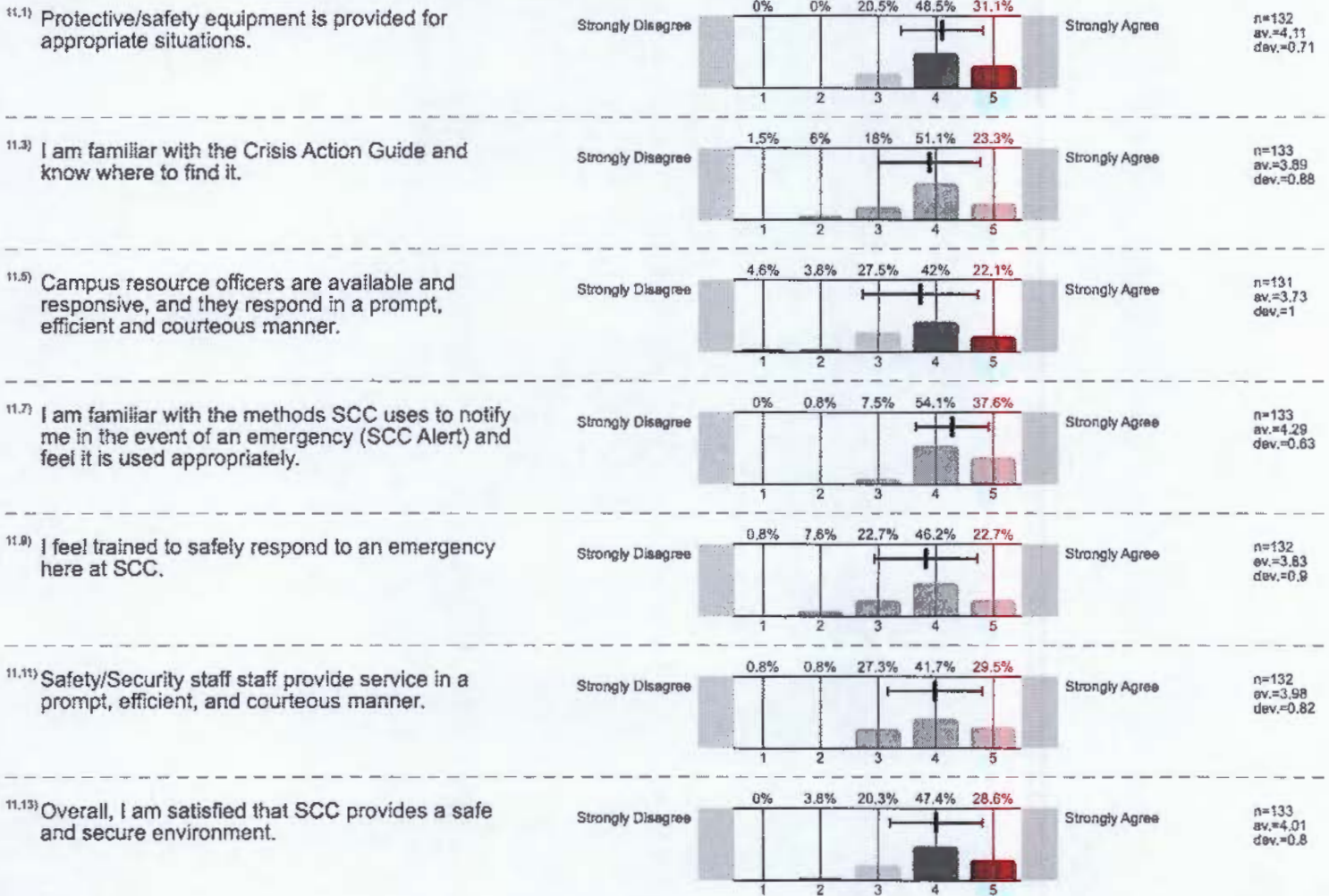


**10. Administrative Services: Purchasing**



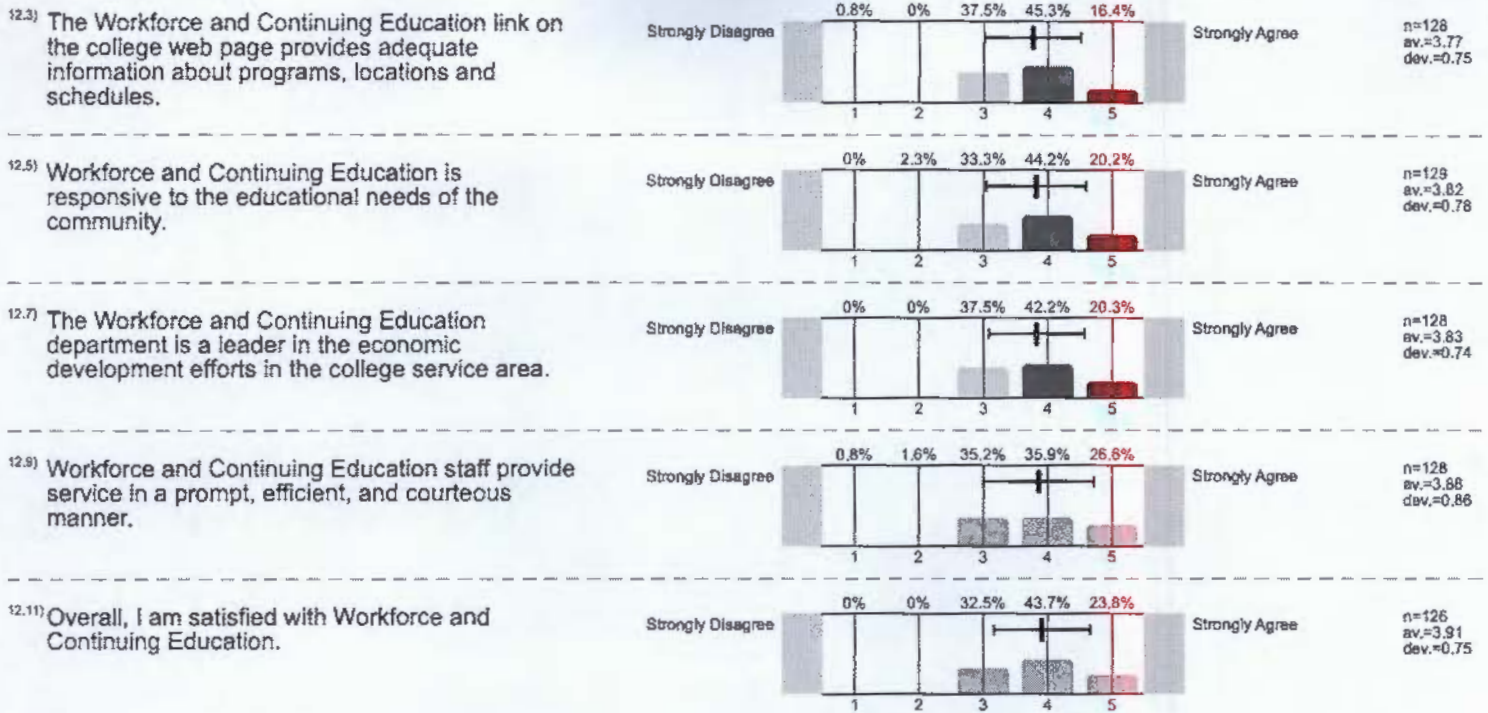


**11. Safety/Security**

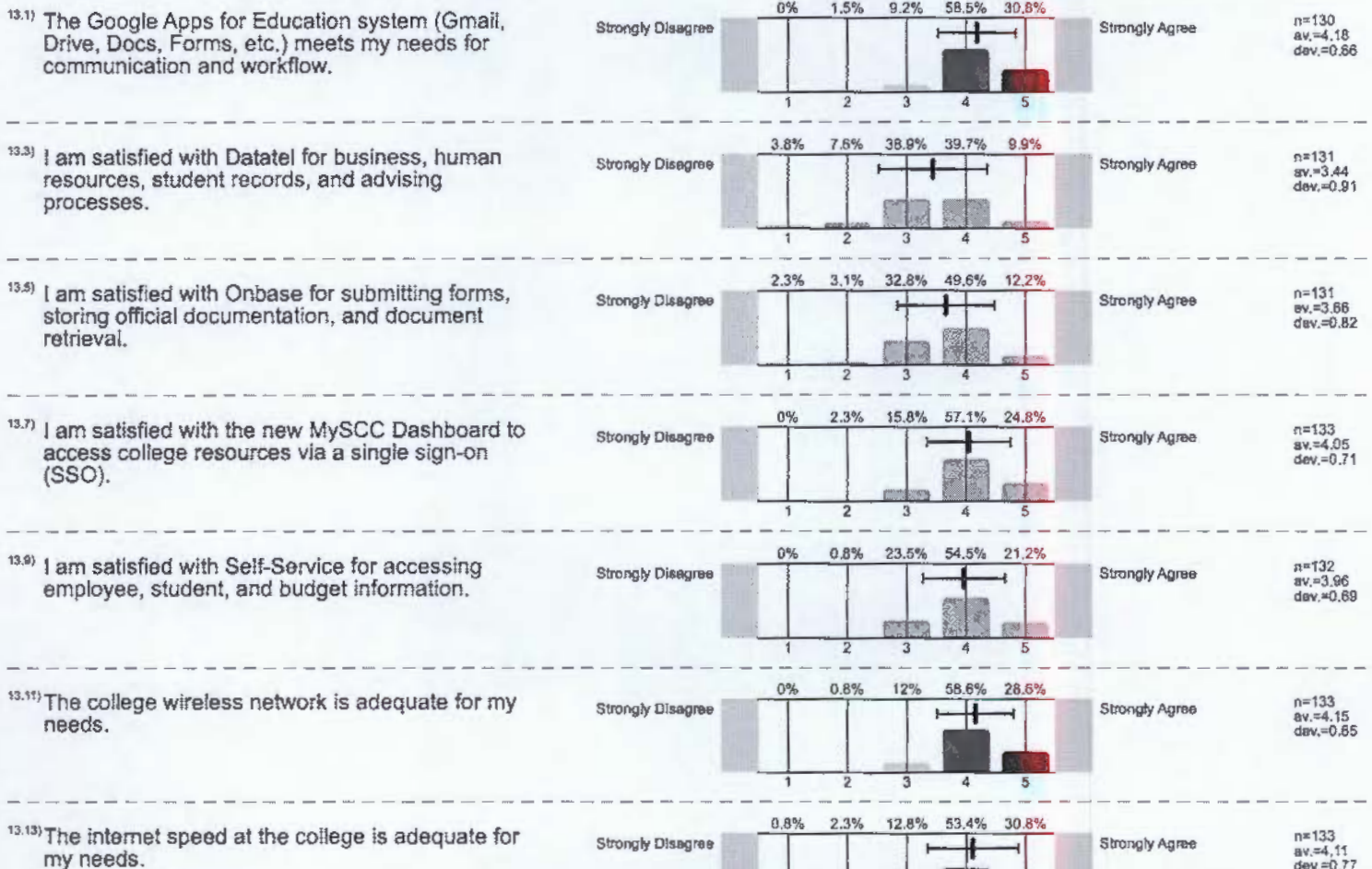


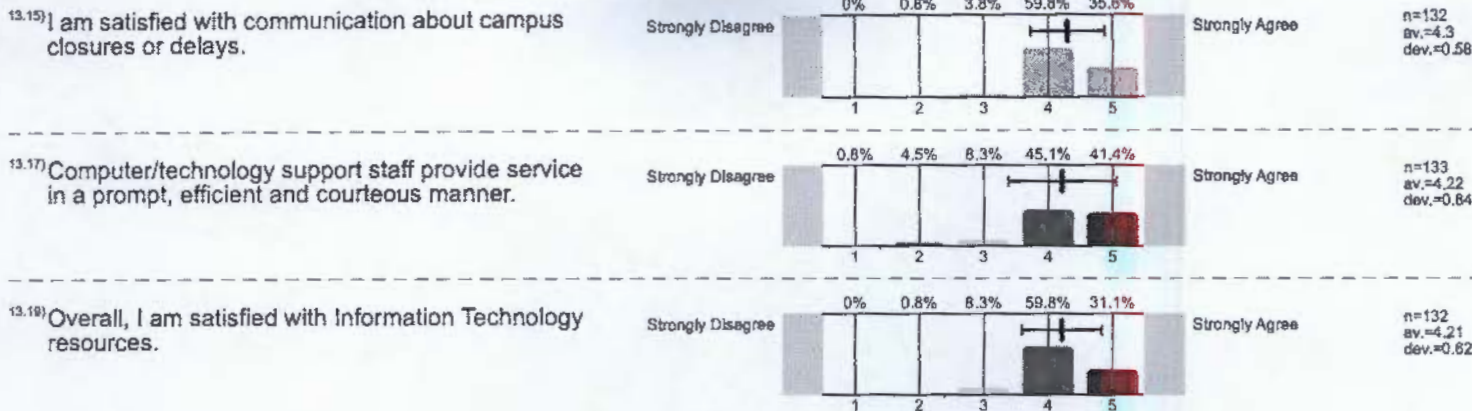
**12. Workforce and Continuing Education**



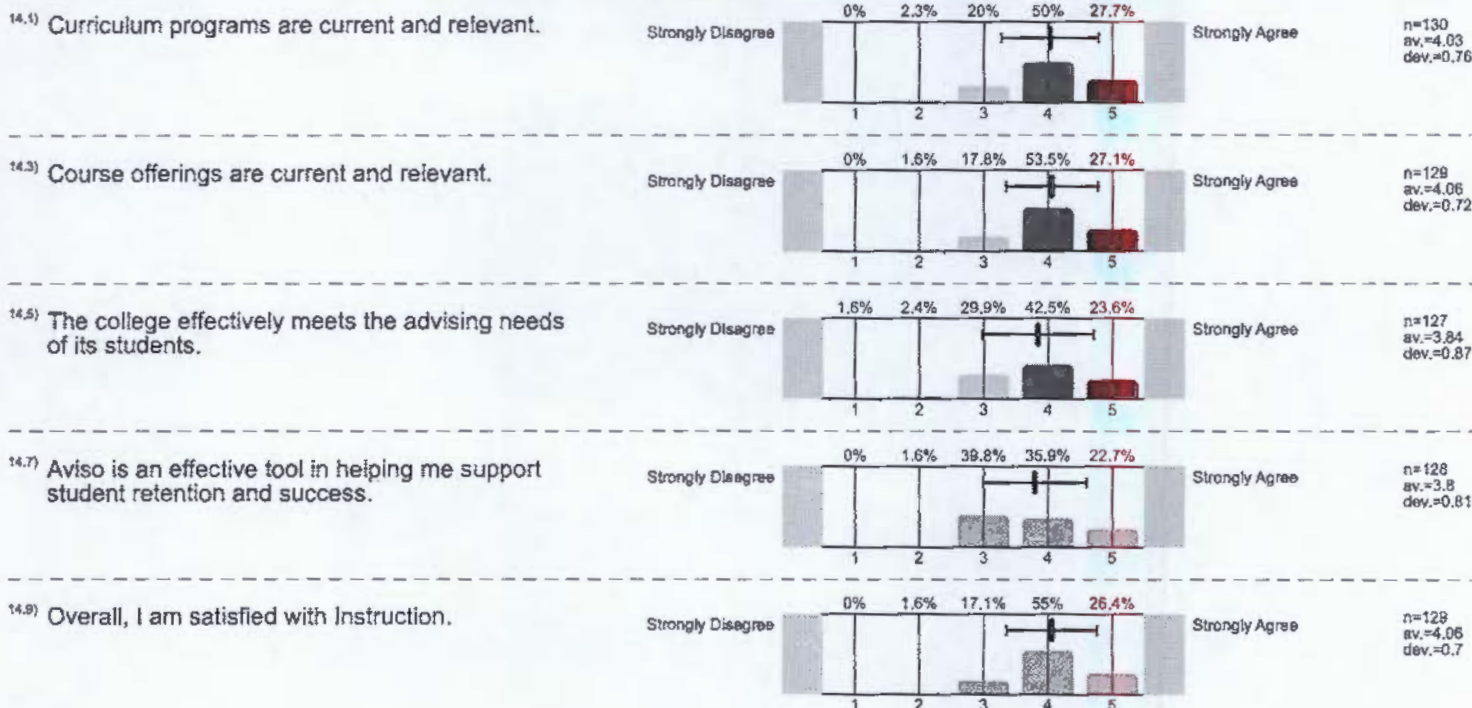


### 13 Information Technology and Telecommunications

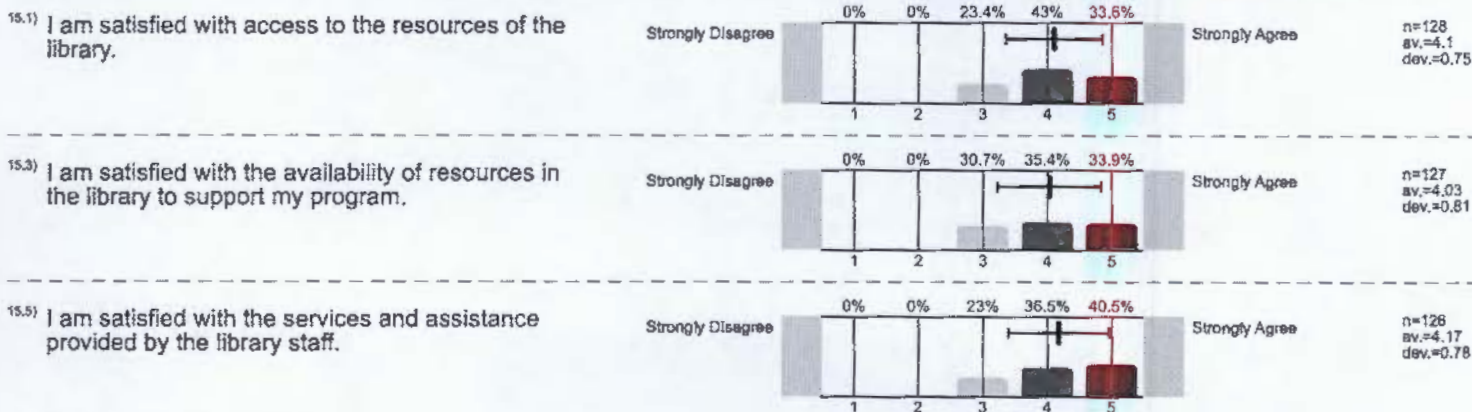




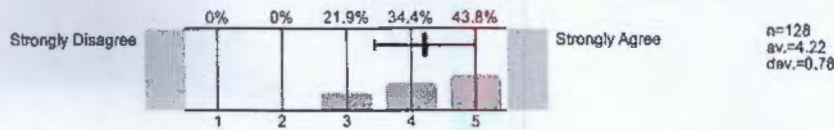
**14. Instructional and Student Services: Instruction**



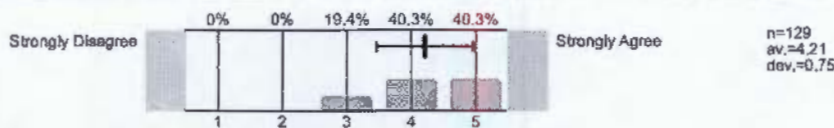
**15. Instructional and Student Services: Library**



15.7) Library staff provide service in a prompt, efficient, and courteous manner.

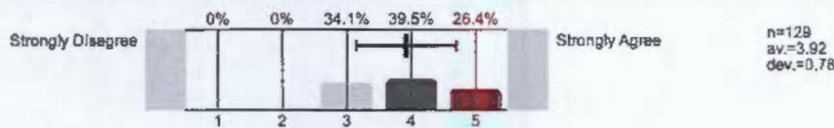


15.8) Overall, I am satisfied with the Library.

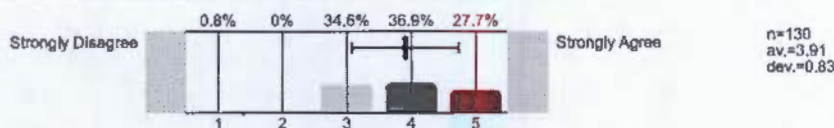


**16. Instructional and Student Services: Learning Assistance Center (LAC)**

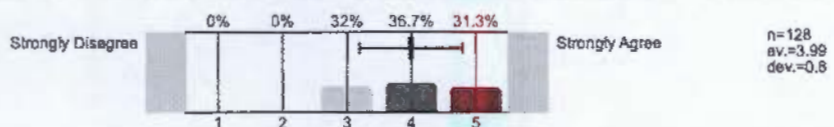
16.1) LAC facilities are adequate.



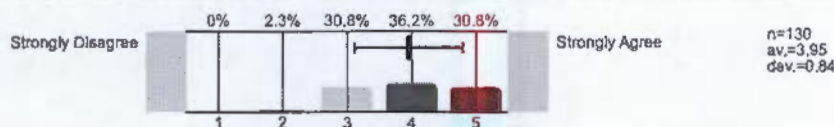
16.3) LAC resources are adequate.



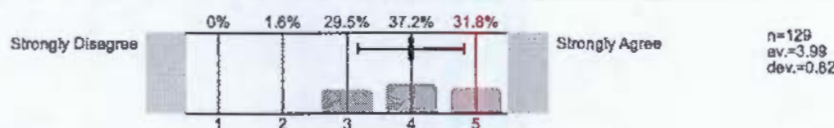
16.5) LAC staff are helpful and knowledgeable.



16.7) LAC staff provide service in a prompt, efficient, and courteous manner.

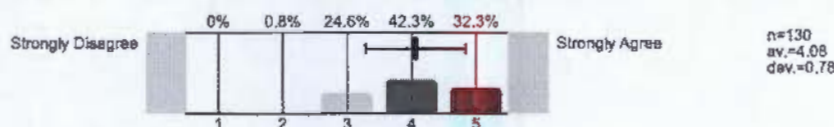


16.9) Overall, I am satisfied with the LAC.

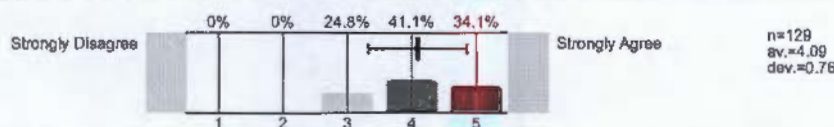


**17. Instructional and Student Services: E-Learning**

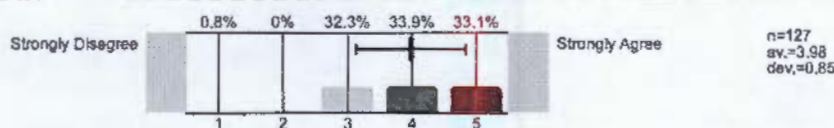
17.1) E-Learning facilities are adequate.



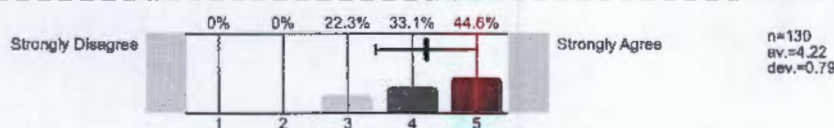
17.3) E-Learning resources are adequate.



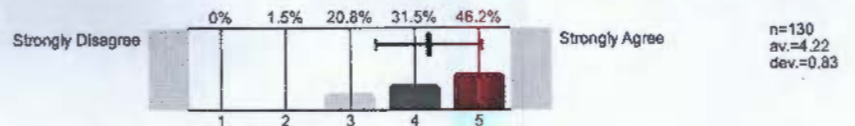
17.5) The college provides adequate support services (such as financial aid, registration, and other support services) to E-Learning students.



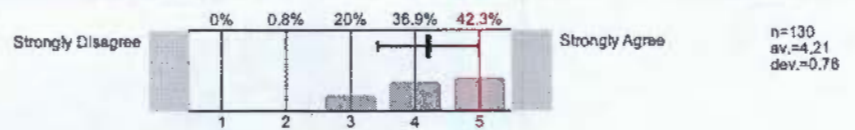
17.7) E-Learning staff are helpful and knowledgeable.



17.9) E-Learning staff provide service in a prompt, efficient, and courteous manner.

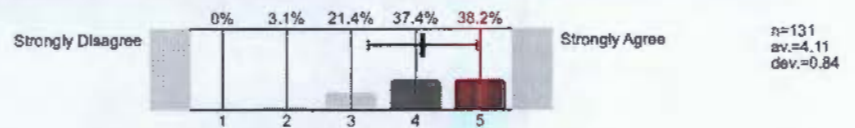


17.11) Overall, I am satisfied with E-Learning.

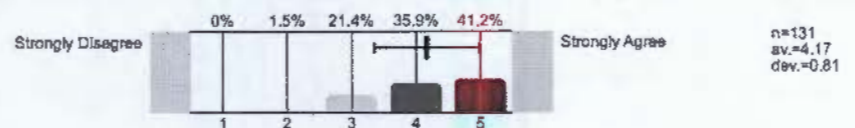


### 18. Instructional and Student Services: Admissions

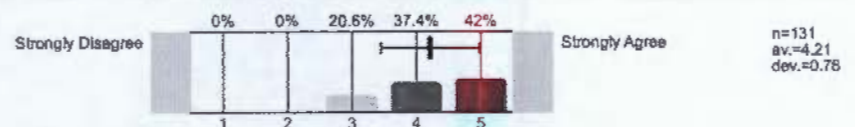
18.1) Admissions staff provide students accurate information concerning admissions requirements.



18.3) Admissions staff provide service in a prompt, efficient, and courteous manner.

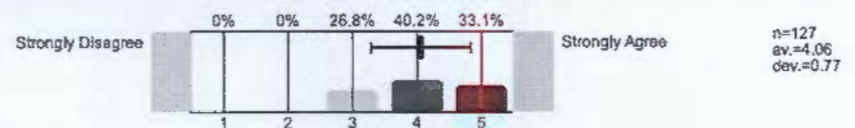


18.5) Overall, I am satisfied with Admissions.

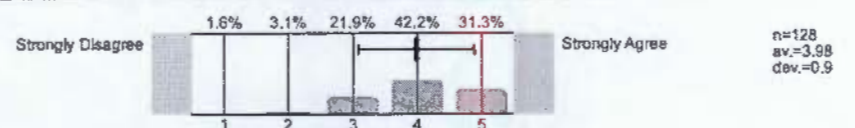


### 19. Instructional and Student Services: Career Center

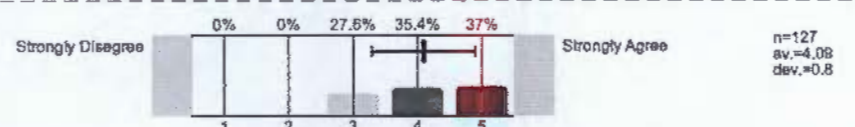
19.1) The Career Center provides a wide array to career-related resources, seminars, workshops and one-to-one assessment and counseling.



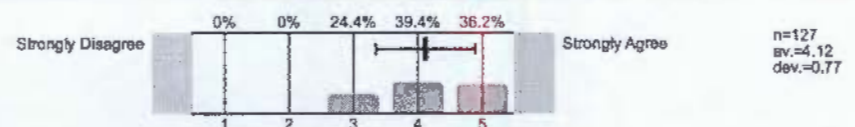
19.3) I am aware of and understand the importance of PEAK.



19.5) The Career Center staff provide service in a prompt, efficient, and courteous manner.

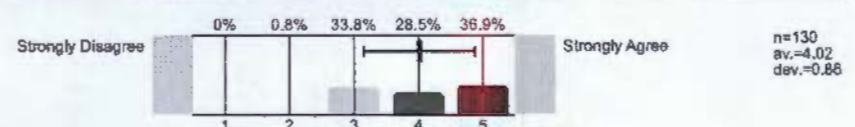


19.7) Overall, I am satisfied with the Career Center.

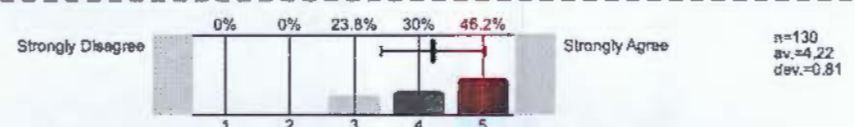


### 20. Instructional and Student Services: Financial Aid

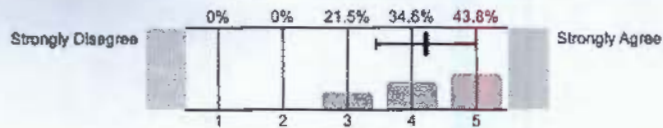
20.1) The Financial Aid Office keeps me informed of changes in financial aid requirements that affect students and advising.



20.3) The Financial Aid Office staff provide service in a prompt, efficient, and courteous manner.



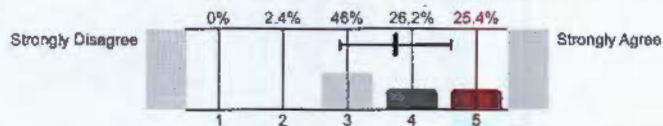
20.5) Overall, I am satisfied with the Financial Aid Office.



n=130  
av.=4.22  
dev.=0.78

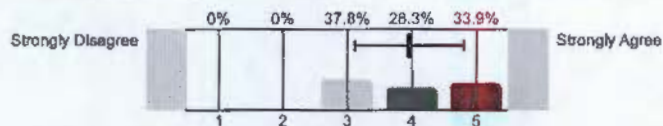
21. Instructional and Student Services: Placement Testing

21.1) Placement test scores are readily available and easily interpreted when needed to advise students.



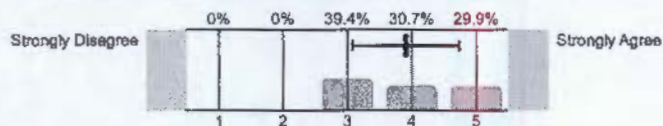
n=126  
av.=3.75  
dev.=0.87

21.3) Placement Testing staff provide service in a prompt, efficient, and courteous manner.



n=127  
av.=3.98  
dev.=0.85

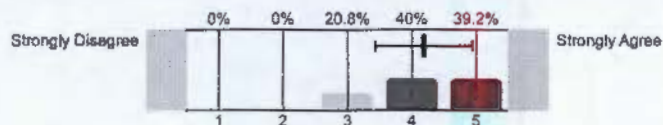
21.5) Overall, I am satisfied with the Placement Testing Office.



n=127  
av.=3.91  
dev.=0.83

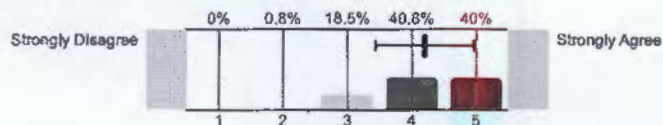
22. Instructional and Student Services: Registrar

22.1) The Registrar's Office provides accurate information.



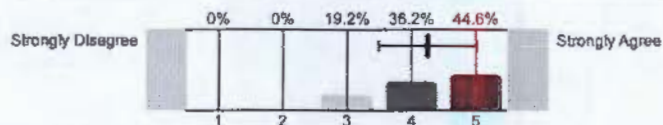
n=130  
av.=4.18  
dev.=0.78

22.3) The Registrar's Office provides timely information.



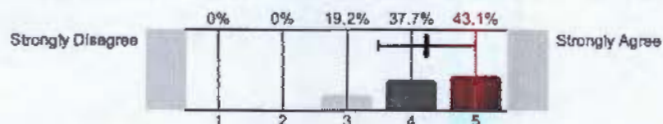
n=130  
av.=4.2  
dev.=0.76

22.5) The Registrar's staff provide service in a prompt, efficient, and courteous manner.



n=130  
av.=4.25  
dev.=0.76

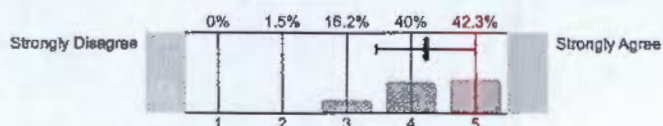
22.7) Overall, I am satisfied with the Registrar's Office.



n=130  
av.=4.24  
dev.=0.76

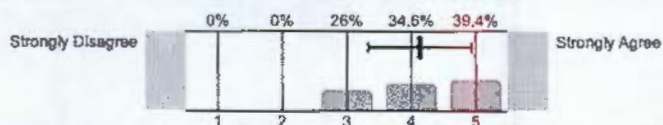
23. Instructional and Student Services: Student Counseling Services

23.1) I am aware of the college resources available to students with emotional or mental health needs (e.g., stress, anxiety, depression, harm to self, etc.)



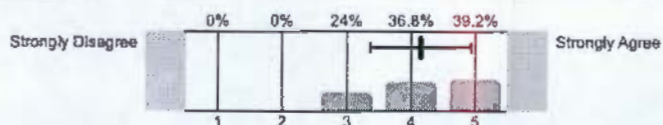
n=130  
av.=4.23  
dev.=0.77

23.3) The Student Counseling Services staff provide service in a prompt, efficient, and courteous manner.



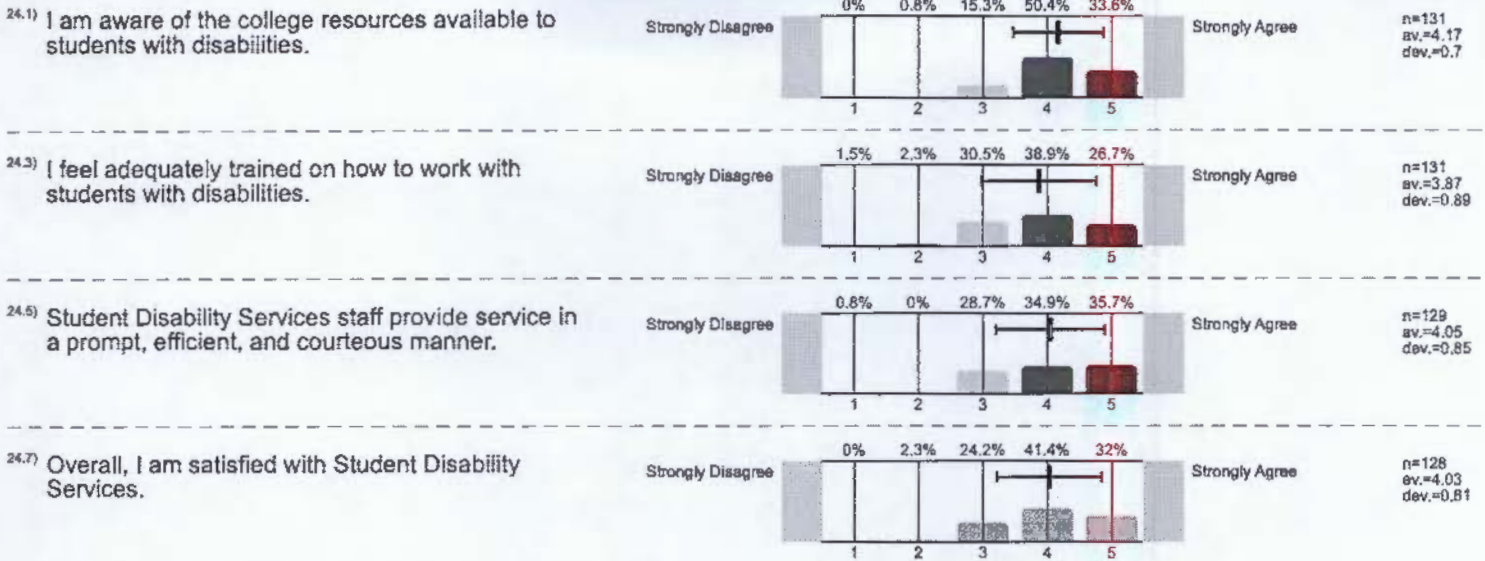
n=127  
av.=4.13  
dev.=0.8

23.5) Overall, I am satisfied with the Student Counseling Services.

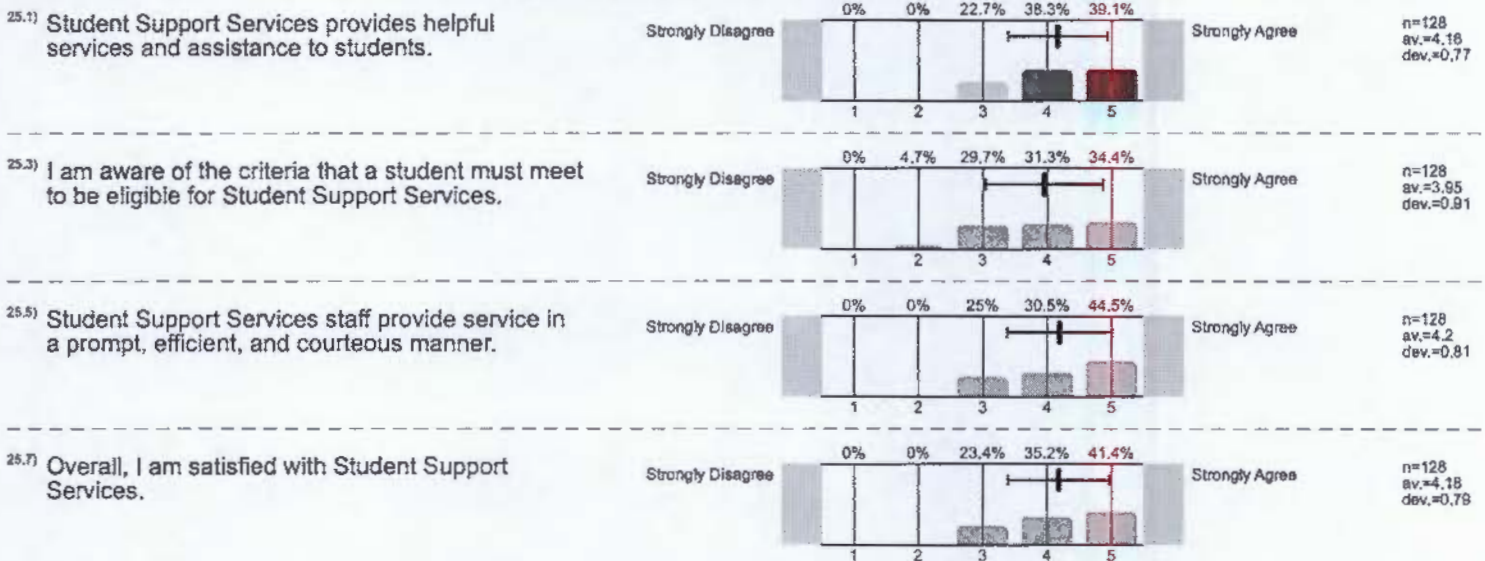


n=125  
av.=4.15  
dev.=0.78

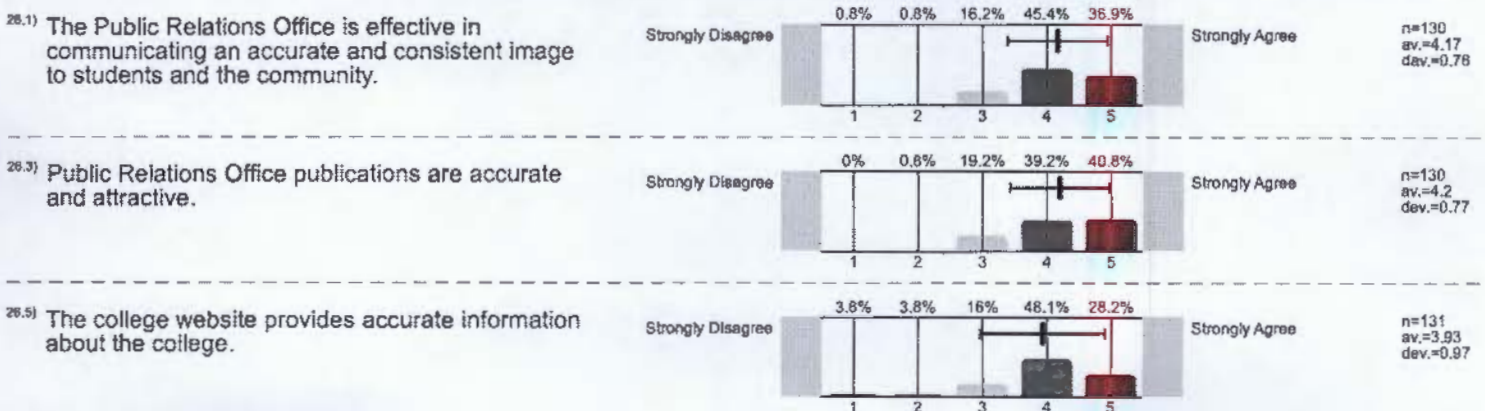
**24. Instructional and Student Services: Student Disability Services**



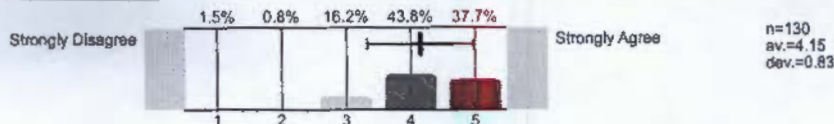
**25. Instructional and Student Services: Student Support Services**



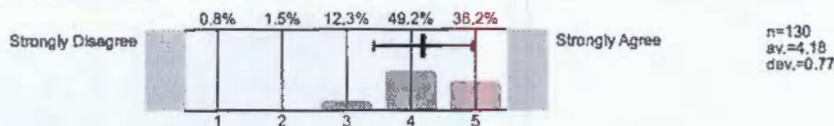
**26. Public Relations**



26.7) The Public Relations staff provide service in a prompt, efficient, and courteous manner.

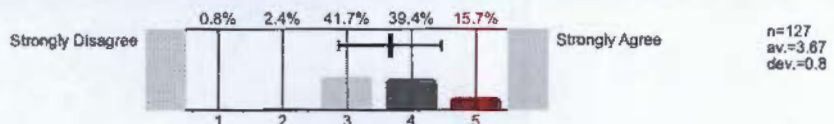


26.8) Overall, I am satisfied with the Public Relations Office.

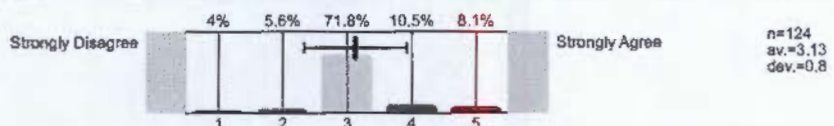


27. Grants Writing

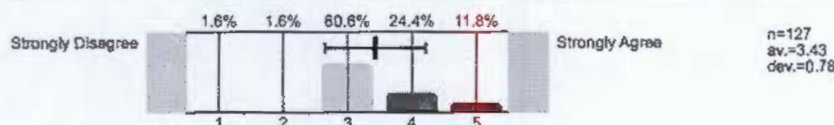
27.1) I am aware that the Grants Writing Office is charged with identifying, developing, submitting and administering grants for SCC.



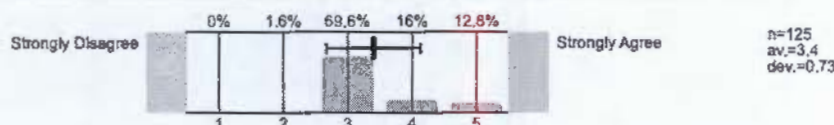
27.3) I have received professional service from the Grants Writing Office.



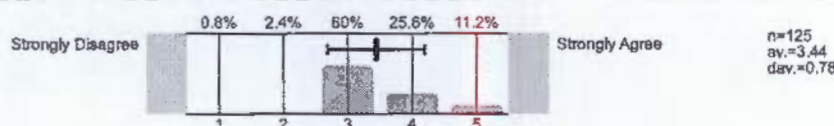
27.5) The Grants Writing Office provides valuable support.



27.7) The Grants Writing staff provide service in a prompt, efficient, and courteous manner.

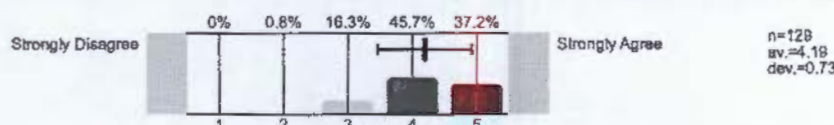


27.9) Overall, I am satisfied with the Grants Writing Office.

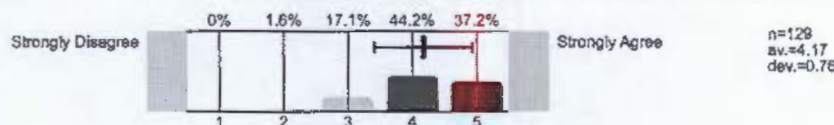


28. Foundation

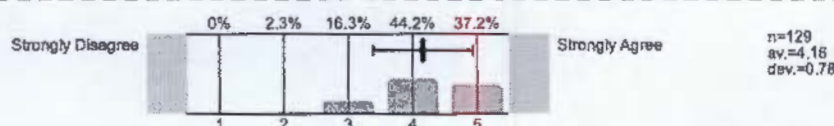
28.1) I am familiar with how the SCC Foundation supports our students, faculty, staff and the College.



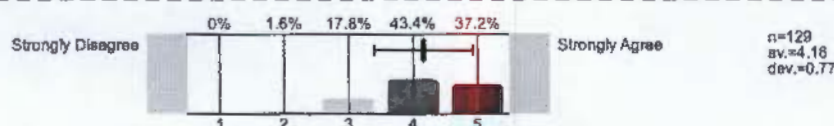
28.3) I am aware of the giving options available to support the SCC Foundation.



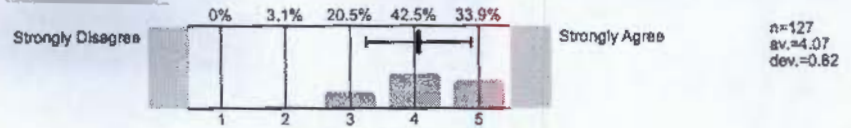
28.5) I am aware that I can support the SCC Foundation via payroll deduction.



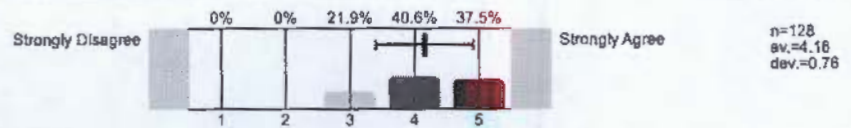
28.7) I have sufficient opportunities to financially support the fundraising efforts of the SCC Foundation.



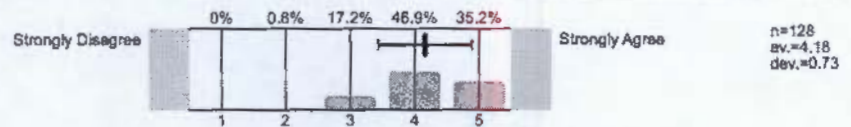
28.9) The SCC Foundation has the appropriate level of visibility.



28.11) The Foundation staff provide service in a prompt, effective and courteous manner.

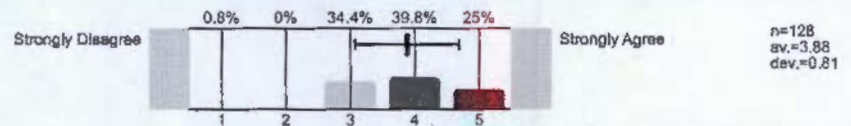


28.13) Overall, I am satisfied with the Foundation Office.

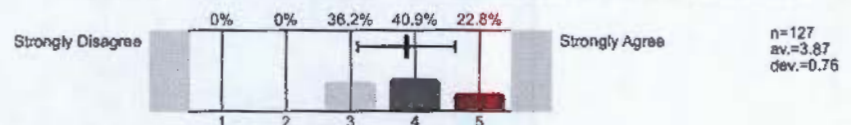


## 29. Institutional Research and Planning

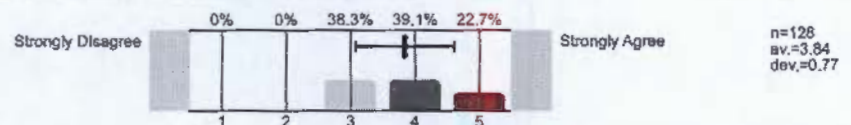
29.1) Institutional Research & Planning reports and publications (such as the Fact Book) contain valid and reliable information.



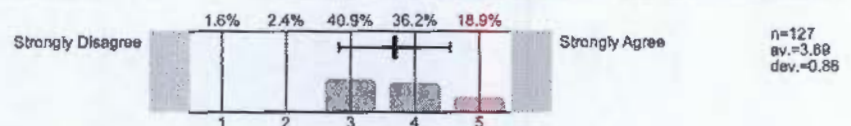
29.3) The Institutional Research & Planning Office provides effective support to the program review efforts.



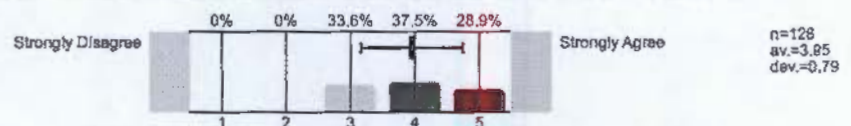
29.5) The Institutional Research & Planning Office provides an effective level of support to departmental planning efforts.



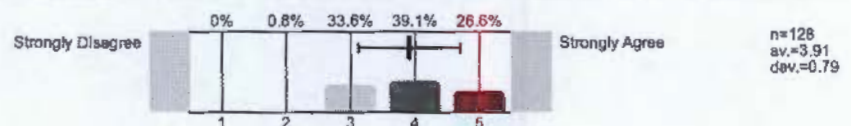
29.7) Compliance Assist is an effective tool to support program review.



29.9) Institutional Research & Planning staff provide service in a prompt, effective, and courteous manner.



29.11) Overall, I am satisfied with the Institutional Research and Planning Office.



# Profile

Subunit: General Surveys  
 Name of the instructor: Employee Evaluation  
 Name of the course: Employee Evaluation of College Services  
 (Name of the survey)

Values used in the profile line: Mean

## 2. Administrative Services: Bookstore

2.1) Books and supplies are available when needed.	Strongly Disagree		Strongly Agree	n=134	av.=3.75	md=4	dev.=0.84
2.3) Adequate bookstore resources/service is available at the Macon Campus.	Strongly Disagree		Strongly Agree	n=126	av.=3.12	md=3	dev.=0.64
2.5) Bookstore staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=132	av.=3.95	md=4	dev.=0.75
2.7) Overall, I am satisfied with the services of the bookstore.	Strongly Disagree		Strongly Agree	n=132	av.=3.86	md=4	dev.=0.8

## 3. Administrative Services: Budgeting Process

3.1) I am involved in the process of budget planning for my program/service area.	Strongly Disagree		Strongly Agree	n=134	av.=3.58	md=4	dev.=0.96
3.3) The college uses goals and priorities as determined through the budget hearing process to determine how the budget is	Strongly Disagree		Strongly Agree	n=133	av.=3.61	md=4	dev.=0.78
3.5) The budgeting process is fair and equitable.	Strongly Disagree		Strongly Agree	n=132	av.=3.63	md=4	dev.=0.77
3.7) Overall, I am satisfied with the budgeting process.	Strongly Disagree		Strongly Agree	n=132	av.=3.67	md=4	dev.=0.77

## 4. Administrative Services: Business Services

4.1) The cashier function provides courteous and helpful assistance to faculty, staff, and students.	Strongly Disagree		Strongly Agree	n=133	av.=4.22	md=4	dev.=0.74
4.3) Inquiries regarding payroll processing are answered and resolved in a timely and courteous manner.	Strongly Disagree		Strongly Agree	n=134	av.=4.4	md=5	dev.=0.73
4.5) Travel reimbursement guidelines are clearly communicated.	Strongly Disagree		Strongly Agree	n=133	av.=3.86	md=4	dev.=0.82
4.7) Travel reimbursements are made in a timely fashion.	Strongly Disagree		Strongly Agree	n=132	av.=3.92	md=4	dev.=0.84
4.9) Business Services staff provide service in a prompt, efficient and courteous manner.	Strongly Disagree		Strongly Agree	n=130	av.=4.32	md=4	dev.=0.7
4.11) Overall, I am satisfied with the services of Business Services.	Strongly Disagree		Strongly Agree	n=131	av.=4.35	md=4	dev.=0.66

## 5. Administrative Services: Campus Shipping/Receiving/Mail Delivery

5.1) Shipping/Receiving staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=132	av.=4.23	md=4	dev.=0.77
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5.3) Mail delivery staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=132	av.=4.4	md=4	dev.=0.65
5.5) Overall, I am satisfied with the campus shipping, receiving, and mail.	Strongly Disagree		Strongly Agree	n=132	av.=4.39	md=4	dev.=0.65

**6. Administrative Services: Food Services - Café '64**

6.1) I am satisfied with the food selection at Café '64.	Strongly Disagree		Strongly Agree	n=132	av.=3.36	md=3	dev.=0.96
6.3) I am satisfied with the food quality at Café '64.	Strongly Disagree		Strongly Agree	n=133	av.=3.62	md=4	dev.=0.84
6.5) I am satisfied with the hours of operation at Café '64.	Strongly Disagree		Strongly Agree	n=133	av.=3.41	md=3	dev.=0.88
6.7) I am satisfied with Café '64 pricing.	Strongly Disagree		Strongly Agree	n=131	av.=3.66	md=4	dev.=0.89
6.8) Café '64 staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=131	av.=3.66	md=4	dev.=0.94
6.11) Overall, I am satisfied with Café '64.	Strongly Disagree		Strongly Agree	n=130	av.=3.54	md=3	dev.=0.87

**7. Administrative Services: Food Services - Vending**

7.1) I am satisfied with the <b>quality</b> of vending products at the Jackson Campus.	Strongly Disagree		Strongly Agree	n=129	av.=3.32	md=3	dev.=0.79
7.3) I am satisfied with the <b>availability</b> of vending at the Jackson Campus.	Strongly Disagree		Strongly Agree	n=128	av.=3.39	md=3	dev.=0.74
7.5) I am satisfied with the <b>quality</b> of vending products at the Macon Campus.	Strongly Disagree		Strongly Agree	n=122	av.=3.25	md=3	dev.=0.56
7.7) I am satisfied with the <b>availability</b> of vending at the Macon Campus.	Strongly Disagree		Strongly Agree	n=122	av.=3.26	md=3	dev.=0.51
7.9) I am satisfied with the maintenance and repair responsiveness for vending machines.	Strongly Disagree		Strongly Agree	n=128	av.=3.24	md=3	dev.=0.73

**8. Administrative Services: Human Resources**

8.1) College policies and procedures are fair and equitable.	Strongly Disagree		Strongly Agree	n=133	av.=3.84	md=4	dev.=0.78
8.3) College policies and procedures are easy to find on SCC's website.	Strongly Disagree		Strongly Agree	n=132	av.=3.65	md=4	dev.=0.93
8.5) College policies and procedures are up to date.	Strongly Disagree		Strongly Agree	n=131	av.=3.84	md=4	dev.=0.74
8.7) Annual leave and sick leave records are maintained accurately.	Strongly Disagree		Strongly Agree	n=133	av.=4.14	md=4	dev.=0.74
8.9) I am satisfied with the benefits available to me as an SCC employee.	Strongly Disagree		Strongly Agree	n=133	av.=3.96	md=4	dev.=0.91
8.11) The salary plan is fair and equitable.	Strongly Disagree		Strongly Agree	n=134	av.=3.13	md=3	dev.=1.12
8.13) Human Resources staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=131	av.=4.13	md=4	dev.=0.85
8.15) Overall, I am satisfied with Human Resources.	Strongly Disagree		Strongly Agree	n=132	av.=4.13	md=4	dev.=0.84

### 9. Administrative Services: Maintenance & Facility Development

9.1) The college provides adequate facilities for instruction.	Strongly Disagree					Strongly Agree	n=133	av.=4.14	md=4	dev.=0.72
9.3) Parking is adequate.	Strongly Disagree					Strongly Agree	n=133	av.=4.12	md=4	dev.=0.81
9.5) Facilities are clean throughout the day.	Strongly Disagree					Strongly Agree	n=134	av.=4.3	md=4	dev.=0.68
9.7) Restrooms are regularly stocked with supplies.	Strongly Disagree					Strongly Agree	n=132	av.=4.33	md=4	dev.=0.88
9.9) Maintenance work orders are resolved in a satisfactory and timely manner.	Strongly Disagree					Strongly Agree	n=132	av.=4.39	md=4	dev.=0.66
9.11) Grounds and landscaping are well maintained.	Strongly Disagree					Strongly Agree	n=134	av.=4.43	md=5	dev.=0.77
9.13) College buildings are well maintained.	Strongly Disagree					Strongly Agree	n=134	av.=4.36	md=4	dev.=0.65
9.15) Wayfinding/directional signs are effective.	Strongly Disagree					Strongly Agree	n=132	av.=4.09	md=4	dev.=0.8
9.17) Maintenance and Facility staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=133	av.=4.5	md=5	dev.=0.62
9.19) Overall, I am satisfied with Maintenance and Facility Development.	Strongly Disagree					Strongly Agree	n=134	av.=4.46	md=5	dev.=0.62

### 10. Administrative Services: Purchasing

10.1) Purchase requisition guidelines are clearly communicated.	Strongly Disagree					Strongly Agree	n=129	av.=3.76	md=4	dev.=0.76
10.3) Requisitions are processed accurately and in a timely manner such that I receive items as ordered, when needed.	Strongly Disagree					Strongly Agree	n=128	av.=3.97	md=4	dev.=0.76
10.5) Purchasing staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=128	av.=4.05	md=4	dev.=0.76
10.7) Overall, I am satisfied with Purchasing.	Strongly Disagree					Strongly Agree	n=128	av.=4.02	md=4	dev.=0.77

### 11. Safety/Security

11.1) Protective/safety equipment is provided for appropriate situations.	Strongly Disagree					Strongly Agree	n=132	av.=4.11	md=4	dev.=0.71
11.3) I am familiar with the Crisis Action Guide and know where to find it.	Strongly Disagree					Strongly Agree	n=133	av.=3.69	md=4	dev.=0.88
11.5) Campus resource officers are available and responsive, and they respond in a prompt, efficient and courteous manner.	Strongly Disagree					Strongly Agree	n=131	av.=3.73	md=4	dev.=1
11.7) I am familiar with the methods SCC uses to notify me in the event of an emergency (SCC Alert) and feel it is used appropriately.	Strongly Disagree					Strongly Agree	n=133	av.=4.29	md=4	dev.=0.63
11.9) I feel trained to safely respond to an emergency here at SCC.	Strongly Disagree					Strongly Agree	n=132	av.=3.83	md=4	dev.=0.9
11.11) Safety/Security staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=132	av.=3.98	md=4	dev.=0.82
11.13) Overall, I am satisfied that SCC provides a safe and secure environment.	Strongly Disagree					Strongly Agree	n=133	av.=4.01	md=4	dev.=0.8

## 12. Workforce and Continuing Education

12.1) Workforce and Continuing Education course offerings are diverse and timely.	Strongly Disagree					Strongly Agree	n=129	av.=3.81	md=4	dev.=0.76
12.3) The Workforce and Continuing Education link on the college web page provides adequate information about programs, locations and	Strongly Disagree					Strongly Agree	n=128	av.=3.77	md=4	dev.=0.75
12.5) Workforce and Continuing Education is responsive to the educational needs of the community.	Strongly Disagree					Strongly Agree	n=128	av.=3.82	md=4	dev.=0.78
12.7) The Workforce and Continuing Education department is a leader in the economic development efforts in the college service area.	Strongly Disagree					Strongly Agree	n=126	av.=3.83	md=4	dev.=0.74
12.9) Workforce and Continuing Education staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=128	av.=3.86	md=4	dev.=0.86
12.11) Overall, I am satisfied with Workforce and Continuing Education.	Strongly Disagree					Strongly Agree	n=126	av.=3.91	md=4	dev.=0.75






## 13. Information Technology and Telecommunications

13.1) The Google Apps for Education system (Gmail, Drive, Docs, Forms, etc.) meets my needs for communication and workflow.	Strongly Disagree					Strongly Agree	n=130	av.=4.18	md=4	dev.=0.66
13.3) I am satisfied with Datatel for business, human resources, student records, and advising processes.	Strongly Disagree					Strongly Agree	n=131	av.=3.44	md=3	dev.=0.91
13.5) I am satisfied with Onbase for submitting forms, storing official documentation, and document retrieval.	Strongly Disagree					Strongly Agree	n=131	av.=3.66	md=4	dev.=0.82
13.7) I am satisfied with the new MySCC Dashboard to access college resources via a single sign-on (SSO).	Strongly Disagree					Strongly Agree	n=133	av.=4.05	md=4	dev.=0.71
13.9) I am satisfied with Self-Service for accessing employee, student, and budget information.	Strongly Disagree					Strongly Agree	n=132	av.=3.96	md=4	dev.=0.69
13.11) The college wireless network is adequate for my needs.	Strongly Disagree					Strongly Agree	n=133	av.=4.15	md=4	dev.=0.65
13.13) The internet speed at the college is adequate for my needs.	Strongly Disagree					Strongly Agree	n=133	av.=4.11	md=4	dev.=0.77
13.15) I am satisfied with communication about campus closures or delays.	Strongly Disagree					Strongly Agree	n=132	av.=4.3	md=4	dev.=0.58
13.17) Computer/technology support staff provide service in a prompt, efficient and courteous manner.	Strongly Disagree					Strongly Agree	n=133	av.=4.22	md=4	dev.=0.84
13.19) Overall, I am satisfied with Information Technology resources.	Strongly Disagree					Strongly Agree	n=132	av.=4.21	md=4	dev.=0.62






## 14. Instructional and Student Services: Instruction

14.1) Curriculum programs are current and relevant.	Strongly Disagree					Strongly Agree	n=130	av.=4.03	md=4	dev.=0.76
14.3) Course offerings are current and relevant.	Strongly Disagree					Strongly Agree	n=129	av.=4.06	md=4	dev.=0.72
14.5) The college effectively meets the advising needs of its students.	Strongly Disagree					Strongly Agree	n=127	av.=3.84	md=4	dev.=0.87
14.7) Aviso is an effective tool in helping me support student retention and success.	Strongly Disagree					Strongly Agree	n=128	av.=3.8	md=4	dev.=0.81
14.9) Overall, I am satisfied with Instruction.	Strongly Disagree					Strongly Agree	n=129	av.=4.06	md=4	dev.=0.7







**15 Instructional and Student Services: Library**

15.1) I am satisfied with access to the resources of the library.	Strongly Disagree		Strongly Agree	n=128	av.=4.1	md=4	dev.=0.75
15.3) I am satisfied with the availability of resources in the library to support my program.	Strongly Disagree		Strongly Agree	n=127	av.=4.03	md=4	dev.=0.81
15.5) I am satisfied with the services and assistance provided by the library staff.	Strongly Disagree		Strongly Agree	n=126	av.=4.17	md=4	dev.=0.78
15.7) Library staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=128	av.=4.22	md=4	dev.=0.78
15.9) Overall, I am satisfied with the Library.	Strongly Disagree		Strongly Agree	n=129	av.=4.21	md=4	dev.=0.75




**16 Instructional and Student Services: Learning Assistance Center (LAC)**

16.1) LAC facilities are adequate.	Strongly Disagree		Strongly Agree	n=129	av.=3.92	md=4	dev.=0.78
16.3) LAC resources are adequate.	Strongly Disagree		Strongly Agree	n=130	av.=3.91	md=4	dev.=0.83
16.5) LAC staff are helpful and knowledgeable.	Strongly Disagree		Strongly Agree	n=128	av.=3.99	md=4	dev.=0.8
16.7) LAC staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=130	av.=3.95	md=4	dev.=0.84
16.9) Overall, I am satisfied with the LAC.	Strongly Disagree		Strongly Agree	n=129	av.=3.99	md=4	dev.=0.82

**17 Instructional and Student Services: E-Learning**

17.1) E-Learning facilities are adequate.	Strongly Disagree		Strongly Agree	n=130	av.=4.06	md=4	dev.=0.78
17.3) E-Learning resources are adequate.	Strongly Disagree		Strongly Agree	n=129	av.=4.09	md=4	dev.=0.76
17.5) The college provides adequate support services (such as financial aid, registration, and other support services) to E-Learning	Strongly Disagree		Strongly Agree	n=127	av.=3.98	md=4	dev.=0.85
17.7) E-Learning staff are helpful and knowledgeable.	Strongly Disagree		Strongly Agree	n=130	av.=4.22	md=4	dev.=0.79
17.9) E-Learning staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=130	av.=4.22	md=4	dev.=0.83
17.11) Overall, I am satisfied with E-Learning.	Strongly Disagree		Strongly Agree	n=130	av.=4.21	md=4	dev.=0.78

**18 Instructional and Student Services: Admissions**

18.1) Admissions staff provide students accurate information concerning admissions requirements.	Strongly Disagree		Strongly Agree	n=131	av.=4.11	md=4	dev.=0.84
18.3) Admissions staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=131	av.=4.17	md=4	dev.=0.81
18.5) Overall, I am satisfied with Admissions.	Strongly Disagree		Strongly Agree	n=131	av.=4.21	md=4	dev.=0.76

**19 Instructional and Student Services: Career Center**

19.1) The Career Center provides a wide array to career-related resources, seminars, workshops and one-to-one assessment and counseling.	Strongly Disagree					Strongly Agree	n=127	av.=4.06	md=4	dev.=0.77
19.3) I am aware of and understand the importance of PEAK.	Strongly Disagree					Strongly Agree	n=128	av.=3.98	md=4	dev.=0.9
19.5) The Career Center staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=127	av.=4.09	md=4	dev.=0.8
19.7) Overall, I am satisfied with the Career Center.	Strongly Disagree					Strongly Agree	n=127	av.=4.12	md=4	dev.=0.77

**20 Instructional and Student Services: Financial Aid**

20.1) The Financial Aid Office keeps me informed of changes in financial aid requirements that affect students and advising.	Strongly Disagree					Strongly Agree	n=130	av.=4.02	md=4	dev.=0.85
20.3) The Financial Aid Office staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=130	av.=4.22	md=4	dev.=0.81
20.5) Overall, I am satisfied with the Financial Aid Office.	Strongly Disagree					Strongly Agree	n=130	av.=4.22	md=4	dev.=0.78

**21 Instructional and Student Services: Placement Testing**

21.1) Placement test scores are readily available and easily interpreted when needed to advise students.	Strongly Disagree					Strongly Agree	n=126	av.=3.75	md=4	dev.=0.87
21.3) Placement Testing staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=127	av.=3.96	md=4	dev.=0.85
21.5) Overall, I am satisfied with the Placement Testing Office.	Strongly Disagree					Strongly Agree	n=127	av.=3.91	md=4	dev.=0.83

**22 Instructional and Student Services: Registrar**

22.1) The Registrar's Office provides accurate information.	Strongly Disagree					Strongly Agree	n=130	av.=4.18	md=4	dev.=0.76
22.3) The Registrar's Office provides timely information.	Strongly Disagree					Strongly Agree	n=130	av.=4.2	md=4	dev.=0.75
22.5) The Registrar's staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=130	av.=4.25	md=4	dev.=0.75
22.7) Overall, I am satisfied with the Registrar's Office.	Strongly Disagree					Strongly Agree	n=130	av.=4.24	md=4	dev.=0.76

**23 Instructional and Student Services: Student Counseling Services**

23.1) I am aware of the college resources available to students with emotional or mental health needs (e.g., stress, anxiety, depression, harm)	Strongly Disagree					Strongly Agree	n=130	av.=4.23	md=4	dev.=0.77
23.3) The Student Counseling Services staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=127	av.=4.13	md=4	dev.=0.8
23.5) Overall, I am satisfied with the Student Counseling Services.	Strongly Disagree					Strongly Agree	n=125	av.=4.15	md=4	dev.=0.78

**24. Instructional and Student Services: Student Disability Services**

24.1) I am aware of the college resources available to students with disabilities.	Strongly Disagree		Strongly Agree	n=131	av.=4.17	md=4	dev.=0.7
24.3) I feel adequately trained on how to work with students with disabilities.	Strongly Disagree		Strongly Agree	n=131	av.=3.87	md=4	dev.=0.89
24.5) Student Disability Services staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=129	av.=4.05	md=4	dev.=0.85
24.7) Overall, I am satisfied with Student Disability Services.	Strongly Disagree		Strongly Agree	n=128	av.=4.03	md=4	dev.=0.81

**25. Instructional and Student Services: Student Support Services**

25.1) Student Support Services provides helpful services and assistance to students.	Strongly Disagree		Strongly Agree	n=128	av.=4.16	md=4	dev.=0.77
25.3) I am aware of the criteria that a student must meet to be eligible for Student Support Services.	Strongly Disagree		Strongly Agree	n=128	av.=3.95	md=4	dev.=0.91
25.5) Student Support Services staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=128	av.=4.2	md=4	dev.=0.81
25.7) Overall, I am satisfied with Student Support Services.	Strongly Disagree		Strongly Agree	n=128	av.=4.18	md=4	dev.=0.79

**26. Public Relations**

26.1) The Public Relations Office is effective in communicating an accurate and consistent image to students and the community.	Strongly Disagree		Strongly Agree	n=130	av.=4.17	md=4	dev.=0.78
26.3) Public Relations Office publications are accurate and attractive.	Strongly Disagree		Strongly Agree	n=130	av.=4.2	md=4	dev.=0.77
26.5) The college website provides accurate information about the college.	Strongly Disagree		Strongly Agree	n=131	av.=3.93	md=4	dev.=0.97
26.7) The Public Relations staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=130	av.=4.15	md=4	dev.=0.83
26.9) Overall, I am satisfied with the Public Relations Office.	Strongly Disagree		Strongly Agree	n=130	av.=4.18	md=4	dev.=0.77

**27. Grants Writing**

27.1) I am aware that the Grants Writing Office is charged with identifying, developing, submitting and administering grants for SCC.	Strongly Disagree		Strongly Agree	n=127	av.=3.87	md=4	dev.=0.8
27.3) I have received professional service from the Grants Writing Office.	Strongly Disagree		Strongly Agree	n=124	av.=3.13	md=3	dev.=0.8
27.5) The Grants Writing Office provides valuable support.	Strongly Disagree		Strongly Agree	n=127	av.=3.43	md=3	dev.=0.78
27.7) The Grants Writing staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=125	av.=3.4	md=3	dev.=0.73
27.9) Overall, I am satisfied with the Grants Writing Office.	Strongly Disagree		Strongly Agree	n=125	av.=3.44	md=3	dev.=0.76

**28. Foundation**

28.1) I am familiar with how the SCC Foundation supports our students, faculty, staff and the College.	Strongly Disagree		Strongly Agree	n=129	av.=4.19	md=4	dev.=0.73
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28.3) I am aware of the giving options available to support the SCC Foundation.	Strongly Disagree					Strongly Agree	n=129	av.=4.17	md=4	dev.=0.78
28.5) I am aware that I can support the SCC Foundation via payroll deduction.	Strongly Disagree					Strongly Agree	n=129	av.=4.18	md=4	dev.=0.78
28.7) I have sufficient opportunities to financially support the fundraising efforts of the SCC Foundation.	Strongly Disagree					Strongly Agree	n=129	av.=4.16	md=4	dev.=0.77
28.9) The SCC Foundation has the appropriate level of visibility.	Strongly Disagree					Strongly Agree	n=127	av.=4.07	md=4	dev.=0.82
28.11) The Foundation staff provide service in a prompt, effective and courteous manner.	Strongly Disagree					Strongly Agree	n=128	av.=4.18	md=4	dev.=0.78
28.13) Overall, I am satisfied with the Foundation Office.	Strongly Disagree					Strongly Agree	n=128	av.=4.18	md=4	dev.=0.73

### 29. Institutional Research and Planning

29.3) Institutional Research & Planning reports and publications (such as the Fact Book) contain valid and reliable information.	Strongly Disagree					Strongly Agree	n=128	av.=3.88	md=4	dev.=0.81
29.5) The Institutional Research & Planning Office provides effective support to the program review efforts.	Strongly Disagree					Strongly Agree	n=127	av.=3.87	md=4	dev.=0.78
29.6) The Institutional Research & Planning Office provides an effective level of support to departmental planning efforts.	Strongly Disagree					Strongly Agree	n=128	av.=3.84	md=4	dev.=0.77
29.7) Compliance Assist is an effective tool to support program review.	Strongly Disagree					Strongly Agree	n=127	av.=3.88	md=4	dev.=0.80
29.9) Institutional Research & Planning staff provide service in a prompt, effective, and courteous manner.	Strongly Disagree					Strongly Agree	n=128	av.=3.95	md=4	dev.=0.79
29.11) Overall, I am satisfied with the Institutional Research and Planning Office.	Strongly Disagree					Strongly Agree	n=128	av.=3.91	md=4	dev.=0.79

## Comments Report

### 2. Administrative Services: Bookstore

- 2.2) Please provide specific reasons for disagreeing that books and supplies are available when needed, and offer suggestions for improvement.
- Book Store never has enough books for the students. They only order books at 50% enrollment. Then half of the students takes weeks to get their books. Strongly recommend student avoid the bookstore at all cost and order books from Amazon or another source.
  - It seems some students can't access cengage when needed.
  - more students than books
  - On multiple occasions, the bookstore hours of operation not matching SCC's hours has caused trouble for students to receive needed materials.
  - Several students indicated books were not available and had to be ordered receiving them a week or more after the semester started.
  - Students often report that their books are not available in time for classes.
- 2.4) Please provide specific reasons for disagreeing that adequate bookstore resources/service is available at the Macon Campus, and offer suggestions for improvement.
- Bookstore made a corporate decision to close this location.
  - Bring bookstore back to Macon Campus. Students need this support at the campus.
  - Macon students must order their books & wait for them to be sent from Jackson campus or students can travel to Jackson campus to get them same day. I feel if a class is being offered at Macon or Swain campus, the books & supplies for that class should be stocked & readily available at that campus.
  - The bookstore at the Macon Campus was closed during COVID and there was not enough money to reopen it; however, delivery of books to Macon from Sylva works well.
  - The bookstore no longer operates at the Macon Campus
  - There is not a bookstore at the Macon Campus, though students can get their materials sent to Macon. If students want to communicate with the bookstore, they have to do so online or over the phone.
  - They are no longer present at our location.
  - We do not have a bookstore!!
- 2.6) Please provide specific reasons for disagreeing that Bookstore staff provide service in a prompt, efficient, and courteous manner, and offer suggestions for improvement.
- 2.8) Please provide specific reasons for disagreeing that you are overall satisfied with the services of the Bookstore, and offer suggestions for improvement.
- Never Has enough books for enrolled number of students
  - We do not have a bookstore
- 2.9) Comments: Bookstore
- [REDACTED]
  - As of 3/28 their store info has hours for January. They don't keep things up to date on their site.
  - Bookstore has been hit or miss across the years I have been here - some semesters I have the wrong books/not enough books or students have to wait a long time -but that's what happens with turnover
  - bookstore people are good Folett seems like the wrong business to be running it

- Bookstore staff are always very professional and helpful. I can't speak to the Macon campus bookstore.
- Do not use the book store to support any of our training.
- I've never had any issues with the bookstore and am always treated with respect.
- I've noticed that at the Macon campus books are collected by the admin assistant and are available for request, but this could probably be more robust.
- I am not at Macon campus, so I do not know about the bookstore there.
- I don't use the bookstore at all.
- I haven't seen the bookstore be present at the Macon Campus that much, and certainly think it could be an area of improvement. I also think that the bookstore could set up a better way for student to rent/buy their books online and get them delivered to our satellite campuses in Swain/Macon. Some people aren't able to make the drive over to the Jackson Campus to pick up materials and also can't afford to wait a week or more for it to arrive in the mail.
- I have no experience with the Macon bookstore.
- I have no interaction with the bookstore since they moved from the Macon Campus.
- I have not yet needed to use the bookstore.
- I haven't had many opportunities to observe how the bookstore serves students, so I don't really feel comfortable commenting on its operation.
- It appears there are never enough textbooks available each semester regardless of predicting how many students are anticipating needing the book then the students have to wait on a backorder.
- It would be nice if they offered SCC ZIPPER Hoodies
- none
- None I don't use it
- Please use more free resources! Our students struggle with the costs of books, codes and materials.
- The bookstore is awesome!
- The bookstore staff are always friendly and helpful, and go out of their way to help me when I need assistance.
- The Bookstore staff have always been helpful. They answer my questions quickly. The Bookstore Staff are always helpful to the students. I really appreciate the bookstore staff.
- There is no longer a bookstore at the Macon Campus so I do not have an opinion on the bookstore experience.
- These jobs are not related to my position, so I can't say.

### 3. Administrative Services: Budgeting Process

- <sup>3,2)</sup> Please provide specific reasons for disagreeing that you are involved in the process of budget planning for your program/service area, and offer suggestions for improvement.
- I am not involved
  - I am not involved as an adjunct faculty
  - I am not involved in budget planning.
  - I don't know how to clarify this....I am not involved.
  - I don't provide input to any great extend and I'm okay with that.
  - I gave up on Budget as the numbers never reflect what is in my budget.
  - I have not been given very much information regarding our budgetary planning process.
  - NA
  - Not my job.

- That is not my area of responsibility.
  - The budget cycle isn't communicated widely beyond immediate budget managers (ex: when should proposals be made) or communicated afterward (ex: if proposals are approved, when money is available etc.). It does not feel like a collaborative process for staff.
  - This is my first year in the program. I have not had the opportunity to be involved.
  - This is not in my field and I do not have any input into this area.
  - We have been presented with the budget, but not involved in the process of budget planning for our program
- 3.4) Please provide specific reasons for disagreeing that the college uses goals and priorities as determined through the budget hearing process to determine how the budget is allocated (or administered), and offer suggestions for improvement.
- I don't see it as a goal/priority for a colleague to be budgeted \$2,000 for a computer, or funds for tutoring when the nursing tutor is full-time faculty
  - If the college uses goals and priorities to determine the budget then they should be shared with the rest of us. We are kept in the dark. What goals, what priorities?? Seems to me a good goal is to retain (or award) employees working at an institution that underpays and lacks communication from college leadership. My previous employer invested in employees.
  - Many offices are understaffed and are expected to make up for the shortcomings of other departments.
  - With the process being perceived to be "closed" to only administrators, the prioritization process is limited because there may not be enough data collection or transparency to best determine needs.
- 3.6) Please provide specific reasons for disagreeing that the budgeting process is fair and equitable, and offer suggestions for improvement.
- Many offices are understaffed and now more than ever, employees (especially staff) are asked to do more and more but we are not given the proper resources and it is never enough.
  - The college should not ask for feedback it does not want. I have not worked at SCC for very long but the writing on the wall is very clear - don't ask, don't tell and never talk about salary because there is nothing fair or equitable about it.
- 3.8) Please provide specific reasons for disagreeing that you are overall satisfied with the budgeting process, and offer suggestions for improvement.
- Many offices are understaffed and now more than ever, employees (especially staff) are asked to do more and more but we are not given the proper resources and it is never enough.
  - See above.
- 3.9) Comments: Budgeting Process
- As adjunct, I have had very little involvement here, but any needs I have are always supplied.
  - I basically have the resources I need.
  - I don't have any contact with this process.
  - I don't know anything regarding the overall campus budgetary process, and I don't know that information has ever really been offered to me. If the campus releases some type of report for faculty and staff, I suggest that this information be made apparent and readily available.
  - I don't take part in the budgeting process
  - I had adequate hours during the pandemic, but am now working drastically reduced hours.
  - I have always been asked if I had specific training or supplies needs. I do not have any awareness of our program budget overall. I have no idea how the college determines the budget process. I have had thoughts/ideas/feelings regarding what seems to be prioritized at times and inequities in pay/buildings/resources...
  - I have am neutral regarding all of these questions as I am not a part of this process.
  - I have no experience with the budget hearing process.
  - I have no influence, nor am I influenced by any aspect of the budget process.
  - I still have trouble finding and interpreting the budget information in Colleague. Training please - maybe a session for department leaders

at Welcome Back Event next year?

- I would like to see budgeting insight/opportunities all levels/departments/divisions of employees, even **informally** collecting input and feedback would be a beneficial form of transparency.
- none
- not aware of this process
- Not involved in the budget
- Since I am relatively new to campus, I haven't had the opportunity to participate in the formal budget **review** and approval process yet.
- This process always seems like a last minute afterthought that I have to complete quickly. No pre-**communication** about this topic exist, at least on the staff side, from my experience. Seems like there could be room for some tweaks to this process.

#### 4. Administrative Services: Business Services

- Please provide specific reasons for disagreeing that the cashier function provides courteous and helpful assistance to faculty, and offer suggestions for improvement.
- Please provide specific reasons for disagreeing that inquiries regarding payroll processing are **answered** and resolved in a timely and courteous manner, and offer suggestions for improvement.
- I've experienced delays in replies to phone calls/emails. If I go by in person re: changes for tax info, **etc.** it is handled efficiently.
- [REDACTED]
- Please provide specific reasons for disagreeing that travel reimbursement guidelines are clearly **communicated**, and offer suggestions for improvement.
- I have no idea what the travel reimbursement guidelines are and I do not know where to find them and/or if they count for going between campuses.
- Please provide specific reasons for disagreeing that travel reimbursements are made in a timely **fashion**, and offer suggestions for improvement.
- Please provide specific reasons for disagreeing that Business Services staff provide service in a **prompt**, efficient and courteous manner, and offer suggestions for improvement.
- Please provide specific reasons for disagreeing that you are overall satisfied with the services of **Business Services**, and offer suggestions for improvement.

#### 4.159 Comments: Business Services

- Business Services does so much behind-the-scenes work for employees and students. They have been **particularly** short-staffed, but consistently meet deadlines and provide great customer service.
- Great staff! Always willing to assist.
- Have not had need to travel in my position.
- I've never traveled and do not use the cashier function so cannot comment.
- I do not use business services too often
- I have had no dealings with business services, but I am sure my needs would be met.
- I have not used the Business Services.

- I respond as neutral when I have no interaction/experience with the department in question. I have always had fantastic communication with the payroll department which is why I responded the way I did.
- I was highly satisfied with my few interactions with the payroll department.
- none
- [REDACTED]
- [REDACTED]
- The Business Office provides prompt, courteous, and effective assistance to students, faculty, and staff. I feel that the office excels at providing customer service.
- [REDACTED]
- The staff has change considerably recently, so we cannot evaluate yet. Also, I have not traveled in over a year.
- [REDACTED]
- [REDACTED]
- With all the changes that have happened in this area, they have not missed a beat and are continuing to provide great services.

#### 5. Administrative Services: Campus Shipping/Receiving/Mail Delivery

- 6.3 Please provide specific reasons for disagreeing that Shipping/Receiving staff provide service in a prompt, efficient, and courteous manner, and offer suggestions for improvement.
- The hours of operation of shipping/receiving not being the same as the college operational hours causes issues with deliveries or retrieving items from their area early and late in the work day.
- 6.4 Please provide specific reasons for disagreeing that mail delivery staff provide service in a prompt, efficient, and courteous manner, and offer suggestions for improvement.
- 6.5 Please provide specific reasons for disagreeing that you are overall satisfied with the campus shipping, receiving and mail, and offer suggestions for improvement.
- 6.7 Comments: Campus Shipping/Receiving/Mail Delivery
  - Cannot accurately respond to this question.
  - I do not have much experience with this department
  - I hand deliver my campus mail.
  - I have had only positive experiences with the interoffice mail delivery system.
  - I have had some perishable supplies shipped and the delivery staff are always sure to make sure it gets taken care of.
  - I have no experience with shipping/receiving, but do use the interoffice mail service on a regular basis.
  - I have not directly used shipping/receiving but everything I've order or been sent has always arrived and has been delivered in a timely manner.
  - I interact with them about everyday
  - I put neutral on 5.3 and 5.4. Since my office moved, I have received a very minimal amount of mail. In the past, I received mail almost daily. I have no idea if I am getting my mail or not.
  - no interaction

- none
- Our new mail delivery person is great, but I sure do miss Richard Middleton!

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

#### 6. Administrative Services: Food Services - Café '64

<sup>6.2</sup> Please provide specific reasons for disagreeing that you are satisfied with the food selection at Café '64, and offer suggestions for improvement.

- Cafe 64 is too inconsistent with its operating hours. SCC needs a better food option.
  - I liked when specials were offered (if only once a week). Fac/Staff can pack a sandwich at home. It would also be nice if/when specials are offered, if they are communicated before lunch (the day before or early morning)
  - Inconsistent availability of menu items. Would like more soup and salad options
  - I often cannot order straight off the menu selections at Cafe 64 due to a dietary restrictions. I am not bothered by the idea of having to do a "special order", but any accommodations or deviations from the menu listed item is treated as a burden or nuisance.
  - I think there should be more variety.
  - It is always the same options to choose from. It would be nice if each semester they rotated the menu items and offered variety.
  - I would like to see fruit and healthier options available. Salads are fine occasionally but a different option would be appreciated.
  - I would like to see more variety, even if that means less options per day.
  - Limited and boring
  - Menu is very limited and often out of everything....
  - Need consistency in menu options and availability throughout the entire lunch schedule.
  - needs wider selection
  - No improvements from year to year on this front. Menu is stagnant with the exception of a special every now and then.
  - set up like a deli (Subway, Substation, etc) with fresh ingredients
  - The menu was limited to start with but now it is extremely limited. The variety is also very poor, especially for those with special dietary needs. Many times, they are out of most things or specials run out within 30 min. of the start of lunch service.
  - There are not a lot of options
  - The recent menu changes have reduced the already limited menu. I understand that the lack of staffing and budget impact the ability to have a large menu but there need to be more options. Adding a daily special, or at least a couple per week, would be a great improvement. Based on what I have seen, the specials are very popular. Perhaps on days when no special is available they could offer a soup as an option to accompany a sandwich from the menu.
- The quality, amount and cost of the food is great and the staff are wonderful. The limited menu is the only issue that I have with the café.
- There is not enough selection
  - Vegan options please, even if it's just no cheese or meat on a salad, or a hummus wrap!

<sup>6.3</sup> Please provide specific reasons for disagreeing that you are satisfied with the food quality at Café '64, and offer suggestions for improvement.

- Cafe 64 is too inconsistent with its operating hours. SCC needs a better food option.
- Food quality could be better - it's like hospital food

- Food taste processed and is usually over salted.
  - It is not what I like
  - When I am able to order from Cafe 64, the food I receive is subpar and makes me wish there were **more** or better options on campus.
- 6.8) Please provide specific reasons for disagreeing that you are satisfied with the hours of operation at **Café '64**, and offer suggestions for improvement.
- Cafe 64 is too inconsistent with its operating hours. SCC needs a better food option.
  - Extremely sporadic and appears "at-will." I've gone there before only to find they were closed (and **no** notification was given, electronic or otherwise.)
  - Frequent time and operation interruptions. I can not rely on availability so I usually bring my lunch. I **try to** be understanding.
  - Hours are great when they are open. There have been some times when they were closed and students and faculty, etc were left without a food option when they had planned on having lunch at work.
  - I am at the Sylva campus on a sporadic basis and over the past five years I have only been there **once** when they were open. I did eat there and enjoyed it.
  - I don't get breakfast items because they are not available prior to 8. Lunch items have often run out **before** 2.
  - It seems to change all the time -- closed one day, open the next -- full menu one day, just a few items **the** next. We need consistency.
  - I would appreciate Grab and go options 2-4.
  - Often closes unexpectedly. Seem to having staffing shortages.
  - Open one day, not open the next. I can't rely on Cafe 64 for lunch, because you never know!
  - The Cafe is short-staffed and are unable to provide consistent hours - which is often outside their control with limited staffing.
  - The hours aren't always consistent
  - Very often the hours of operation at Cafe 64 are unpredictable due to being short staffed, short supplied, or running out of prepared food. Often I've visited the Cafe before typical lunch time and they have already run out of options from the **menu** or the "special".
  - You can't depend on their hours. They are closed a lot.
- 6.9) Please provide specific reasons for disagreeing that you are satisfied with Café '64 pricing, and offer **suggestions** for improvement.
- I believe the pricing of the menu items is reasonable, but any "special" available is not worth the price **posted**. Pricing is also not clear for individual items.
  - Maybe have a dollar menu!
  - Not personal, but my son, a student, was reluctant to buy anything at the cafe at current prices.
  - The prices are too expensive - \$9 for a small "italian sub" from cafe 64, but we can get an italian sub **at** subway that's larger and has more toppings, for less money
  - With the recent price increase, price to quality/quantity ratio is not good. Two pieces of bread and one **piece** of lunchmeat at a price of \$6.00 is not attractive nor competitive. You could buy a 6 inch sub at Subway that was loaded with **chips** and a drink for about the same. Something is fundamentally wrong if we have to charge \$6,00 for two pieces of bread and one piece of lunch meat. Can we even feel good about charging our students so much for so little?
- 6.10) Please provide specific reasons for disagreeing that Café '64 staff provide service in a prompt, **efficient**, and courteous manner, and offer suggestions for improvement.
- I have often been treated as a burden when ordering rather than a paying customer. My food takes **longer** than expected, I get snarky comments about having to adjust menu items to order, and overall dislike visiting the Cafe. I wish there were other food options on campus to avoid Cafe 64 all together.
  - I know things are usually busy when I am there, but a kind word & a slight smile goes a long way.
  - It is not a welcoming environment
  - [REDACTED]

- [REDACTED]
- no one seems to want to be there
- Sometimes the wait is too long as there is not enough staffing in the cafe.
- Staff are nice enough in demeanor. The dress and appearance of the staff working with and serving food is not always consistent with a professional operation.
- [REDACTED]
- There is no sense of urgency in streamlining service, but plenty of frantic behavior which is unproductive.
- There seems to be a bit of frustration occasionally.

6.12) Please provide specific reasons for disagreeing that you are overall satisfied with Café '64, and offer suggestions for improvement.

- As stated above.
- Does anyone really not know what the problems are?!
- Eating at cafe 64 is a last resort
- I have concerns about the Cafe for the reasons above. The Cafe seems to have so much potential, untapped potential.
- I would like to see more variety and dependable hours. Prices are little high.
- need new menu
- Reasons already mentioned
- reasons stated above.
- [REDACTED]
- see above
- The more I visit Cafe 64, the more I avoid doing so. [REDACTED] I only choose to give my money to them when I do not have any other option.
- This cafe seems like a big missed opportunity for the college to provide a friendly place for folks to gather and enjoy good food.

6.13) Comments: Food Services - Café '64

- Cafe 64 is wonderful and I wish it was open more to accommodate the various schedules.
- Food is good, there is a small selection at times, but there are days where it's mixed up. Also the pricing can be a little too much at times.
- Give employees the option of opting out of emails. For the ones not on the main campus, the food options do not apply to us.
- Grab and go options should be offered on days when the café staff is out, or there are few employees. This could also be something helpful for culinary students to do or help with for part of their hands-on while still offering students and employees food options.
- Have only used the Cafe a few times... always good food and friendly staff! :)
- I'd like vegan options but understand that there is little to no demand so it isn't practical for a small operation to provide.
- I'd love to see more recycled/recyclable packaging used
- I've never been in Cafe 64
- I've never eaten there
- I don't eat at Cafe 64 due to my schedule.
- I don't eat there.
- I don't utilize the cafe
- I don't utilize the cafe.

- I have not personally eaten at Cafe 64, so I do not have a strong opinion either way
- I know it is not their fault, but the Cafe is always understaffed and it creates a back-log.
- I know the Grab & Go menu was created of necessity, but I really like it. It is faster and I've used the Cafe more as a result. I'd be good if this was the standard operating procedure, although having access to a salad bar set up where we could lettuce, tomato, etc to our own sandwiches would be nice. I'd also really love having a blue plate special a couple of days a week, say, Tuesday & Wednesday so we could get a hot meal.
- I love the beautiful tulips in the front of Cafe 64 and I appreciate the emails telling us the selection. I am not sure of the hours.
- I only get to visit Cafe 64 when I am at the Jackson campus and there early enough to buy anything. In the past five years, I think I have been able to eat there twice. Both times were good and the prices were reasonable. I do wish we had something like that at the Macon campus, but it is most likely not cost efficient to do so.
- it is so great to have a cafe for students and SCC staff and Faculty members.
- It would be wonderful if we could have coffee.
- I wish the Cafe was more responsive - like sending out a menu special earlier than the lunch hour.
- I would like more of a selection and it would be great if Coffee and hot tea were options throughout the day. The hours are very limited. Is it possible to return to a pre-COVID menu??
- I would love to see less foam and more eco-friendly options. Given that the prices of the food are so low, I would be more than happy to pay more to have containers that aren't made of foam and are less carbon-intensive.
- I would prefer fountain drinks.
- More variety options or specials would be nice.
- n/a
- Needs improvements - maybe let our new Culinary person do a comprehensive review of the Cafe and offer his professional opinion to our administration.
- never used
- Soup would be nice!
- The cafe is generally good... but it is generally understaffed. The menu selection is very limited and it doesn't take long to not want to eat there.
- This section is N/A to all location except Jackson Campus
- To be honest, I haven't frequented the Cafe much in the past year, partly due to the pandemic and partly due the occasional closures. I try to arrange for my breakfast and lunch prior to getting to work because I'm not always sure the Cafe will be open. I know they are working on firming up the staffing to avoid closures. The food is excellent and very well-sourced and prepared.
- We need some specials. Change it up a little.
- Would love fresh local coffee and fresh brewed unsweetened tea!!!

## 7. Administrative Services: Food Services – Vending

- 7.2) Please provide specific reasons for disagreeing that you are satisfied with the quality of vending products at the Jackson Campus, and offer suggestions for improvement.
- Everything is highly unhealthy and some things, addictive.
  - Have found expired food in our machines
  - include some non junk food
  - Machines do not function properly. Items priced too high, and not stocked well or at all in the summer months.
  - Needs Gatorade in the vending machines
  - Needs more Gatorade. Most of the machines on campus have Gatorade advertised on the side of them but no Gatorade on them.
  - Out of date machine, Constant problems with machines at the Summit

- The other day there was NO WATER available in the machines. That seems like a terrible and unhealthy lack of choice. There is rarely anything both healthy and tasty available. HEALTHIER OPTIONS, Please! And let people know if something is changing, because rarely even look anymore unless I'm desperate.
- There are slim choices in Balsam building - mainly unhealthy
- The vending food is sometimes out of date.
- The vending machines, especially the sofa machine, keeps money sometimes.  
Also I think it would be great if we could get healthier options in the vending machines as well.
- The vending machines are all the time broke and will take your money.
- Vending machine card readers are often not working.
- Would like more health conscious options

7.4) Please provide specific reasons for disagreeing that you are satisfied with the availability of vending products at the Jackson Campus, and offer suggestions for improvement.

- Many times the one thing I go to get (and I rarely use the vending) it is not available (Diet drinks, starbucks drinks)
- Needs Gatorade in the vending machines
- Occasionally visits to the vending machines in the building I work with will end in disappointment due to my desired drink/snack being out of stock. I also have visited other building's vending machines due to lack of variety in the nearby machines- especially with sodas/drinks.
- See above
- The drink machine in Burrell is consistently out of diet soft drinks, and many times is out of other choices as well.
- The drink vending machines do not have very much variety. Also there are vending machines with the Gatorade logo on the vending machine but there IS NO GATORADE!! This is very confusing and makes no sense. They also took the mountain dew energy drink away from the vending machines at the library and those were the best ones to date.
- The machines seem to be out of products for a while, this may be due to COVID but still I would like for it to be more frequent.
- The new building for health sciences programs could use a snack vending machine.
- The vending machines are all the time broke and will take your money.
- While having card readers on the vending machines is great, it's terribly frustrating when they don't work and you don't have cash. This happens at LEAST every other week in Burrell.

7.8) Please provide specific reasons for disagreeing that you are satisfied with the quality of vending products at the Macon Campus, and offer suggestions for improvement.

- More variety
- The vending machines are all the time broke and will take your money.
- We need healthier options

7.8) Please provide specific reasons for disagreeing that you are satisfied with the availability of vending products at the Macon Campus, and offer suggestions for improvement.

7.10) Please provide specific reasons for disagreeing that you are satisfied with the maintenance and repair responsiveness for vending machines, and offer suggestions for improvement.

- Drink machine on 2nd floor Balsam has been out for a week now.
- It is a joke in my own brain that the item will not drop that I paid for or that the item will be out or that the machine will take my money
- machines regularly take money or products get stuck
- No attention is given to Vending machines at the Summit Bldg.

- Some of the vending machines are finnickly with accepting bills or even credit cards on occasion.
- Sometimes takes weeks to get repaired
- The machines on the Sylva campus are constantly out of order and/or can not take cards and I have to fix them quite often.
- The vending machines are all the time broke and will take your money.
- Those machines have strange habits. You never know if they are going to work or not
- Vender often doesn't come promptly when called. Not filling machine on a regular basis.

7.11) Comments: Food Services - Vending

- Consider health conciliatory options
- Have not used the food vending servies.
- Healthier options. No energy drinks needed on campus, even if they bring in money.
- Honestly, I never use it.
- I don't use the vending machines and so cannot respond
- I don't use the vending machines on campus.
- I don't use vending.
- I don't use vending products, so I am unable to provide feedback on this area.
- I don't utilize the vending machines.
- I do not use the vending machines on any campus. There does seem to be a wide variety of snacks on the Macon campus and the company seems to respond to repairs within a week or so.
- I do not use vending.
- I have no experience with vending at Macon.
- I have not used or searched for vending products at the Jackson Campus.
- I scarcely ever use them, which is good given that there are no healthy options other than water.
- It would be great if unsweet tea were available
- NA
- Not my campus.
- The food vending is fine, the pricing is a little off but it makes sense from a vending machine standpoint. The drink vending could use change, there needs to be diversity in the drinks you can purchase.
- Would like to have other vending options available since we do not have food service at PSTC as well as location to nearest eateries.

## 8. Administrative Services: Human Resources

- 8.2) Please provide specific reasons for disagreeing that college policies and procedures are fair and equitable, and offer suggestions for improvement.
- HR consistently makes mistakes/oversights that negatively impact employees. Even when given the option, they tend to favor the option that least benefits the employee.
  - In the past two years Executive leadership proved to us what we already knew - college policies and procedures are definitely not fair or equitable. What is good for faculty is not good for staff. Funny the college thinks it can run without staff.
  - It varies between divisions apparently. Policies should be applied the same across the college.
  - Policies in the faculty section do not apply to this division.
  - There are faculty who never come to meetings/PD and also are never req'd to turn in leave; they are bullies who don't pull their own weight

and the deans don't mess with them. And everyone - even senior admin - knows who they are, and nothing is done about them. Meanwhile, there are faculty who've been forced to turn in leave for missed classes and they've been required to make-up class time. Almost all of the faculty are completely professional and ethical, but there are a few who aren't. So, please do NOT create stupid policies to fix what is a management problem.

- There seems to be a nepotism problem in terms of promotions/hiring here and, for legal and ethical reasons, should be addressed.
- We should have a work from home policy. The complete disinterest in even discussing the concept is insulting.

8.4) Please provide specific reasons for disagreeing that college policies and procedures are easy to find on SCC's webpage, and offer suggestions for improvement.

- I am not especially skilled on computers but even my students comment on access difficulties
- I find the website difficult to navigate.
- It has been a challenge since I first started to know where to find policies/procedures/forms - even a user friendly handbook for who to contact about what/when. I have had to learn as I go. There are layers of policies/procedures - for the college, for the division, for students, for my program..... it's cumbersome and often unclear - this became glaringly obvious during covid.
- I think there should be a direct link to Policies and Procedures rather than having to first go to Faculty & Staff, then scroll down to Policies and Procedures. It is not intuitive.
- It is difficult to find specific policies. They are not all listed in one place and you have to know specific search terms to locate any of them.
- Its buried under a ton of links and without using the find feature is a pain to find particular policies.
- Navigating the new SCC webpage is very difficult. I remember being able to access the policies very easily and now you must dig through multiple webpages to find them.
- No one can find anything on the new website. It is atrocious and needs to be addressed and fixed.
- Not easy to find
- not easy to find
- Nothing is easy to find on the college website.
- Often it is hard to find policy on the website or there is not a link available
- Our webpage is difficult to find most things.
- Provide descriptions for the policies on the contents so you don't have to read all of them to find what you want.
- Since the revamp of the website things are a challenge to find and it takes way too much time to locate what is needed.
- When I try to use the search to find policies, it doesn't work.
- You really have to search to find them

8.5) Please provide specific reasons for disagreeing that college policies and procedures are up to date, and offer suggestions for improvement.

- Again, partly the fault of the website but many policies were previous versions with the red mark-ups on them. The more recent, approved versions cannot be located.
- Lots of unwritten rules here like being reprimanded for making honest suggestions to improve work flow makes improving procedures here tough. For example being reprimanded for suggesting that people make work orders in a timely manner and not the day before or the day the work needs to be done is asinine.
- See above.
- Still having to do paper time sheets is not what I would call up to date.

8.8) Please provide specific reasons for disagreeing that annual leave and sick leave records are maintained accurately, and offer suggestions for improvement.

- There is a lag in updating the leave on the self service site each month
- They probably are, but I who knows. Our payment advices are hard to read. Can you do some training on this @ next Welcome Back day?

8.10) Please provide specific reasons for disagreeing that you are satisfied with the benefits available to you as an SCC employee, and offer suggestions for improvement.

- Adjunct instructors are not eligible
- As a part time employee, regardless of years of service, I have no benefits available to me.
- Benefits could be better for part timers.
- I don't get any benefits. I would like to get some benefits.
- I feel part time employees should have the option to be included in healthcare insurance either as a self pay or subsidized pay scale. Part time employees are also excluded from PTO, vacation, and sick pay. Part time can be only a few hours short of full time and excluded from nearly all benefits.
- Pay is low
- The benefits offered are reasonable, but the option of adding dependents to the plan is not feasible. Being able to provide insurance for family members, as encouraged by HR, or being able to afford outside insurance are not available options at SCC.
- The dental insurance is not good and the health insurance can be challenging requiring pre-authorizations for lots of things.
- the state can do better than BlueCross?
- Would like an HSA that the state contributes to, as well as at least some 401k match

8.12) Please provide specific reasons for disagreeing that the salary plan is fair and equitable, and offer suggestions for improvement.

- Adjuncts are not paid enough.
- Again, I believe that HR intentionally does not choose the option/interpretation/action that would result in the highest benefit to SCC employees.
- As a college we must continue to work towards improving our salary schedule and funding.
- Better negotiators can increase their base at time of employment.
- College is not up to date with salary for employees because of so many years of zero and low percent increases where the increases of other work places were higher and larger so it put the college behind on employees salary.
- County with their pay increase makes more than State employees, plus they received a cost of living raise on top of that
- Educators should be paid more in line with state hourly pay scale.
- Fast food restaurants in Waynesville (like Chic-fil-A for example paying \$18 an hour) make more money an hour than I do and I have 2 bachelors degrees. We are 20% below the state average for my position in terms of pay here at the college which is evident if you just look for any other job almost anywhere else in the state (except Haywood, they are somehow just as bad as us). The excuse that benefits boosts my salary up \$10k more is a very poor excuse to say that I make more than what I take home because I rarely use the benefits and I would honestly describe them as average at best. Pay here NEEDS to improve if we want to keep people here which is evident by the mass exodus of people leaving in droves these past few months. If pay doesnt improve soon, I will be seeking other employment.
- I am earning less (~ \$20,000) at SCC with a masters degree than I was a few years ago in the private sector with a Bachelor's Degree.
- I believe staff should be given stipends when performing additional job duties. It's nice to have a culture of everyone helping out but it becomes exhausting eventually and effects morale.
- I do not feel our salary rates are competitive with anything in the area. I believe there should be a significant amount of research to keep us from losing valuable staff to places down the road. Salary compression is going to be a significant issue for this college as the minimum wage issues get addressed. Education should be valued more at SCC.
- I do not think the salary is on par with other salaries for the same positions in the area surrounding us. I think the salary is on the low end, I understand there are budgets, and those budgets go towards other things and it is hard to use to increase salary, but something needs to change in regards to salary.
- I feel we are underpaid compared to other county and college salaries.
- In other health care optoins the nurse salary is much higher. But I do appreciate the legislative increase
- It would be nice to make more money. So much turnover this year as SCC due to noncompetitive wages/salaries.
- I worked a couple of years at an incorrect pay rate and when the error was recognized I was only compensated (retroactive) for a few months at the correct rate. Had the pay scale been more apparent at the onset, I would have been able to point out the deficit from the

beginning.

- lack of adequate raises. pay doesn't keep up with inflation, even when inflation is not high
- My salary is at the bottom of the state average for my credentials and years in the field.
- not consistent across the system, not consistent across the college, not fair when leaders makes 4 times what the boots on the ground folks make  
have a panel that discusses position and pay rates when new people are hired and review all who are here
- Our pay is too low based on industry standards and for the amount of work we have to do.
- Our salaries are low compared to similar positions in other areas. People are leaving SCC for better paying jobs elsewhere.
- Pay is not what it used to be. I know many NC public school teachers making more than me who have worked less time and don't have a Masters. We have gone totally backwards on pay and it makes many question about working here.
- Pay structure across campus is showing signs of pay compression. New employees are making more and more (which they should, with the new bump to \$13 and \$15 an hour) but employees who have been here longer are not making much more than someone who just started. I have no suggestions on how to fix this though.
- People don't talk much about salaries but it's well known that some programs are paid higher than others - this tends to trend with what the person would be paid if working in the field. I see that as unfair and leads to feeling not as valued..... if faculty are doing the same job..... we should be paid the same salary - commensurate with required level of education and experience for being hired to do the job - - not necessarily what we would be paid to do the job we are teaching.
- Positions under the same classification can have drastically different salary ranges.  
Recent salary increases did not seem to apply to some employees if they had changed positions.
- Really? Why is this question on the survey. I can show you how unfair the salary plan is - do you really want to see my data? I think not.
- Salaries for some positions do not provide enough for people to live on.
- Salaries should be more competitive with the local economy.
- Salary at SCC is lower than other community colleges including others in our geographic area. Compression in salaries is a real issue and low salaries make it difficult to recruit and retain employees. It is increasingly difficult to fill open positions as there are a lack of qualified candidates due to low salaries.
- Salary calculations are not clearly explained or fairly assessed. The classifications of jobs are not accurately placed based on current duties. Having reliable and efficient employees remain in the same position for years should be rewarded, yet it is not acknowledged based on the salary of their position never being assessed after their hiring. Salaries should represent the value an employee provides to the college, their load of responsibilities (especially when more responsibilities are added), and the ability to efficiently serve the college. This is absolutely not reflected by our HR department.
- Salary is on the low side of National Average. Student to instructor Ratio is way off. Should be about 10 students to 1 instructor. Some classes are about 25 to 1
- SCC is not competitive with WCU for same positions or even with lower positions.
- Staff and faculty compensation should be among the absolute top priorities
- The salary plan is out of date and unacceptable. You must see reality or you will continue to lose good people, and struggle to replace them.
- The salary plan should be revisited and updated. Most of my graduates earn more than I do when they get employed in their field. While I'm glad for them, it's sad for me... When I received my 'promotion' several years ago, I was told that the money would come... it never came. What did come was more responsibility with no additional compensation. In my opinion, that is one reason people are leaving.. the compensation doesn't relieve the stress and current negative environment.
- This is continuously an area that SCC, Board of Trustees, Congress and Senate Representatives, NCCCS, and the State need to address. Some people are on wages that are below the poverty line at SCC when it comes to their take home pay. People are getting additional work duties added to their jobs, or covering in their department due to employee turnover, but aren't getting a change in their compensation. This is not fair or right in any way, shape, or form.  
With the rising cost of living in our area our salaries should be showing a reflection of that. Rent on average in our area is over \$1,000 a month, and the housing market is even worse. If you want to retain employees you need to provide a living wage to employees. Otherwise I believe SCC will continue to loose great employees because they financially can not afford to stay working at SCC.  
We are getting nationally recognized for the work we are doing here and we deserve to have that reflected in how we are compensated.
- Track record and length of employ could be taken more into account.
- We don't offer competitive wages for similar jobs in our area so we are not attracting qualified people to work for the college. I agree that starting wages needed to be adjusted but employees who have been here for years also need the same salary adjustment.

6.797 Please provide specific reasons for disagreeing that Human Resources staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- Communication can be brusque and rather dismissive, which is ironic when the main staff person to which this refers is a high flier of the inclusivity flag.
- [REDACTED]
- Majority of contact with our HR department members results in responses that do not clarify any information or provide an answer that solves any issues. Most of these contacts feel more like deflection of responsibility rather than working to serve the employees at SCC, as an HR department is meant to.
- Many of the responses I have received have been condescending with no motivation to "do the right thing" or keep the best interest of employees in mind. There is a strong lack of customer service. The employees are the customers for HR but we are treated as if they are doing us a courtesy by performing at even the lowest possible threshold. All that said, Amanda Allen is the exception. She is always pleasant and helpful.
- Seemingly a useless department. There does not seem to be any resolution that comes from this office.

6.108 Please provide specific reasons for disagreeing that you are overall satisfied with Human Resources, and offer suggestions for improvement.

- does this require three people?
- HR blatantly refuses compromise, query, or opposition and does not always act in the best interest of SCC employees.
- I feel that our HR department aims to serve themselves and the college rather than the employees they work with. Having an HR department is meaningless if they do not serve and respect the employees they are meant to support.
- Not at all.
- See previous comments.

6.110 Comments: Human Resources

- Did faculty senate vote on changes to leave? Did faculty senate make changes to leave plan without a consensus vote from all faculty? When the fall break came up for discussion all faculty and staff got to give their opinion.
- Everyone in HR is great at their jobs. They go above and beyond when trying to help.
- [REDACTED]
- I am not really familiar with the college policies and procedures generally. I don't have much interaction with HR.
- I appreciate the work of the DEI committee, despite meddling from administration
- My hourly rate for my work at the UTAC is great, but I don't get many hours. Advisors should be either regular PT at 25 hours/week or FT positions. As an adjunct, I am paid very little and the time I spend developing lesson plans and Moodle classes doesn't count. Classes are constantly canceled, so this is not a reliable paycheck.
- Our HR staff is extraordinary and helpful.
- Pay is negotiated at other community colleges. I assume that is related to local support. Would this be an option for us? Other benefits such as virtual work are negotiable with some positions. Would this be an option for us?
- The HR/Payroll departments are in-sync with the college mission, market trends, industry standards and strategic plans. They have the hard task of making big things happen within the confines of state regulations and budgets, but they always have employees best interest in mind. They've made big things happen this year with salary updates, COVID response, and programs/projects to keep our employees engaged and supported, in a very challenging environment/labor market.
- The Human Resources staff are very helpful and resourceful. They administer all policies and procedures fairly and equitably. I'm aware they are not responsible for our pay structure, but they do their best to advocate for employees.
- Very prompt and helpful responses from HR Staff. Thank you all for being awesome.
- While generally disappointed with HR, I will say that Covid response mgt. was fine. That was a tough situation for everyone, and overall, SCC handled the myriad issues fairly well. You can't make everyone happy, so thank you for dealing with that as well as you did.

## 9. Administrative Services: Maintenance & Facility Development

- 9.2) Please provide specific reasons for disagreeing that the college provides adequate facilities for instruction, and offer suggestions for improvement.
- My first three years as an instructor my classroom was too small for the number of students (well, it technically worked but some classes had students sitting on couches or other chairs that we added to the center of the room) - there was no central heat or air so we had to yell to be heard.  
During covid my classroom was in a different building than my office. Now, the new building is here and our program, along with several others did not move - this has led to a lack of cohesion in our department and feeling isolated and unvalued. I do appreciate the new, bigger classroom that has plenty of room as well as central heat and air.
  - need more space for programs to grow
  - Not enough class room space for Welders at the Summit. Largest class room will seat approx 16 with only 12 computers.
- 9.4) Please provide specific reasons for disagreeing that parking is adequate, and offer suggestions for improvement.
- I have had student complaints about lack of parking near the new HSCT building. Some of our students have classes like A&P in there, and have difficulty finding a parking spot that is close. Before the time change, they were walking across campus after dark alone to get back to their parking spots.
  - More parking is needed. If not possible, perhaps a shuttle from a distant parking lot would be a more realistic solution.
  - Not enough Parking spaces at Summit.
  - There is not enough parking for those who work in the central part of the campus.
  - We desperately need a parking deck or something for the new health sciences building. Parking is AWFUL!
- 9.6) Please provide specific reasons for disagreeing that facilities are clean throughout the day, and offer suggestions for improvement.
- I occasionally have to ask for the janitorial staff to clean the bathrooms and clean the hallways. I see bugs for long periods of time.
- 9.8) Please provide specific reasons for disagreeing that restrooms are regularly stocked with supplies, and offer suggestions for improvement.
- Our restroom in the corner of Balsam near our offices is frequently out of supplies - we had a door come off it's hinges and it was weeks for it to be replaced.
  - You never know..... sometimes you just hope for the best
- 9.10) Please provide specific reasons for disagreeing that maintenance work orders are resolved in a satisfactory and timely manner, and offer suggestions for improvement.
- 9.12) Please provide specific reasons for disagreeing that grounds and landscaping are well maintained, and offer suggestions for improvement.
- Area outside welding shop is always neglected. Leaves and debree pile up in Oxy Fuel Cages and No attention from Grounds Keepers.
  - Landscaping projects could improve the aesthetics of the grounds.
  - Macon Campus needs significant work
  - Macon campus still needs improvement.
- 9.14) Please provide specific reasons for disagreeing that college buildings are well maintained, and offer suggestions for improvement.
- Some older buildings don't seem to get the attention they need like window repairs.
- 9.16) Please provide specific reasons for disagreeing that wayfinding/directional signs are effective, and offer suggestions for improvement.
- I don't see any directional signs

- If's confusing signage on the third floor of Balsam - no signs for our program have existed other than the hand written one I made when I started
- Many campus signs include building names or departments included, but vague locations that do not assist people with finding the exact room/person they need. Mainly a problem with directions inside buildings.
- Many wayfinding signs have been blown down or are otherwise missing from their original installation points on the Jackson campus. It would greatly serve students, new employees, and visitors to campus to have these signs replaced ASAP.
- Not enough signage throughout the campus, especially if unfamiliar with the campus.
- Outdoor signs for programs/departments and indoor directory boards at main entrances would be wonderful. Assess the campus through the eyes of a new person trying to find things and it becomes more clear how confusing it can be.
- The campus needs new signs. The ones we have are too susceptible to wind damage and often get blown out of the sign posts, leaving an area without a directional sign until it can be fixed.

9.18) Please provide specific reasons for disagreeing that Maintenance and Facility staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

9.20) Please provide specific reasons for disagreeing that you are overall satisfied with Maintenance and Facility Development, and offer suggestions for improvement.

9.21) Comments: Maintenance and Facility Development

- At times, I have to request additional assistance from Maintenance and Housekeeping, and they are always happy to help and have a great can-do attitude.
- Despite current signs, Balsam 244 is difficult for students to find because of the strange layout of 2nd floor of Balsam.
- Fantastic job with keeping our buildings and grounds looking beautiful.

■ [REDACTED]

- Main campus is always very nicely kept.
- Maintenance is amazing here.
- My classroom is never cleaned (Founders).
- Need some of the dead oaks on the trail cut for walkers- better trail maintenance
- Our maintenance staff is the absolute best and I believe they are the magic that makes SCC feel like home!
- The landscaping at our college is beautiful - go, team!
- The lighting at the Macon Campus at night is decorative and inadequate. More light inside with less light outside means those outside can see in and I can not monitor outside other than through the limited scope of the surveillance cameras. I have brought this up for multiple years and the result is always the same. Because the doors lock automatically, I post a sign for students to bring their cell phone and call me if they are locked out since I will not be able to see them or hear them at the door. There has got to be a better way or a way to add lighting that illuminates the person at the door rather than the ceiling.
- The maintenance deserves a special recognition for the work they do. I appreciate how well they do their job.

## 10. Administrative Services: Purchasing

10.20) Please provide specific reasons for disagreeing that purchase requisition guidelines are clearly communicated, and offer suggestions for improvement.

- E-procurement is a very confusing process. It takes time to get used to how the system works on the state software and the procedures for various ordering is not clear.
- I am not sure where to find purchasing guidelines or where that information lives.

- Instructions for filling them out are not consistent between various individuals involved in processing. Samples would be helpful.
  - Not sure what sources must be used.
- 10.4) Please provide specific reasons for disagreeing that requisitions are processed accurately and in a timely manner such that I receive items as ordered when needed, and offer suggestions for improvement.
- Covid has made this difficult but I expect this to improve with time.
- 10.6) Please provide specific reasons for disagreeing that purchasing staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- 10.8) Please provide specific reasons for disagreeing that overall you are satisfied with Purchasing, and offer suggestions for improvement.
- 10.9) Comments: Purchasing
- As adjunct, my orders have to go through one more person, so once or twice, things have gotten delayed. Purchasing staff is always quick to respond when we have to follow up on something.
  - Don't know anything about them
  - Have not used this office.
  - I am not familiar with purchasing procedures, nor do I utilize them.
  - I do not take part in a lot of the purchasing aspects.
  - I have no interactions with purchasing.
  - I have no interaction with purchasing.
  - NA
  - [REDACTED]
  - Thankfully I don't have to deal with Purchasing as my requests are managed by admin. asst.

## 11. Safety/Security

- 11.2) Please provide specific reasons for disagreeing that protective/safety equipment is provided for appropriate situations, and offer suggestions for improvement.
- 11.4) Please provide specific reasons for disagreeing that you are familiar with the Crisis Action Guide and know where to find it, and offer suggestions for improvement.
- I'm not sure where this is located.
  - I am not familiar with the Crisis Action Guide at all, and I am not certain where to find it. I don't feel that the campus has communicated what our action plans are in the event of various emergencies. I feel that this is definitely lacking. My suggestion is a campus-wide training, or a series of trainings, to ensure that all staff and faculty are aware of the crisis action plans. I also think a constructive start would be sending out a survey to all staff, and students, regarding their knowledge of what they need to do in the event of various emergencies.
  - I didn't know this existed.
  - I don't know what it is or where to find it
  - I don't recall this being spoken about or an action plan on what happens/what we do if the campus goes on lockdown. Even after the lockdown that turned out to be a false alarm, no action plan was provided on what we do moving forward and nothing has ever been practiced.
  - I do not know what this is
  - I don't know what this is

- I have no idea what this is.
  - This is an area that needs repeating once a semester. It seems this area is "here you go" and never mentioned again. A semester email reminding everyone where to find this and any updates would be beneficial if ever needed.
  - We haven't reviewed it in a few years.
- 11.9) Please provide specific reasons for disagreeing that campus resource officers are available and responsive and respond in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- Do not see resource officer/s in the buildings as often as in the past. Some students in my class didn't even know that the school has resource officers. In the past, officers would walk the halls, stairways, etc. in the buildings, and also drive the campus.
  - I have had challenging interactions with SCC's SRO's and I hear my experiences are similar to those of my colleagues. I know the dean of students is frustrated with SCC's SRO's and I believe she has shared her concerns with SCC's Executive leadership team. I am doubtful my comment will have any impact if C3 can't get something done about our SRO's.
  - [REDACTED]
  - I have never even met our resource officer. Does he/she ever come to the campus?
  - I have yet to meet the Macon Campus resource officer. Do we have one?
  - I see the officers sitting more in their vehicles than I actually see them out and about on campus. We may see them walk through our building once a month...
  - None on Macon campus
  - SCC should form its own police department. Our safety and that of our students is too important and we cannot keep ignoring the issues. It is apparent that the Sheriff's department sends problem employees or burnouts to the SRO positions. They don't communicate with SCC staff and don't seem to want to learn about the college student population. I pray that one day we do not regret turning a blind eye to these issues.
  - The resource officers do not attempt to understand the culture of a college campus and the unique needs of our students.
  - We donot have a resource officer.
  - who and where are they?
- 11.10) Please provide specific reasons for disagreeing that you are familiar with the methods SCC uses to notify you in the event of an emergency (SCC Alert) and that you feel it is used appropriately, and offer suggestions for improvement.
- I am not familiar. I think this is something that we need optional training on on a yearly, if not semesterly, basis.
- 11.10) Please provide specific reasons for disagreeing that you feel trained to safely respond to an emergency here at SCC, and offer suggestions for improvement.
- I'd love to have us do a "walk through" in our classrooms for lockdown. It's pretty straightforward what to do in our offices, but classrooms are a different story. This needs to be something planned for professional development day (perhaps) and not a "drill." I DO NOT WANT TO HAVE A MOCK ACTIVE SHOOTER as we did years ago. That was traumatizing and utterly counter-productive...DO NOT PLAN AN UNANNOUNCED/MOCK SHOOTER DRILL. I can't emphasize enough how HORRID that day was and how it still causes nightmares.
  - I began at SCC in January of 2020, so it has been a little hectic! I don't know if I personally missed some training/orientation since I began in January as opposed to August, but this reminds me that I may have some gaps.
  - I do not feel trained to safely respond to an emergency. We should at least have a fire drill from time to time.
  - I do not remember being provided training.
  - I feel like more emergency training would always be welcome to stay alert and ready for any situation.
  - If there's an emergency, like a lockdown, I don't know where I'm supposed to go or if that area is stocked with first aid supplies and a way to lock the area down safely so no one can get in. I'm not trained for health emergencies or even in de-escalation tactics.
  - I have not received any training regarding responding to an emergency on campus. I think we need a campus-wide training, or series of trainings, to address this.
  - I would not use the word "trained" as no formal training took place. I was informed about the SCC Alert App for personal cell phones that is available, and the Guides that are posted in each room on orientation day.

- Prior to the pandemic, I felt more prepared, but now that things are returning to "normal", it would help for a refresher for what to do in emergency or crisis situations.
- We have not had critical incident training in years. Let's say that again WE HAVE NOT HAD CRITICAL INCIDENT TRAINING IN YEARS! What is going on here? I know Covid has been our focus, but we have someone hired now and faculty expect that we would see more emphasis on responding to active shooter emergencies, but it has just stopped. Does administration really want to be trying to explain that to the press if we have an incident and so many new employees have not been trained on how to respond?

■ What training?

"1.12) Please provide specific reasons for disagreeing that Safety/Security staff provide service in a prompt, efficient, and courteous manner.

■ Are not available.

■ I assume SRO's are SCC's safety/security staff and I do not believe they will provide prompt and courteous service. I have experienced the opposite.

"1.13) Please provide specific reasons for disagreeing that overall you are satisfied that SCC provides a safe and secure environment, and offer suggestions for improvement.

■ I think I have covered this in previous comments.

■ No resource officer

■ See above comments.

■ Since I have not received any safety or security training, and I am unaware of the crisis action plans for various emergencies, I cannot agree that SCC necessarily provides a safe and secure environment. I do appreciate that we have resource officers based on campus.

■ There should be gates at each entrance with security monitoring who comes in and out of campus. Also, doors should not have a glass panel on them, it creates a really unsafe space for people in the event of an emergency like an active shooter, etc... They would be able to break the glass and walk into a room without even having to unlock it.

"1.14) Comments: Safety/Security

■ 11.9 - A fire, yes. An external threat with weapons/lockdowns, etc., no.

■ First aid kits in work areas are sometimes missing needed items.

■ For the past two years, the focus of Safety and Security has been reducing the spread of coronavirus, and with the assistance of Housekeeping and Maintenance, they have done an incredible job of maintaining healthy work environments. I am hoping as the pandemic wanes, they will be able to redirect their efforts to critical incident management and to expanding training and resources for campus emergencies with the same excellent outcomes as the pandemic management.

■ I am not on campus

■ I am the 'night security', but have no means of defense other than a locked door and a phone. Not complaining, but it is highly inadequate in these times. Outside lighting is ineffective. They can see in and I can't see out.

■ I feel safe in the building. I know where the emergency button is and have trained for certain circumstances. I do not feel as safe when I leave the building because of the inadequate lighting previously mentioned. The police/sheriff's office have responded quickly in the past when I have had issues, but if we have a resource officer on campus at any time, I don't even know his/her name.

■ I have no experience with asking security for assistance.

■ I have not had reason to summon security, but I often see an officer patrolling campus, so I do feel safe.

■ [REDACTED]

■ [REDACTED]

■ My location is off campus.

■ No safety on staff at PSTC.

- The Emergency Services/Safety Coordinator position is a wonderful new asset and the person hired is highly effective and professional.

## 12. Workforce and Continuing Education

12.2) Please provide specific reasons for disagreeing that Workforce and Continuing Education course offerings are diverse and timely, and offer suggestions for improvement.

- Compared to other peer institutions, I'm not sure we are offering timely courses. I think we could offer more to target our large retiree population. They are a captive audience and I don't feel we are taking advantage of that market to the extent we could. Could we recruit some of these retirees to teach a class in their area of expertise?

- Offering courses, such as notary, online or on the weekends would be helpful. Most of these are scheduled on a weekday.

12.4) Please provide specific reasons for disagreeing that the Workforce and Continuing Education link on the college web page provides adequate information about programs, locations and schedules, and offer suggestions for improvement.

- SCC's webpage is difficult to navigate and does not accurately portray the abundance of information SCC has to offer. The ConEd/ Workforce sections specifically do not easily display location of courses and how to get more information.

12.6) Please provide specific reasons for disagreeing that Workforce and Continuing Education is responsive to the educational needs of the community, and offer suggestions for improvement.

- Classes are often canceled due to the lack of participation causing inconvenience to those who have scheduled and paid.
- Community members have shared with me that the part-time art instruction is much better than that of our full-time con. ed. staff who they find to be disorganized and unable to provide productive feedback to students.
- They seem to provide courses based on instructor availability.

12.8) Please provide specific reasons for disagreeing that the Workforce and Continuing Education department is a leader in the economic development efforts in the college service area, and offer suggestions for improvement.

12.10) Please provide specific reasons for disagreeing that Workforce and Continuing Education staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- Often response time from these departments is slower than expected.
- Staff in Con Ed are not always courteous to others.
- The staff in that office is unfriendly and unwelcoming.

12.12) Please provide specific reasons for disagreeing that you are satisfied with Workforce and Continuing Education, and offer suggestions for improvement.

12.13) Comments: Workforce and Continuing Education

- I'm wondering if Continuing Education is not an area that SCC could exploit more to the benefit of the institution and community likewise.
- I am not satisfied with 12.3 but I did not want this department to take a hit, as it is all due to the poor design of the SCC website. It is difficult to find anything on the website and I had to search for "Workforce and Continuing Education" in order to find something. However, even after searching that phrase, the results were not helpful.
- I am not very familiar with the Workforce and Continuing Education program. I do think this program provides a solid array of courses for our communities.
- If I know that these trainings will lead to a promotion or FT employment, I might do them, but as an adjunct, I have to work several jobs just to be able to pay my bills. I don't have time for extra stuff.
- I have no experience with continuing ed.
- I have not used the workforce and continuing education
- I wish they publicized their class offerings more regularly to employees. Word of mouth is the best friend of WCE, but they don't take

advantage of it often enough. [REDACTED]

- [REDACTED]
- No knowledge of this area.
- No not personally use Workforce/Con Ed offerings.
- The workforce part of this is incredibly effective, but I believe we could be doing a lot more to encourage continuing education, including arts and trades within continuing education.

### 13. Information Technology and Telecommunications

<sup>13.2)</sup> Please provide specific reasons for disagreeing that the Google Apps for Education system (Gmail, Drive, Docs, Forms, etc.) meets my needs for communication and workflow, and offer suggestions for improvement.

- Clear, written directions available
- Some of these items just seem unnecessarily complicated

<sup>13.4)</sup> Please provide specific reasons why you disagree that you are satisfied with Datatel for business, human resources, student records, and advising processes, and offer suggestions for improvement.

- Datatel can be difficult and doesn't always save as you think you have done so.
- Datatel does business and HR? Training at next Welcome Back, pls.
- Datatel is a terrible system to navigate.
- Datatel is bulky and not user friendly.
- Datatel is clunky and outdated and nothing is easily done in it. This is why we have a separate platform (Informer) to pull data from Colleague, but only if you learn the system programming and the syntax needed to write reports!
- Datatel is not user-friendly, and it does not always work well.
- Datatel is not user friendly and to my knowledge there has been no official training offered for this. It is cumbersome - especially when faculty do not use it frequently
- Datatel often glitches, breaks, and makes completing tasks very difficult.
- Difficult to use, not intuitive, not user friendly, difficult to search for unknown information.
- I don't think anyone is excited about Datatel but it is what we have.
- It is a terrible system and is not user-friendly. The training offered by the state is terrible, if there is a class that you need to take, it is very hard to get into the class unless you know one is coming up and check the state site regularly.
- It is not horrible but it is not the best system
- Not the easiest software to use -- feels archaic
- The version we are using is way out of date.
- we need an update and training

<sup>13.6)</sup> Please provide specific reasons why you disagree that you are satisfied with Onbase for submitting form, storing official documentation and document retrieval, and offer suggestions for improvement.

- I don't think I have used a clunkier software in my life. When dealing with data entry load times are a huge factor to productivity, and Onbase seems to be slower by the day. Surely there is a more lightweight solution.
- It is a clunker of a system. Is this the best technology solution we can find for forms approval?
- I use OnBase as little as possible. It is not user-friendly.
- Not user-friendly software.
- Onbase has so many frustrating quirks for high-frequency users. I don't know of a solution, but it is a challenging system to rely upon.

- OnBase typically reports "errors" with every submission and breaks often. I personally have had to re-do an entire stack of paper work due to OnBase crashing.

- See below.

13.8) Please provide specific reasons for disagreeing that you are satisfied with the new MySCC Dashboard to access college resources via a single sign-on (SSO), and offer suggestions for improvement.

- I really dislike how inefficient it becomes each time I have to log back in (it feels almost immediate each time I log in and it logs me out), I would extend the idling time by at least a half an hour. Also, it would be great if datatel could be added to the apps on the mysccl page.
- It's cumbersome to have to use the triple access passwords
- Please stop changing this.

13.10) Please provide specific reasons for disagreeing that you are satisfied with Self-Service for accessing employee, student and budget information, and offer suggestions for improvement.

- Training at next Welcome Back, pls. I'm often unsure what I'm looking at.

13.12) Please provide specific reasons for disagreeing that the college wireless network is adequate for my needs, and offer suggestions for improvement.

- It is hit or miss most days...

13.14) Please provide specific reasons for disagreeing that the internet speed at the college is adequate for my needs, and offer suggestions for improvement.

- At PSTC our internet is seriously lacking. We have issues with reduced speeds and the internet cutting out completely.
- Many days I have had to restart my computer at IT's suggestion due to an extremely slow internet connection that made work impossible to complete since every page would time out before loading.
- Summit building has slow internet access
- The desktop computers are much slower than my personal laptop

13.16) Please provide specific reasons for disagreeing that you are satisfied with communication about campus closures or delays, and offer suggestions for improvement.

- It would be great to not get such short notice in these events, some people travel longer distances than others and one hour before is not enough time to plan accordingly.

13.18) Please provide specific reasons for disagreeing that computer/technology support staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- [REDACTED]

- I've heard colleagues say they hate to call the help desk as they don't want to have to speak to "Eeyore." Not picking on an individual as more than one person in the dept. could benefit from some customer service training. I wouldn't want that job, but if you don't want to sound like you're happy to help, then do something else, like the rest of us who've opted not to work in IT in an educational setting. [REDACTED]

- It is hit or miss. Sometimes the problem is fixed, sometimes it seems like it is too hard for them to come up with a solution to the problem you need to be fixed. Sometimes they fix the problem you have only to create a new one.
- No comment
- Some staff respond in courteous and timely manner. Others have difficulty with responding or interacting (customer service) or with responding to what is needed.
- The 4409 operators is not always courteous.
- The helpline guy does not have a good customer service attitude. I realize it is probably not an exciting job sitting there all day, but he chose to do it as have others in the past who at least seemed friendly and wanted to help.

<sup>13.20)</sup> Please provide specific reasons for disagreeing that overall you are satisfied with Information Technology resources, and offer suggestions for improvement.

- Reasons mentioned above

<sup>13.21)</sup> Comments: Information Technology and Telecommunications

- I am somewhat familiar with Aviso. I have seen Onbase. I have no experience with Datatel.
- I don't use Datatel or Onbase, so I gave those questions a neutral rating. Our IT department is exceptional, and always willing to help quickly and professionally.
- I have heard a lot about the improvements that will be made to self-service to support students and look forward to seeing students be able to take a more active role.
- I would appreciate some training on Self Service, in particular, what a student's view of his/her/their account is so I can better answer questions when they arise.
- I would value some in-person training on some of the Google Apps, particularly Google Sheets as it seems to differ significantly from Excel. I think wireless printing would be useful.

- [REDACTED]
- [REDACTED]
- Some customer service improvements would be appreciated from IT so questions and requests don't seem burdensome.
- The Help Desk has been very patient and helpful.
- the IT personnel are wonderful to work with.
- The support staff do great work. They are patient and try very hard to help.
- They are always very responsive with requests.
- Would it ever be possible for us to submit timesheets electronically through Self-Service? I think that would be a great addition!

#### 14. Instructional and Student Services: Instruction

<sup>14.20)</sup> Please provide specific reasons for disagreeing that curriculum programs are current and relevant, and offer suggestions for improvement.

- Need to expand to Macon Campus so students have access without having to spend so much money traveling to Jackson. Feel there is a trend to ignore this resource which could expand enrollment of more courses were available.
- the curriculum program for some Health Sciences is out of date.
- There are several programs (A1030N for example) that need to be looked at.

<sup>14.21)</sup> Please provide specific reasons for disagreeing that course offerings are current and relevant, and offer suggestions for improvement.

- I believe we need to have more online and evening offerings versus classes from 8-4. We are not going to reach the working adult if we do not have fully online classes, and though Enroll Anytime is a great idea and offering not all students are successful in courses like that. Having evening classes is hard, but it could be a hybrid model with having one evening on campus and the rest online. This is type of class that has not occurred at SCC in a long time.
- Need more programs offered on the Macon Campus

<sup>14.22)</sup> Please provide specific reasons for disagreeing that the college effectively meets the advising needs of its students, and offer suggestions for improvement.

- Advisors do not always respond to students in a timely manner.
- Having a dedicated advisor for each division would be helpful.
- Our college needs a blanket training for advising to adequately serve our student population. Often there are miscommunications between

departments due to ill advisement or lack of. If advisors had more training of what the base of advising fundamentals contains, they would be able to efficiently create their own advising style that would still be in the best interest of the student.

- The faculty and staff are great. The advising tech tools are antiquated.
- We need staff who are focused only on advising.

<sup>14.8)</sup> Please provide specific reasons for disagreeing that Aviso is an effective tool in helping you support student retention and success, and offer suggestions for improvement.

- Clearer expectations or instructors about how instructors should use Aviso would help make the best use of it, and maybe it would help to hear from advisors on what advisors expect to see from instructors in Aviso (Notes/Alerts?).
- useless

<sup>14.10)</sup> Please provide specific reasons for disagreeing that overall you are satisfied with instruction, and offer suggestions for improvement.

- Macon Campus facility poorly utilized.
- Not to name any names but most of the nursing department here could use some work not only in ethics but in technology instruction.

<sup>14.11)</sup> Comments: Instruction

- Advising could be improved. In the summer it is hard to find anyone to advise students and advisors do not receive formal training for advising, Colleague, etc.
  - As a BIO 111 instructor, I often have students who are not invested in succeeding in that course. Advisors should steer AA students or non-science students to BIO 110 instead of 111 (a course designed for science majors). Science faculty are in the process of working on the BIO 110 course to encourage more students to choose that one.
  - I'm not familiar with Aviso, hence the neutral rating.
  - I am currently not enrolled in classes
  - I do not instruct.
  - In a TIA meeting, it was brought up there could be a greater connection to research about needs/career growth in our region. We could especially use credentials in more trades.
  - In regards to Advising Needs of students, I believe that we could improve advisor availability in the summer months. It is hard to enroll students here when Faculty are not on campus for three months, and we have a faculty driven advising model. I also believe that self-registration of students is highly needed to set our students up for success, especially in our college transfer population. SCC needs to adapt "Advising is Teaching" mentality in helping our students navigate their college experience and overall life.
  - It might be good for advisors to sometimes question if another major might be more appropriate for certain students
  - Regarding advising: it would be helpful to provide basic training to new advisors.
  - There are faculty who never come to meetings, PD, etc. and are never asked to turn in leave; they are bullies who don't pull their own weight within departments and the deans don't mess with them. Students complain that they don't reply to emails and calls. And everyone - even senior admin - knows who they are, and nothing is done about them. Almost all of the faculty are completely professional and ethical, but there are a few who aren't. So, please do NOT create stupid policies to fix what is a management problem.
  - There needs to be FT advisors on staff who do nothing else, but advising, orientation, recruitment and retention. Stop filling the UTAC with teachers/staff who have other things to do and can't always be there.
- As for course offerings, there needs to be a culling of the classes. If the PED classes are only provided for the high school students to fulfill their PE requirements, then let the high schools do that, not the college. There is no need to have a PED class called "Yoga" if the students don't actually want to learn about yoga. If you want a real yoga class, then it should be under the Health Sciences Department and taught as a form of therapy in the PT curriculum.
- Too much reliance on part time instructors. Effects the quality of instruction. Inconsistent quality across the institution. Have heard students praise and complain and too often the complaints are about the part time instructors (and students don't even know they are adjunct part time instructors) related to either teaching quality or responsiveness.

**15. Instructional and Student Services: Library**

- 15.2) Please provide specific reasons for disagreeing that you are satisfied with access to the resources of the library, and offer suggestions for improvement.
- 15.4) Please provide specific reasons for disagreeing that you are satisfied with the availability of resources in the library to support your program, and offer suggestions for improvement.
- 15.6) Please provide specific reasons for disagreeing that you are satisfied with the services and assistance provided by the library staff, and offer suggestions for improvement.
- 15.8) Please provide specific reasons for disagreeing that library staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- 15.10) Please provide specific reasons for disagreeing that overall you are satisfied with the library, and offer suggestions for improvement.

## 15.11) Comments: Library

- All of the Library staff, including Savvy before they moved positions, were welcoming, prepared, and *always* seemed excited to do their job. Overall a great place to go.
- Have not used library services.
- I've never used the library
- I am always impressed with how willing the library is to partner with different groups on campus. They *are* an under-utilized and under-appreciated resource on campus. But more than that, they are an energetic, helpful department to work with and more departments should engage with them!
- I do not interact with the library.
- I have not had to use the library - so I do not have a strong opinion.
- I rarely access the library
- Library staff go above and beyond to connect faculty with resources to support their instruction - thank you, Librarians!
- Need more study rooms.
- Our Library Staff is awesome, and I am so happy they took on the challenge of renting out technology to our students! This has been a fantastic addition to helping students be successful.
- [REDACTED]

**16. Instructional and Student Services: Learning Assistance Center (LAC)**

- 16.2) Please provide specific reasons for disagreeing that LAC facilities are adequate, and offer suggestions for improvement.
- 16.4) Please provide specific reasons for disagreeing that LAC resources are adequate, and offer suggestions for improvement.
- They are habitually lacking tutors for necessary subjects.
- 16.6) Please provide specific reasons for disagreeing that LAC staff are helpful and knowledgeable, and offer suggestions for improvement.

16.8) Please provide specific reasons for disagreeing that LAC staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- I would appreciate more upfront communication from LAC staff.
- Students have reported negative interactions and have said that the staff were not helpful.
- [REDACTED] Some services the LAC provided for years are no longer available.

16.10) Please provide specific reasons for disagreeing that overall you are satisfied with the LAC, and offer suggestions for improvement.

- see 16.8 and 16.11 comments
- Students have reported negative interactions and distress when seeking help at the LAC. See staff as not helpful. Having to jump through hoops, have appointments to get help. Not getting help when they go.

16.11) Comments: Learning Assistance Center

- Have not used the LAC
- I am not very familiar with the size or number of employees at the LAC.
- I don't have any interaction with the LAC, but I am aware that students find the staff and resources very helpful, and the tutors are very proud of their students' successes.
- I do not usually interact with the LAC, but when I have brought students in to them with questions, the staff has always been very helpful.
- I haven't had opportunities to observe how the LAC functions.
- I have not had many students utilize LAC since covid - it seems a lot of policies/services stopped or changed during that time - I don't know that I'm familiar with what they really offer anymore.
- It would be wonderful if the LAC had an increased ability to proctor students, even if that were virtual proctoring in a secure space.
- Never used the LAC
- Not in a position to have needed LAC.
- Student services are outstanding. The level of knowledge they possess, their care of each student is just amazing. They advise they supply
- These questions are not related to my position and I do not know.
- The tutor schedule should be sent out to every instructional department so students know who is potentially available for last minute walk ins as well.
- They have stopped providing some services to faculty and students. I hope this will change soon. Maybe it was a pandemic thing.
- [REDACTED]

## 17. Instructional and Student Services: E-Learning

17.2) Please provide specific reasons for disagreeing that E-Learning facilities are adequate, and offer suggestions for improvement.

- The offices and workshop room could use updates. A learning lounge concept like I've seen at some colleges where students and faculty can both come for assistance but also utilize technology for learning would be wonderful.

17.4) Please provide specific reasons for disagreeing that E-Learning resources are adequate, and offer suggestions for improvement.

17.5) Please provide specific reasons for disagreeing that the college provides adequate support services (such as financial aid, registration, and other support services) to E-Learning students, and offer suggestions for improvement.

- I do not think this question belongs here, as in under E-Learning. I do not think E-Learning provides financial aid and registration services to students, as students are (and should be) directed to the appropriate department for assistance in those areas (Registrar's Office, Fin. Aid, etc.)

17.8) Please provide specific reasons for disagreeing that E-Learning staff are helpful and knowledgeable, and offer suggestions for improvement.

17.10) Please provide specific reasons for disagreeing that E-Learning staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- It is a gamble if you get help from them or not.
- They will only help you if you can't view the tutorial first

17.12) Please provide specific reasons for disagreeing that overall you are satisfied with E-Learning, and offer suggestions for improvement.

- They have influence into areas where they should not have.

17.13) Comments: E-Learning

- A better understanding of WHAT and WHO E-learning is for the college is necessary. Common misunderstandings cause E-learning to deal with a variety of issues that are directed at the wrong department.
- All members of E-Learning are very nice and helpful. I do wish, however, that they offered more technical training for faculty and staff such as Web Advisor, OnBase, Colleague, etc.
- Amazing staff!
- [REDACTED]
- [REDACTED]
- E-Learning is amazing. They help the second I ask for it and do a fantastic job.
- E-Learning staff and resources saved the college's tail during the pandemic
- E-Learning staff are always eager to help provide timely, helpful and accurate information!
- faculty want training to do our jobs better not figure out stuff for administration
- I'm not involved with E-Learning.
- I am not very familiar with E-Learning.
- I am not very familiar with this
- I have never used E-Learning resources
- I wish e-learning were accessible to everyone just like education is. If a person wants to learn a program or software to better develop themselves professionally they should be able to. I don't believe in excluding people from trying to learn especially if it's something that may later be used or be useful to a department in the long-run. Also a list of specific people should get emails from Bethany that she knows for a fact are "allowed" to take a webinar, it shouldn't be sent out as a mass email to everyone because not everyone is welcomed to partake.
- Never used these services.
- No knowledge of or interactions with E-Learning.
- Thank you for helping me do my job better!
- They are ALL amazing - always ready to help!
- Very responsive and make managing an online class an ease.

## 18. Instructional and Student Services: Admissions

18.2) Please provide specific reasons for disagreeing that Admissions staff provide students accurate information concerning admissions requirements, and offer suggestions for improvement.

- Adequate training has not been provided to the members of the Admissions team from a leader position. This lack of knowledge leads to being unable to answer questions from students and employees.

- I constantly get students that have been misinformed about program requirements
- I have had students misinformed about admission criteria & deregistered by admission staff without ever being consulted with. When the issue was brought to admission's attention there was no show of remorse or empathy for the student or the advisor, who had to repair the damage
- Students are often confused about the process and are sent on a wild goose chase before their problems are solved.

<sup>18.6)</sup> Please provide specific reasons for disagreeing that Admissions staff provide service in prompt, efficient and courteous manner, and offer suggestions for improvement.

■ [REDACTED]

- The ability to provide efficient service to our school population is hindered by the isolation of Admissions members, mainly by closed doors or disinterest in building an operative team.

<sup>18.6)</sup> Please provide specific reasons for disagreeing that overall you are satisfied with Admissions, and offer suggestions for improvement.

<sup>18.7)</sup> Comments: Admissions

- Admissions is the foundation of our college. A strong leader is necessary to keep a strong base of employee knowledge and efficiency and currently we are lacking in this leadership.

■ [REDACTED]

- Always very responsive.

■ [REDACTED]

- I have not used admissions in the recent past

- no reference

■ [REDACTED]

#### 19. Instructional and Student Services: Career Center

<sup>18.2)</sup> Please provide specific reasons for disagreeing that the Career Center provides a wide array to career-related resources, seminars, workshops and one-to-one assessment and counseling, and offer suggestions for improvement.

<sup>18.6)</sup> Please provide specific reasons for disagreeing that you are aware and understand the importance of PEAK, and offer suggestions for improvement.

- I am not familiar with PEAK. I can do some research on the SCC website.

- I don't even know what this is.

- I do not know what PEAK is.

- I don't really know much about it

- I have not heard much about this.

- Students do not take this service seriously.

<sup>18.6)</sup> Please provide specific reasons for disagreeing that the Career Center staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

18.8) Please provide specific reasons for disagreeing that overall you are satisfied with the Career Center, and offer suggestions for improvement.

18.9) Comments: Career Center

- Career Center services are really strong and broad. It is great that we have everything from career counseling to job fairs and a job board that is so helpful. The technology, recordings and videos, educational programs and trainings offered are current and meet any kind of career need. Career services also helps faculty and their students with all kinds of things.
- I am always impressed with the Job Fairs SCC hosts. [REDACTED]
- I do not interact with the Career Center
- I have never used the career center resource
- [REDACTED]
- [REDACTED]
- NA

## 20. Instructional and Student Services: Financial Aid

20.2) Please provide specific reasons for disagreeing that the Financial Aid Office keeps you informed of changes in financial aid requirements that affect students and advising, and offer suggestions for improvement.

- I am unsure of how to help students find and receive certain programs and am often told it is not their department. For example, emergency services I am told there is a contact in every county but i was told they don't help students with that. I was only given 2 contacts after that. Students tell me they get frustrated trying to find help.

20.4) Please provide specific reasons for disagreeing that the Financial Aid Office staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

20.6) Please provide specific reasons for disagreeing that overall you are satisfied with the Financial Aid Office, and offer suggestions for improvement.

20.7) Comments: Financial Aid

- Amazing staff. So pro-student and helpful
- Great job with SCC Promise
- I don't interact very often with Financial Aid, but their staff has always been professional and helpful on the rare occasions I'm in contact with them.
- I do not interact with the Financial Aid office.
- I have no experience with the Financial Aid office.
- I have not used financial aid resources in the recent past
- I have received comments regarding the AA in Financial Aid being unhelpful and generally spiritless with a disinterest in serving students.
- NA
- [REDACTED]
- [REDACTED]
- The financial aid office staff are wonderful to work with,
- They always get back to me quickly when I have a question and follow up later if they have to find more information before giving me an answer.

- Very helpful, provide good service.

## 21. Instructional and Student Services: Placement Testing

<sup>21.2</sup> Please provide specific reasons for disagreeing that placement test scores are readily available and easily interpreted when needed to advise students, and offer suggestions for improvement.

- Data1 is hard to use.
- It would be helpful for the placement test scores to also show the courses that the student has placed into.
- This issue gets more and more complicated over time. I don't blame anyone in the office for it.

<sup>21.4</sup> Please provide specific reasons for disagreeing that Placement Testing staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

<sup>21.6</sup> Please provide specific reasons for disagreeing that overall you are satisfied with the Placement Testing Office, and offer suggestions for improvement.

<sup>21.7</sup> Comments: Placement Testing

- I don't deal with the placement testing office
- I have never used placement testing resources
- I have no interaction with Placement Testing.

- [REDACTED]

- [REDACTED]

- [REDACTED]

- NA
- Never used this.

## 22. Instructional and Student Services: Registrar

<sup>22.2</sup> Please provide specific reasons for disagreeing that the Registrar's Office provides accurate information, and offer suggestions for improvement.

<sup>22.4</sup> Please provide specific reasons for disagreeing that the Registrar's Office provides timely information, and offer suggestions for improvement.

- It would be helpful to receive a list or an email when students are added as a "pre" program student or fully accepted program student. If they initially register with someone else outside of the department/division, we may not even know that they've been added to the degree or certificate programs.

Graduation lists to be reviewed are sent out in a timely manner.

<sup>22.6</sup> Please provide specific reasons for disagreeing that the Registrar's staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

22.2) Please provide specific reasons for disagreeing that overall you are satisfied with the Registrar's Office, and offer suggestions for improvement.

22.5) Comments: Registrar's Office

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- I could not function without these wonderful people. They bend over backwards to answer questions, get things moving and giving advice.
- [REDACTED]
- Like the new Onbase forms for W/drawal process. [REDACTED]
- no reference
- The Registrar's Office handles all situations sent their way with a smile on their face. They implement new forms and processes to improve the efficiency of the college and student success. I believe they are allocated far too many responsibilities of the college to burden on two people alone. This office needs a larger team to be able to continue their outstanding work without drowning in it.
- This office needs another full time employee to help with phone and work tickets
- Very helpful and responsive.

### 23. Instructional and Student Services: Student Counseling Services

22.2) Please provide specific reasons for disagreeing that you are aware of the college resources available to students with emotional or mental health needs (e.g., stress, anxiety, depression, harm to self, etc.), and offer suggestions for improvement.

- I'm not sure that these services are open to all students like auditing ones or just curriculum students, and that's a problem.
- I need to learn much more about the resources available to students.

22.4) Please provide specific reasons for disagreeing that the Student Counseling Services staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

22.5) Please provide specific reasons for disagreeing that overall you are satisfied with Student Counseling Services, and offer suggestions for improvement.

22.7) Comments: Student Counseling Services

- [REDACTED]



## 24.3) Comments: Student Disability Services

- Depends on what type of disability. I've been able to work with what I've had so far but would not be prepared for those who are blind
- Issues with testing, proctoring and spaces.
- [REDACTED]
- [REDACTED]
- [REDACTED]
- The physical campus lacks accessibility. Person with ambulatory issues will be challenged to navigate significant portions of the campus. The health service building has helped but getting to the upper level of oaks hall is still challenging..

## 25. Instructional and Student Services: Student Support Services

25.2) Please provide specific reasons for disagreeing that Student Support Services provides helpful services and assistance to students, and offer suggestions for improvement.

25.4) Please provide specific reasons for disagreeing that you are aware of the criteria that a student must meet to be eligible for Student Support Services, and offer suggestions for improvement.

- Am not a student nor do I have a student that is involved in SSS
- I am not aware
- I am not aware.
- I am not aware of the criteria, so I disagree with being aware.
- I do not know of any special criteria that a student needs to utilize Student Support Services.
- I need to do some research on the SCC website to determine this information.

25.5) Please provide specific reasons for disagreeing that Student Support Services staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

25.6) Please provide specific reasons for disagreeing that overall you are satisfied with Student Support Services, and offer suggestions for improvement.

## 25.9) Comments: Student Support Services

- [REDACTED]
- [REDACTED]
- One of the best kept secrets to SCC student success. They go the extra mile every day to support their students. They give legendary service and support what it means to succeed in a community college.
- Our SSS team is absolutely amazing. They all go out of their way to serve their population. They contribute to other campus activities when able and are all around an astounding team. I constantly endorse applying to SSS for students that qualify, because it is just a wonderful group to be a part of!
- SSS team goes above and beyond for their students!

## 26. Public Relations

- 2a.2) Please provide specific reasons for disagreeing that the Public Relations Office is effective in communicating an accurate and consistent image to students and the community, and offer suggestions for improvement.
- I think in some respects the PRO may be effective in communicating certain information to students and the community. However, there are several ways in which the PRO is lacking in its communication. I don't feel that the photos associated with SCC advertising consistently reflect the diversity of our student population. This includes ethnic, religious, gender identity, and age diversity. I also don't think that the SCC advertising necessarily includes photos of our students with disabilities. I think the PRO has a lot of work to do in these areas. I don't think that the information associated with some of the advertisements for SCC Promise was consistently well explained. Between the fall 2021 and spring 2022 semesters I encountered multiple students, and faculty members, who did not seem to understand the eligibility criteria for SCC Promise. This resulted in multiple students becoming frustrated.
  - The website is an absolute mess. Information goes missing randomly or is replaced with old information. It is like it resets on a weekly basis. I have given up on correcting things and cannot find anything on the website. When I do submit corrections, it can take weeks and the PR staff are sometimes reluctant to make the requested changes.
- 2a.4) Please provide specific reasons for disagreeing that Public Relations Office publications are accurate and attractive, and offer suggestions for improvement.
- It is not accurate to say that our tuition was free.
- 2a.6) Please provide specific reasons for disagreeing that the college website provides accurate information about the college, and offer suggestions for improvement.
- Given everything that has happened with the website since the change I have to strongly disagree with this statement.
  - I'm still having trouble finding what I need on the new website. I try to use the search bar and it more often than not doesn't give me what I need or it is several items down. I know this was a difficult change, so I hate to complain. I've tried to help fix a few specific incidents by reporting issues I've found, but I've found that hasn't been efficient, and even worse, it hasn't been effective. I don't want to suggest regarding how to fix it, and I hate to be critical, but it just isn't as good as it was this time a year ago. Example: Search for campus map. The first result I got was "Enrollment Process." What I wanted was the 3rd result. If you search for LAC, their main page is the 5th or 6th result. And, I need to be able to edit my own pages. By the time I figure out what I need and how to communicate the changes, I could have them done by myself half a dozen times already. How about some access with training? I'd even be willing to come for it during the summer during faculty vacation.
  - Information frequently disappears or reverts to older, outdated versions. There are many broken links, glitches, and user interface issues that make user friendliness non-existent. The organization of information is terrible with not being able to find things, things "floating" out there and not being connected to any other pages. They should either hire a web design company to fix the website or build another one. Another option would be to just revert back to the old website. It was usable at the very least.
  - Renovating the website had to have been a huge and thankless job, and we all appreciate what was done in good faith and with great commitment to SCC's success. What is there is accurate, but so much has been preliminarily deleted in an effort to streamline, or become harder to find. The website acts less effectively to help current students, and the information about programs no longer includes attractive videos and customized photos and narratives written by faculty or information about where alumni work or what they say. These things need to be restored. With all that said, it is impressively consistent, even if stripped of some useful content. Perhaps Phase 2 will be to build these features back into the website. I strongly advocate for the inclusion of academic program directors in next-step evaluation and expansion of content and customization of website sections related to their areas.
  - Since the website was redesigned, it is often very difficult to find information when needed. I have had trouble finding forms that were once easily accessible. At times, the forms cannot even be found by searching. While the new website has an appealing look for prospective students, it does not work well for current students or employees.
  - The changes in the website last year have made it difficult to navigate and keep updated. Information has disappeared or reverted back to old pages, etc.
  - The college website is in big trouble! It is in need of a total redesign to make it easier to navigate and to better promote our programs.
  - The new website is horrible! We picked the worst time of year last fall to disrupt the website for an "upgrade." It is ugly, difficult to navigate, and amateurish compared to any other community college. This change was really a huge step backwards. People cannot easily update information and the public has to be at a loss trying to find anything.
  - The re-design has been and still is, an absolute disaster. There is no reason the website cannot be "our most-important marketing tool" while still being an easy to use utility for members of the SCC community.
  - The website is still full of dead links. It would be great if someone could fix that.

26.8) Please provide specific reasons for disagreeing that the Public Relations staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- Publications have been slow. And even getting emails that say they're inundated with requests have been delayed. Do we need additional employees or interns in this dept.?
- Requests for printing jobs and website corrections often take weeks if at all. I have waited over six months for something only to be told it was forgotten. I have also been denied the right to edit my own content on the website.
- The SCC PR department often completes tasks that are only partially correct or never respond to requests made.

26.10) Please provide specific reasons for disagreeing that overall you are satisfied with the Public Relations Office, and offer suggestions for improvement.

- Given the situation with the website, the slow processing of work orders, and everything else, I cannot say I am satisfied with the service of this office.
- I think the PRO has a lot of work to do in the areas mentioned above.
- The SCC PR department does not serve our college population with college efficiency in mind. Communication is not implemented, which severely impacts the ability to complete requests correctly and in a timely manner.

26.11) Comments: Public Relations Office

- Even with the recent improvements, our website still seems like an area of opportunity compared to some peer institutions.
- NA
- Public Relations team is very creative and their work always looks great.
- The new webpage isn't easy to find information. Some things seem hidden a couple layers deep.
- The PR team is tireless in its efforts to help us all, and talented.
- This department seems overwhelmed and needs some help. See comments about website and publications above. I KNOW these folks are doing the best they can with all they have on their plate. They just have a really big plate! Seems like a good opportunity to get interns from WCU's Communications/PR dept. or SCC's own graphics art dept. if there is absolutely no funding for additional employees.
- This office needs another full time person
- [REDACTED]
- [REDACTED]
- When we were first rolling out SCC Promise, there seemed to be confusion on what the criteria was and there wasn't the best communication to staff so we could provide accurate information to students or the community. Not necessarily Public Relations, but when you learn about something for the first time through an ad, it begs the question of how well SCC communicates everything to their staff in a timely manner including any updates or changes.

## 27. Grants Writing

27.2) Please provide specific reasons for disagreeing that you are aware that the Grants Writing Office is charged with identifying, developing, submitting and administering grants for SCC, and offer suggestions for improvement.

- I am not aware.
- I am not aware of what is produced from the Grants Writing Office.
- I am not very familiar with the work of the GWO.
- I know next to nothing about this

27.4) Please provide specific reasons for disagreeing that you have received professional service from the Grants Writing Office, and offer suggestions for improvement.

- Always have to reach out for grant info, never have been approached about a grant
- I have not

- I have not received any services from that office.
- I have not received any services from the Grants Writing Office.
- I have not received services here as an adjunct
- I have not required any professional service. It might be helpful for the Grants Writing Office to reach out to different departments to suggest different types of grants that would be helpful for our department.
- I have not used the grants office.
- I'm not a student
- [REDACTED]
- [REDACTED]
- This is a yes or no question. If you want productive feedback, maybe reword the question. Or just eliminate it?
- [REDACTED]

27.8) Please provide specific reasons for disagreeing that the Grants Writing Office provides valuable support, and offer suggestions for improvement.

- how many grants were identified last year every program should have a grant
- Laughable!
- People have to mostly write their own grants and manage them, so what is the support?
- The Grants Writing staff does not appear to seek out grant opportunities, and they ask requesters to provide much of the research and work that the Grants Writing staff themselves are responsible for.

27.8) Please provide specific reasons for disagreeing that the Grants Writing staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- every program should have a grant
- Requesting service, information, or assistance from the Grants Writing staff appears to be an imposition, and I get the feeling they aren't highly motivated to research, apply, write, or pursue grant opportunities.

27.10) Please provide specific reasons for disagreeing that overall you are satisfied with the Grants Writing Office, and offer suggestions for improvement.

- every program should have a grant
- Laughable!
- Nice person, but her common response is "I don't know" and she pushes the grants writing back on others. It is time that she learns how to write grants for us or that we get a new grants writer.
- Over the past few years, it appears that the Grants Writing department is not focused on researching, pursuing, and servicing grants for faculty and administration. The department had been very productive in the past, but perhaps the need for grants has decreased over the past 4 years. There used to be announcements of several grants SCC had been awarded, but over the past few years, it seems there's no news about grants. I can't suggest what could be improved because it might be a personnel issue.

27.11) Comments: Grants Writing

- I don't have any experience with the Grants Writing office, which limits my ability to respond on this topic.
- I have had no interactions with the Grant Writing Department.
- I have had no interaction with the Grant Writing Office.
- I have no idea how to go about getting a grant. And I've been here since April 2017 as a director
- I have no positive feedback for Grants Writing, and it appears to be the weakest and least effective department at SCC.

- I have not used the Grants Writing Office's services.
- I have very little knowledge of what goes on there except that's where a lot of our money comes from
- NA
- No idea about this
- While I have not used the services of the Grants Writing Office I understand that their services

## 28. Foundation

- 28.2) Please provide specific reasons for disagreeing that you are familiar with how the SCC Foundation supports our students, faculty, staff and the College, and offer suggestions for improvement.
- not aware
- 28.4) Please provide specific reasons for disagreeing that you are aware of the giving options available to support the SCC Foundation, and offer suggestions for improvement.
- Never told about them.
  - not aware
- 28.6) Please provide specific reasons for disagreeing that you are aware that you can support the SCC Foundation via payroll deduction.
- I had not heard this or paid attention to it.
  - Never told about it.
  - not aware
- 28.8) Please provide specific reasons for disagreeing that you have sufficient opportunities to financially support the fundraising efforts of the SCC Foundation, and offer suggestions for improvement.
- I have never been told about anything.
  - not aware
- 28.10) Please provide specific reasons for disagreeing that the SCC Foundation has the appropriate level of visibility, and offer suggestions for improvement.
- maybe too high of a profile?
  - No idea.
  - not aware
  - Would love to see a fundraiser grow into an event with bigger reach and more impact.
- 28.12) Please provide specific reasons for disagreeing that the Foundation staff provide service in a prompt, effective and courteous manner, and offer suggestions for improvement.
- 28.14) Please provide specific reasons for disagreeing that overall you are satisfied with the Foundation Office, and offer suggestions for improvement.
- I've suggested more than once that it needs to be much easier to make a contribution in honor/memory of someone. Make it easy to say who is being honored and what a note card will say. Have several card designs that the donor could select so they'd know what the honoree will be receiving. This could done easily with a Google form.
- 28.15) Comments: Foundation

- [REDACTED]
- I have not dealt with or visited the Foundation Office. I do not know where it is located.
- Most of these questions relate to how faculty can help the Foundation, rather than the way the Foundation supports the school and students.
- Thank you for all the work you do for students, SCC Foundation team!

## 29. Institutional Research and Planning

- 29.2) Please provide specific reasons for disagreeing that Institutional Research and Planning reports and publications (such as the Fact Book) contain valid and reliable information, and offer suggestions for improvement.
- I wasn't even aware this existed
- 29.4) Please provide specific reasons for disagreeing that the Institutional Research and Planning Office provides effective support to the program review efforts, and offer suggestions for improvement.
- 29.6) Please provide specific reasons for disagreeing that the Institutional Research and Planning Office provides an effective level of support to departmental planning efforts, and offer suggestions for improvement.
- 29.8) Please provide specific reasons for disagreeing that Compliance Assist is an effective tool to support program review, and offer suggestions for improvement.
- I find the software to be challenging to use; having all previous years' worth of data in the same table makes it difficult to manage. There may be a different way to approach using the same software, though.
  - It's appropriate but the layout is terrible...
  - It does the job, but it isn't the easiest/most intuitive software to use
  - This software program is not very effective and is confusing to read and contribute to. It doesn't create a nice report (which can help when you are referring to it for planning purposes).
  - What is this
- 29.10) Please provide specific reasons for disagreeing that the Institutional Research and Planning staff provide service in a prompt, effective and courteous manner, and offer suggestions for improvement.
- 29.12) Please provide specific reasons for disagreeing that overall you are satisfied with the Institutional Research and Planning Office, and offer suggestions for improvement.
- I honestly don't know what this is
- 29.13) Comments: Institutional Research and Planning
- Compliance Assist can be clunky and challenging, especially alignment. Also, it is essential to double check that you return to the correct year when checking information in a past year or so. Can some of the past years' information be deleted?
  - Don't know anything about this
  - I don't know much about it.
  - I don't know this office
  - I have had no interactions with the Institutional Research and Planning department.
  - I haven't had any interaction with this department, so I don't feel that I can really comment on its efficacy.
  - I have no experience with this office.

- I have no interaction with Institutional Research and Planning.
- I have not had any personal dealings with IR&P
- I really have no idea what any of this is.....
- NA
- not familiar
- [REDACTED]
- We need to go digital with employer and alumni surveys. Our response rate would increase a ton.

30. Shout Outs - If there are departments or individuals that you want to recognize as outstanding, please share them below.

30.1)

■ [REDACTED]

- A huge shout out to all faculty and staff. They are all Rock Stars. Shout out to the maintenance and housekeeping departments. Huge "Thank You" to the foundation for their support of our students and employees. IT rocks. What a great Team. SCC is a great college and a great place to work.

■ [REDACTED]

■ [REDACTED]

Environmental services in health sciences go above and beyond to keep the space beautiful and clean. The 2nd floor gentleman even has taken care of laundry when it backs up. That is certainly not his job description and the fact that he noticed and offered help is beyond words of thanks.

[REDACTED]

[REDACTED]  
[REDACTED] The regular, proactive emails are very timely and welcome.

I am certain as soon as I submit this I will remember more!

- [REDACTED]
- [REDACTED]
- Both the e-Learning and IT staff members are excellent at what they do, are quickly responsive when a need arises and always willing to help. Both departments maintain a positive attitude and if they don't have an answer to a problem, they will research it and provide an update as soon as it is feasible to do so. They both deserve a shout out!

- Career Services  
IT  
Starr for holding down the fort in Burrell in spite of great challenges  
Whoever worked on Job Fairs

[REDACTED]  
[REDACTED]  
To all departments: It's a pleasure working with all of you and you feel like family! Happy to finally see big grins on all your faces and know that all the work you all have done the last two-three years does not go unnoticed.

- E-learning and IT are amazing! [REDACTED]
- E-Learning and the Library! The A&S dean is wonderfully supportive.
- E-Learning staff are always very helpful and kind.
- Everyone from HR to the Financial offices to the maintenance people have been super supportive in helping get comfortable in my new position. [REDACTED]
- Everyone in eLearning and the Library are amazing!  
[REDACTED]
- HR has been SUPER BUSY these last few years — they seem determined to incorporate a Value Added strategy to their role at SCC and it shows! It looks like a lot of extra work has gone into that.

Some committees really take their work seriously and it shows. In particular, the Fun Committee, Wellness Committee, and DEI Committee have kept a high profile to the entire campus all year (and in the past) — and we know they are not paid extra for all the programming and enjoyment they provide to the faculty, staff, and students (and community). SHOUT OUT TO ALL THE ACTIVE COMMITTEE MEMBERS OUT THERE going above and beyond!

Faculty Senate— they are also very active and involved OUTSIDE of the normal expectation and job requirements. [REDACTED]  
[REDACTED]

- I can not figure out why this survey continues to be administered. Nothing comes of results. The pay scale is terribly unfair and college policies are not applied consistently across the college. The environment has become challenging and defensive and the lack of a collegial working community is felt everyday. Employees are afraid to speak up. The brave people do so with the chance of being diminished and retaliated against. I have been told to lay low. I have been told to keep my concerns to myself. I hear colleagues are treated badly for speaking the truth. The SCC culture is not good. Is it going to take everyone leaving before it is addressed? I believe a college walk-out is a possibility.

Saying that there are many employees who do exceptional work everyday. To that degree they are much like SCC students - full of resiliency and fight. Even in the most challenging and unappreciative environment we continue to serve the mission. A big shout out to my outstanding colleagues. There are many of you but I will not name you because Executive Cabinet will spend more time trying to figure out who wrote this rather than fixing the serious college culture problem.  
[REDACTED]

- I cannot identify one area or person over another. Everyone I work with and contact at the college is willing to listen and assist.
- I have been informed by multiple students that the fitness center desperately needs dumbbells ranging from 50-100 lbs. The current selection is inadequate and ranges from 0.5 to 45 lbs.
- I have had wonderful interactions with: [REDACTED]

[redacted] There are so many more I have come to appreciate and they make coming to work a pleasure and privilege. I truly enjoy working here and it has a lot to do with the people I work with.

- I love working at SCC, and I admire, respect, and care for my colleagues. Over the past two years, the administration has done an admirable job of guiding the college through the pandemic and serving the needs of the students.

It feels like morale is lower than in past years, but that could be due to pandemic fatigue, the economy, and handling skyrocketing inflation with salaries that don't match the increasing cost of living. Being undervalued state employees has an effect; it's not the administration that undervalues us, it's the General Assembly. All other sectors of state employment are seeing appreciable salary increases and it's very hard to not be lured away to another job, say at WCU, for twice the pay here at SCC. The college has definite intangibles that make it a better place to work, but these intangibles don't pay the bills when salaries don't even match the rate of inflation. I've watched talented and dedicated colleagues leave SCC for higher-paying jobs and I'm concerned about the effect it has on college morale and quality. I want to stay at SCC but I also want to be competitively compensated. I feel there's enough money in the state budget to increase community college salaries to competitive levels, but the General Assembly has to make the decision to fund that. I would like to see faculty and staff make a unified (or even individual) effort to get this message to the entire General Assembly - not just here at SCC, but organized across the community colleges across the state. Public Instruction and the University system have been able to do this effectively, and it's time to be heard by those with access to the purse strings.

One suggestion I'd make to improve morale is to redirect the focus back to student success - it was necessarily diverted during the pandemic, but I think we all need to stay focused on why we're here and who we serve. I'd like to suggest sharing stories about individual students within the college - what their challenges are, what they want to achieve, and what it means for them, their families, and our community when they are successful. Individual stories speak to the heart, and help us think more outwardly than inwardly, and I think for the past two years, all of us have shifted our focus to ourselves. We're much more admirable humans when we think of and care about others, and I think our students' stories can inspire us to be the best versions of ourselves.

Again, SCC is a great place to work, and I consider myself fortunate to work here.

- I want to give a shout out to the following departments/people:

Career and College Promise - The staff in the CCP department are responsible for approximately 1/3 of all CU enrollment. That is a huge responsibility for the three staff members in that department. [redacted] do a wonderful job of juggling travel to the high schools in our service area, meeting with homeschool students and mass amounts of paperwork. [redacted]

[redacted]

- [redacted]

- [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

- [redacted]

- [redacted]

- [redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- Kudos to SCC for our numerous prestigious awards and recognitions.
- Many thanks to the Registrar's office for always answering my questions in a kind and prompt manner.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- See individual comments!

[REDACTED]

[REDACTED]

- Student services-amazing job
- Registrar's office-absolutely wonderful
- Disabilities office- outstanding

- Student Support Services, the LAC Staff, [REDACTED] Workforce Innovation, the IT Department, [REDACTED] and the maintenance and cleaning crews are all phenomenal. Keep up the good work!

- [REDACTED]
- Thank you to the leaders of Diversity, Equity and Inclusion - [REDACTED] They are doing great work despite interference from college leadership and the board of directors

- The area I am most concerned about is the overall culture on campus.  
How are we going to rebuild community here?  
The pandemic has created gaps between faculty and staff.  
We have told students only to be on campus for class and labs. I never see students hanging out or even on campus any more.  
What does the new normal look like... we can not go back but forward.

- The bookstore staff is always helpful, kind and courteous! [REDACTED]

[REDACTED]

- The most valuable employees that hold this college on their shoulders are:

[REDACTED]

The departments of this school that serve our population the best are:  
Student Services, Student Support Services, The Registrar's Office, Deans' Offices, Maintenance, & Library.

- There are so many outstanding employees at SCC that go above and beyond to help their colleagues and students.
- The Registrar's Office is always always responsive almost immediately and certainly within a few hours of any request I make. [REDACTED]
- The Registrar at SCC is amazing! Unsung hero!
- The teaching and learning support office is a valuable resource! The LAC and Student Support Services have been great collaborators! The library staff are extremely helpful!
- [REDACTED]
- [REDACTED]

# Employee Evaluation

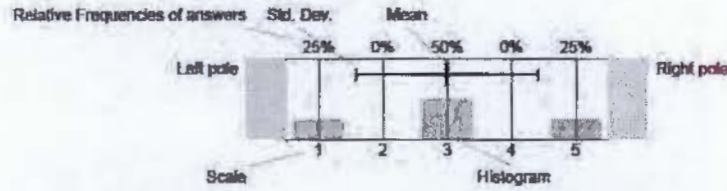
Employee Evaluation Survey 2023SP (EmpiEval-2023SP)  
No. of responses = 107



## Survey Results

### Legend

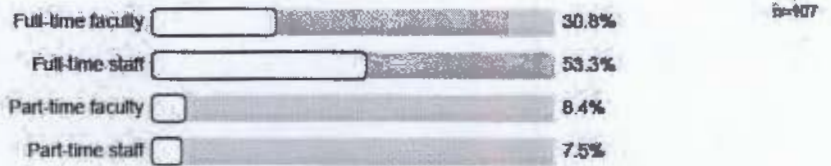
Question text



n=No. of responses  
av.=Mean  
dev.=Std. Dev.  
ab.=Absterion

### 1. DEMOGRAPHIC INFORMATION

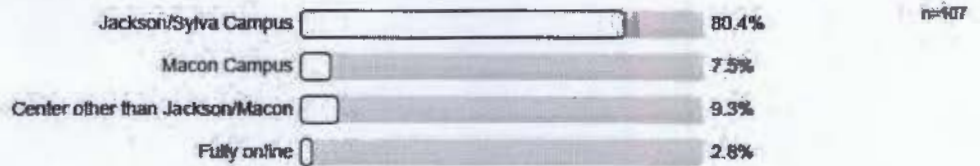
1.1) Please indicate your employment status.



1.2) Please indicate your length of service at SCC.



1.3) Please indicate your primary work area.

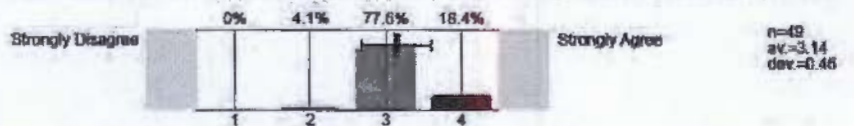


### 2. Administrative Services: Bookstore

2.1) My position at SCC requires interaction with the Bookstore.

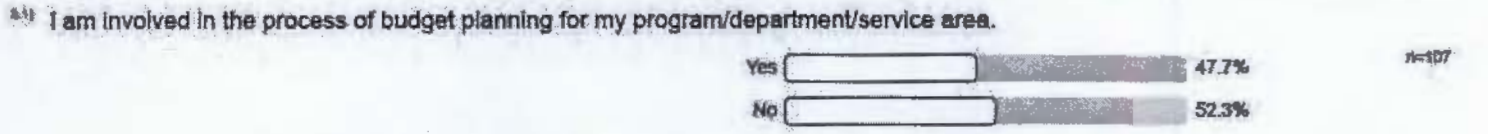


2.2) Books and supplies are available when needed.

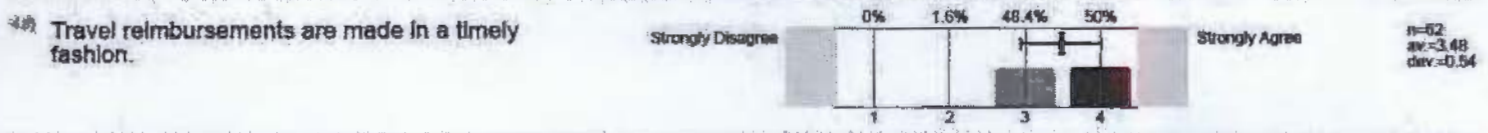
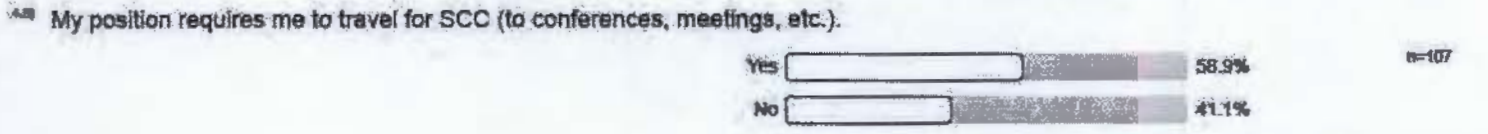
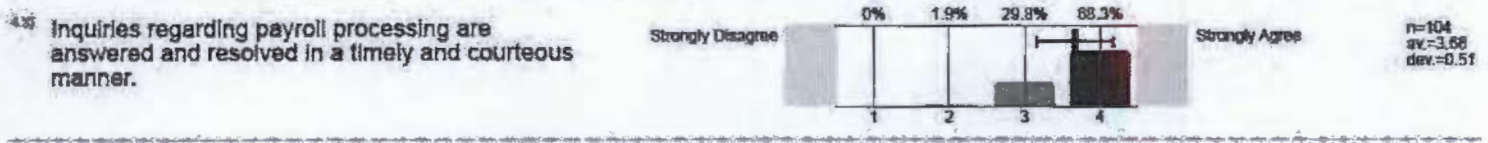




**3. Administrative Services: Budgeting Process**



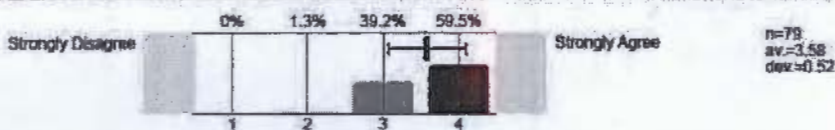
**4. Administrative Services: Business Services**



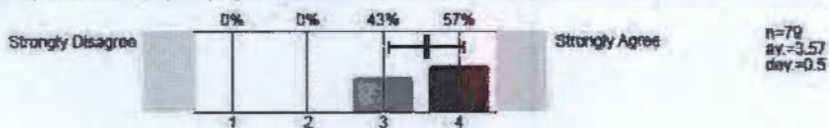
4.10) My position at SCC requires me to interact with the Business Office.



4.11) Business Services staff provide service in a prompt, efficient and courteous manner.

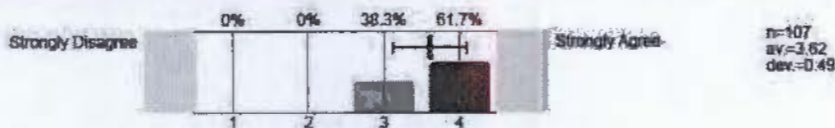


4.12) Overall, I am satisfied with the services of Business Services.

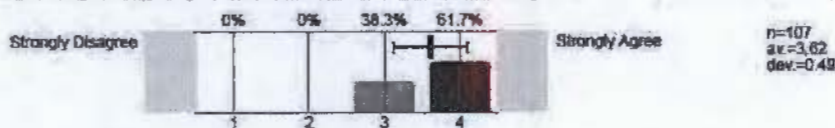


5. Administrative Services: Campus Shipping/Receiving/Mail Delivery

5.1) Mail delivery and/or Shipping/Receiving staff provide service in a prompt, efficient, and courteous manner.



5.2) Overall, I am satisfied with the campus shipping, receiving, and mail delivery.

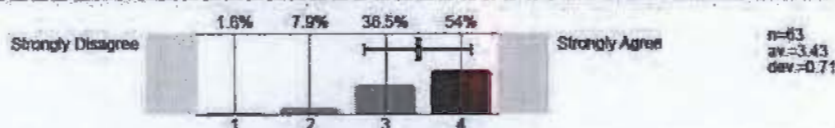


6. Administrative Services: Food Services - Café '64

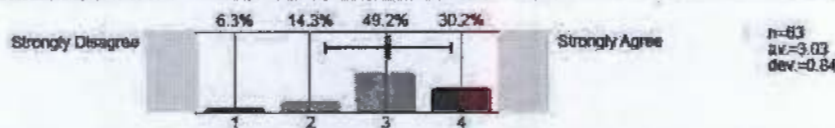
6.1) I purchase food from Café 64.



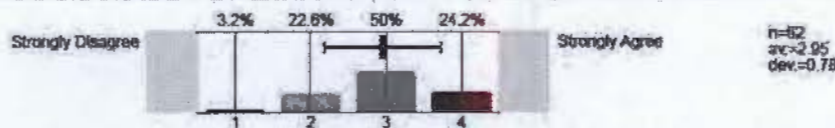
6.2) Café '64 staff provide service in a prompt, efficient, and courteous manner.



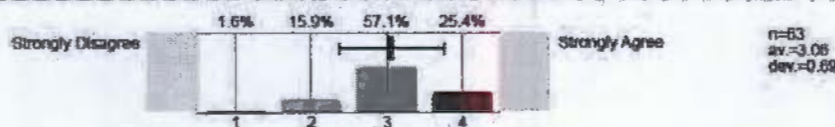
6.3) I am satisfied with the food value at Café '64.



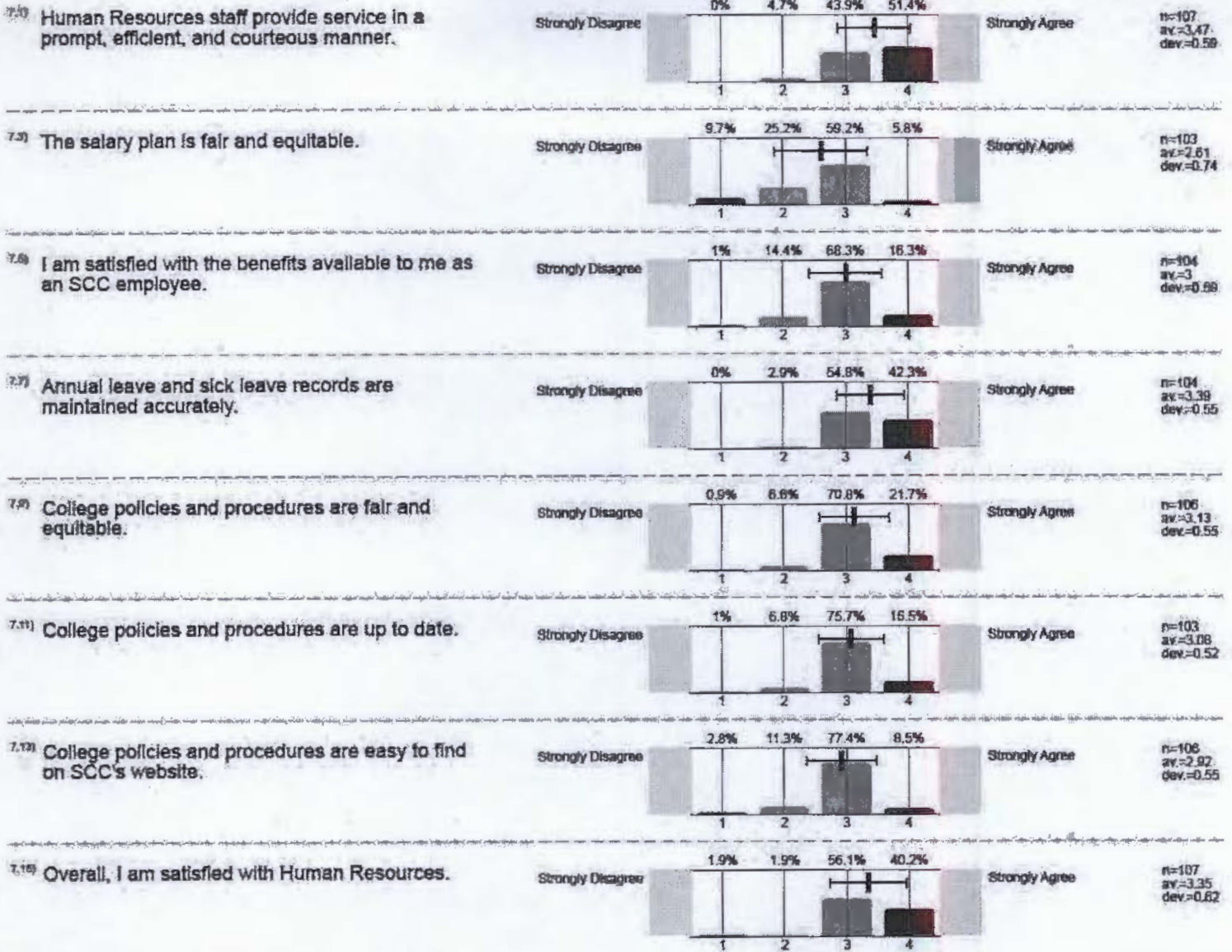
6.4) I am satisfied with the hours of operation at Café '64.



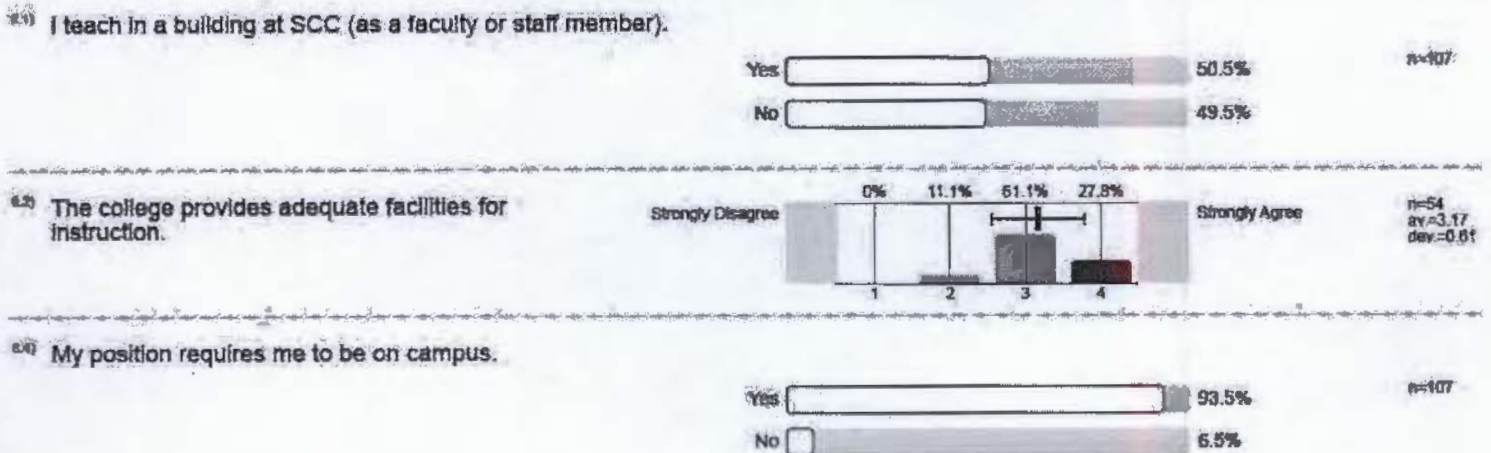
6.5) Overall, I am satisfied with Café '64.

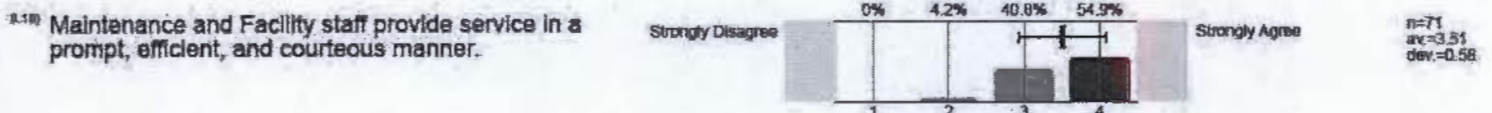
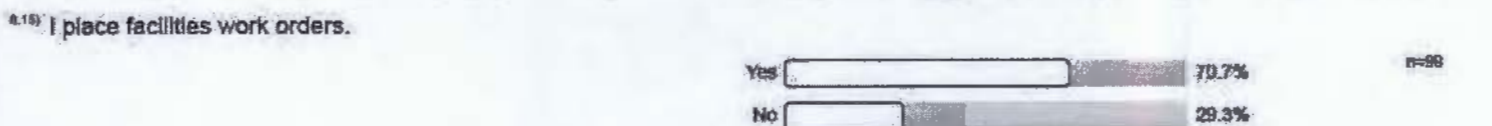


7. Administrative Services: Human Resources

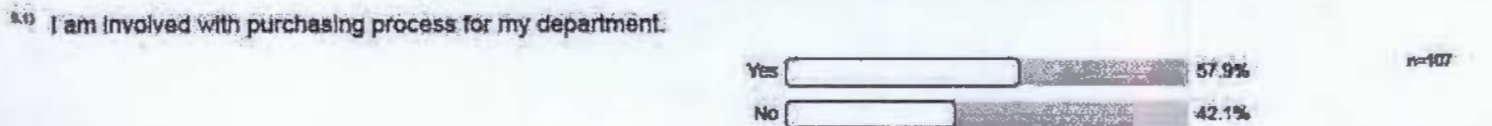


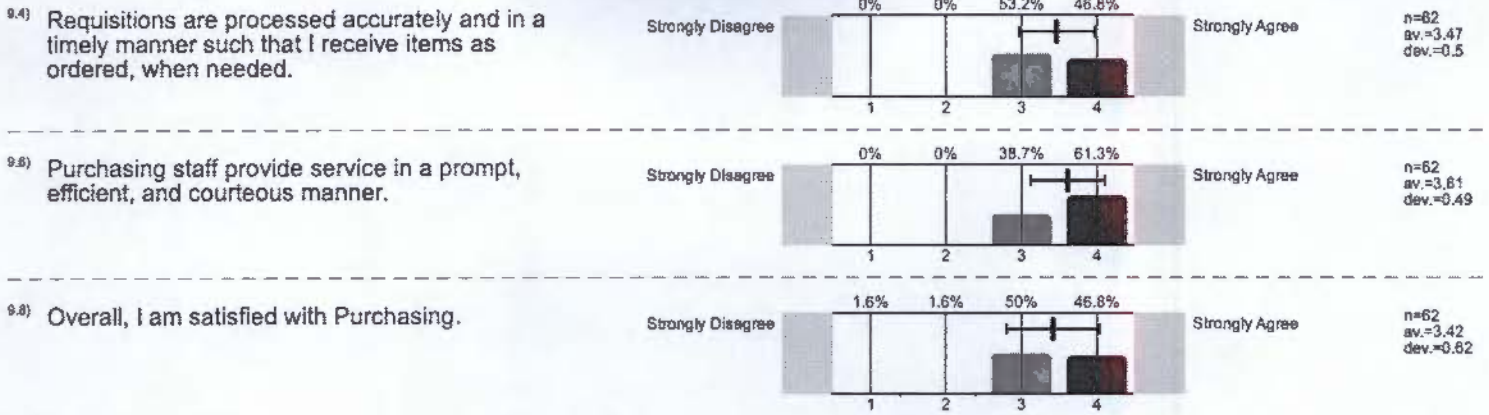
8. Administrative Services: Maintenance & Facility Development



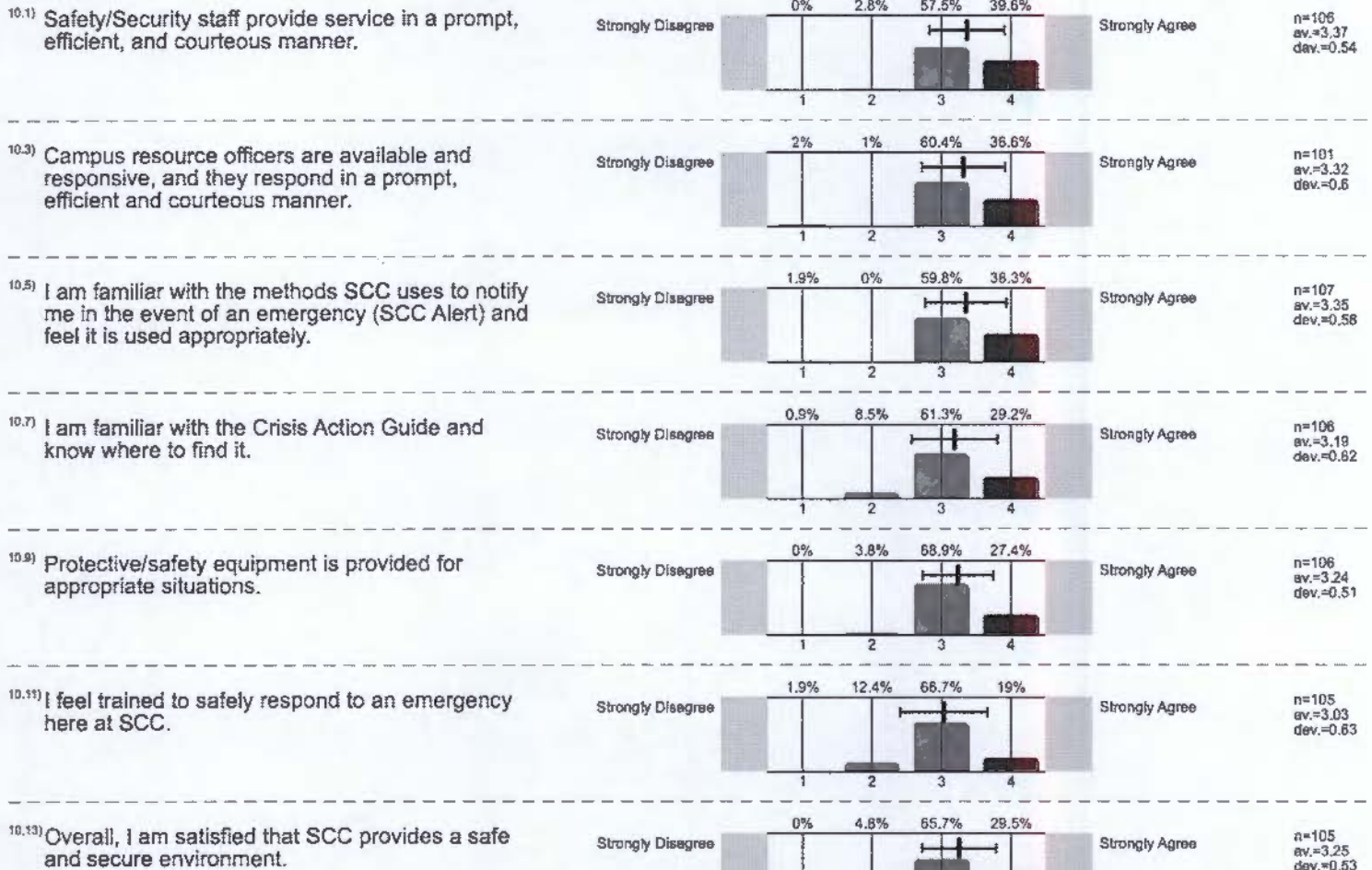


9. Administrative Services: Purchasing



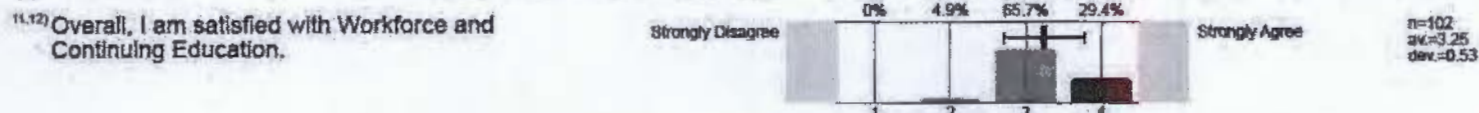
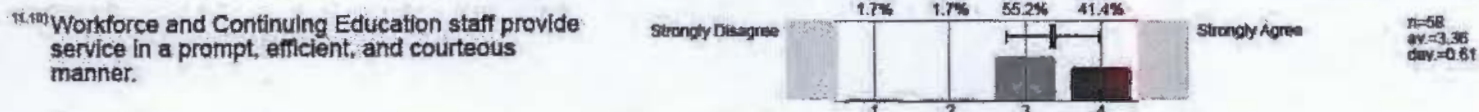
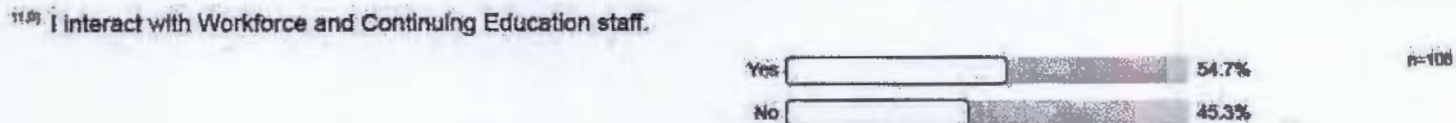


## 10. Safety/Security

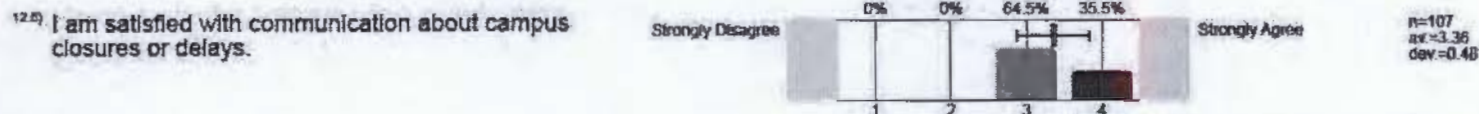
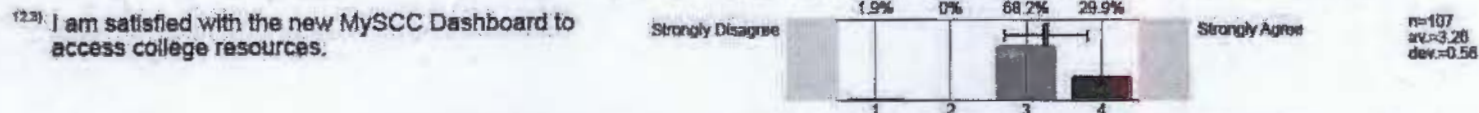


## 11. Workforce and Continuing Education

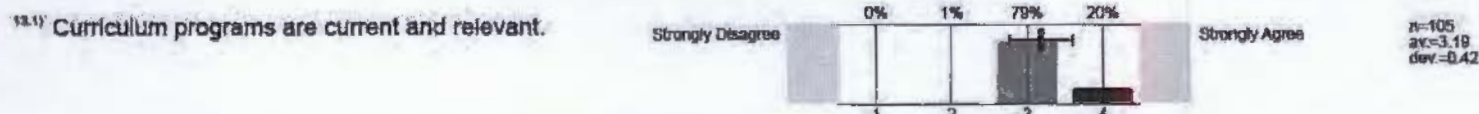




12. Information Technology and Telecommunications



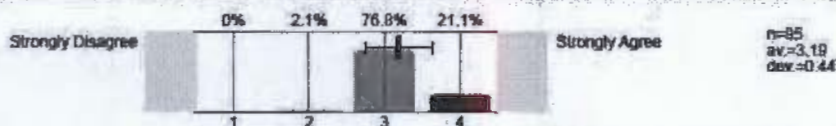
13. Instructional and Student Services: Instruction



13.26) I am aware of specific curriculum course offerings at SCC.



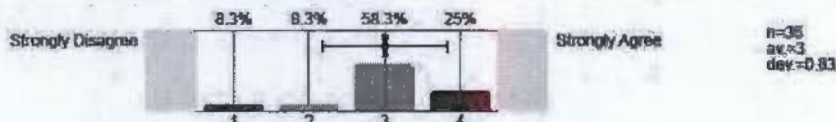
13.26) Course offerings are current and relevant.



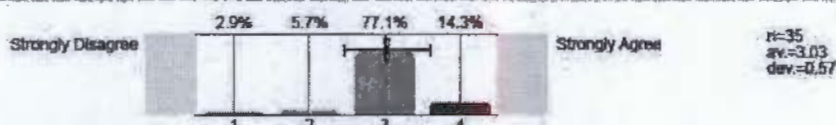
13.27) I am involved with the advising process for SCC students.



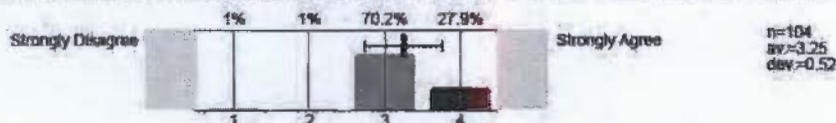
13.27) The college effectively meets the advising needs of its students.



13.28) Aviso is an effective tool in helping me support student retention and success.



13.28) Overall, I am satisfied with Instruction.



14. Instructional and Student Services: Library

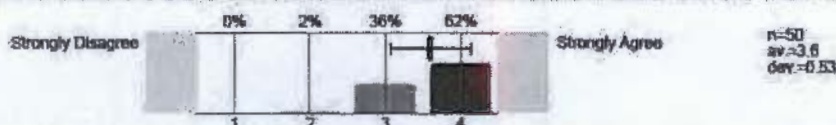
14.1) I access SCC's (Holt) Library.



14.2) I am satisfied with access to the resources of the library.



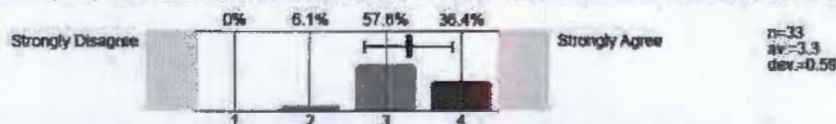
14.2) I am satisfied with the services and assistance provided by the library staff.



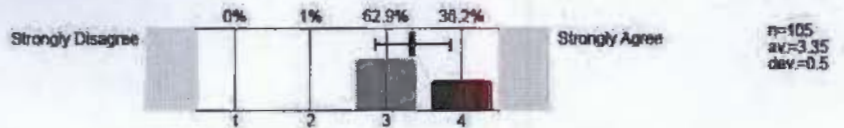
14.2) I am an instructor at SCC and my students access SCC's (Holt) Library.



14.7) I am satisfied with the availability of resources in the library to support my program.



14.9) Overall, I am satisfied with the Library.

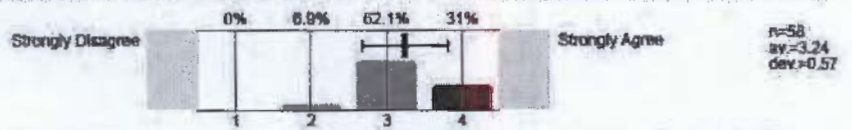


15. Instructional and Student Services: Learning Assistance Center (LAC)

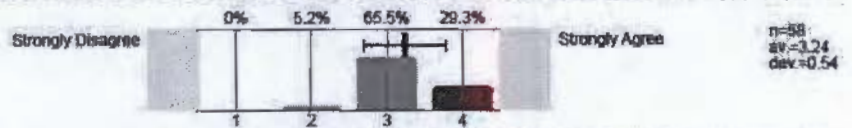
15.1) In my position, I encourage students to attend the LAC (Learning Assistance Center) and/or I interact with the LAC.



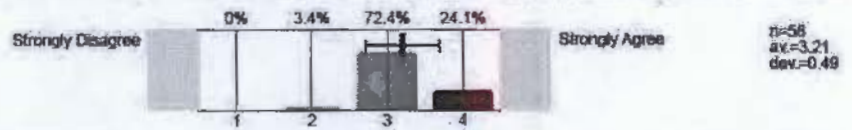
15.2) LAC staff are helpful and knowledgeable.



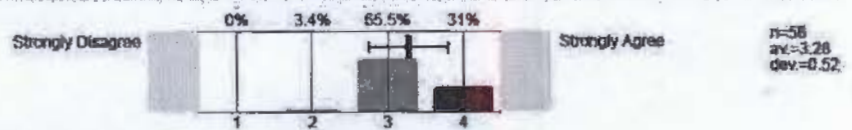
15.4) LAC facilities are adequate.



15.6) LAC resources are adequate.



15.8) Overall, I am satisfied with the LAC.

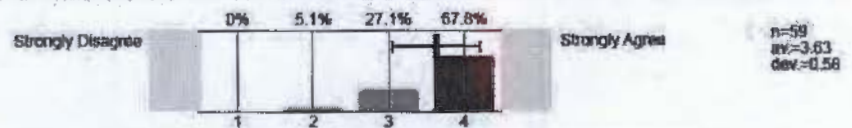


16. Instructional and Student Services: E-Learning

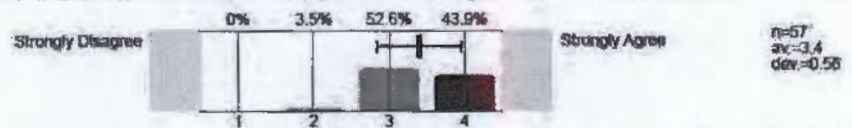
16.1) I interact with E-Learning.



16.2) E-Learning staff are helpful and knowledgeable.



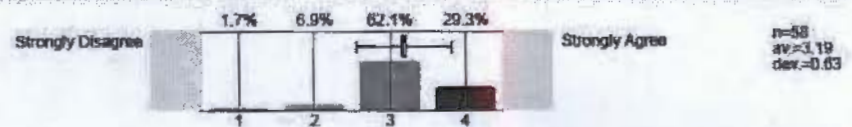
16.4) E-Learning facilities are adequate.



16.6) E-Learning resources are adequate.



16.8) The college provides adequate support services (such as financial aid, registration, and other support services) to E-Learning students.



16.10) Overall, I am satisfied with E-Learning.

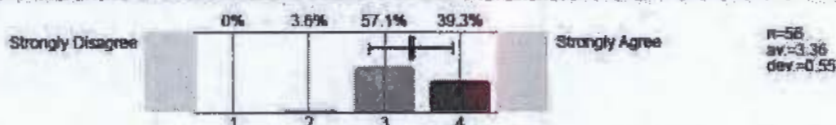


17. Instructional and Student Services: Admissions

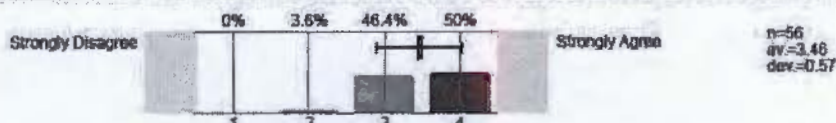
17.1) My position requires me to understand the Admissions process and/or interact with the Admissions' office.



17.2) Admissions staff provide students with accurate information concerning admissions requirements.



17.4) Admissions staff provide service in a prompt, efficient, and courteous manner.

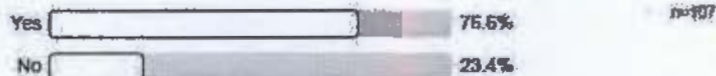


17.6) Overall, I am satisfied with Admissions.



18. Instructional and Student Services: Career Center

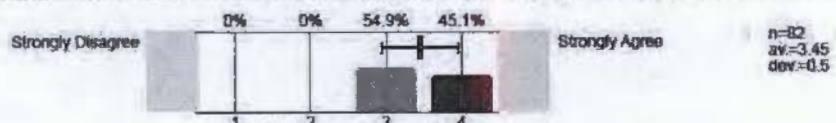
18.1) I am aware of the services provided by the Career Center.



18.2) The Career Center provides a wide array to career-related resources, seminars, workshops and one-to-one assessment and counseling.



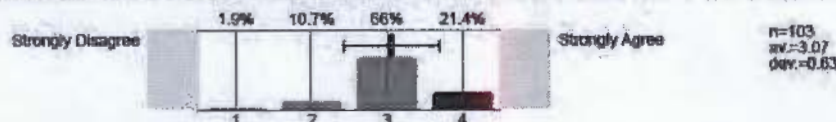
18.4) The Career Center staff provide service in a prompt, efficient, and courteous manner.



18.6) Overall, I am satisfied with the Career Center.



18.8) I am aware of and understand the importance of PEAK.

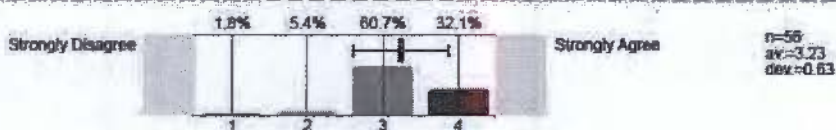


19. Instructional and Student Services: Financial Aid

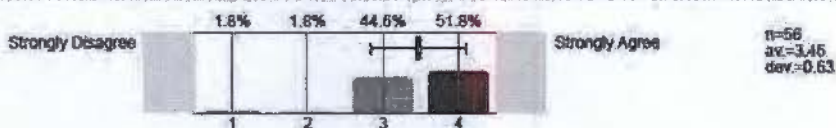
18.1) I interact with the Financial Aid Office.



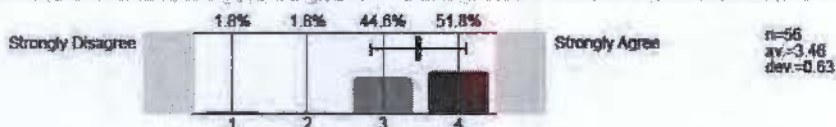
18.2) The Financial Aid Office keeps me informed of changes in financial aid requirements that affect students and advising.



18.4) The Financial Aid Office staff provide service in a prompt, efficient, and courteous manner.



18.6) Overall, I am satisfied with the Financial Aid Office.

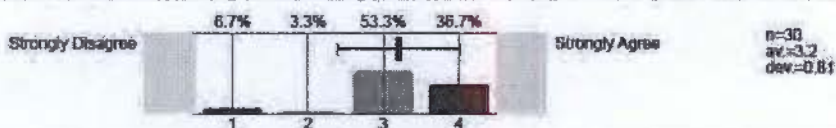


20. Instructional and Student Services: Placement Testing

20.1) I work with the Placement Testing office and advise students.



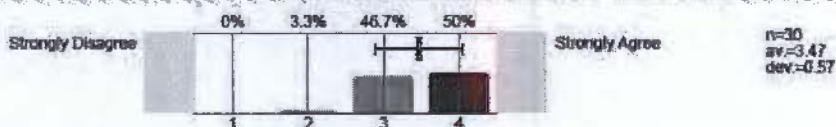
20.2) Placement test scores are readily available and easily interpreted when needed to advise students.



20.4) Placement Testing staff provide service in a prompt, efficient, and courteous manner.



20.6) Overall, I am satisfied with the Placement Testing Office.



21. Instructional and Student Services: Registrar

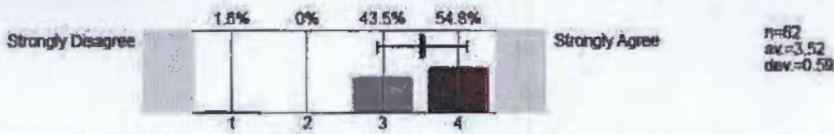
21.1) I communicate with the Registrar's Office.



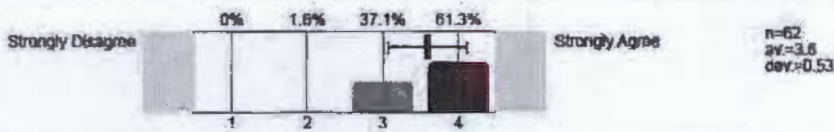
21.2) The Registrar's Office provides accurate information.



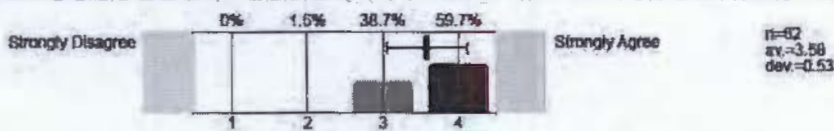
21.6) The Registrar's Office provides timely information.



21.6) The Registrar's staff provide service in a prompt, efficient, and courteous manner.



21.8) Overall, I am satisfied with the Registrar's Office.

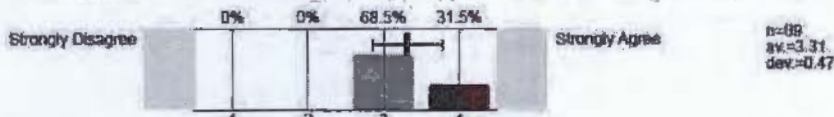


22. Instructional and Student Services: Student Counseling Services

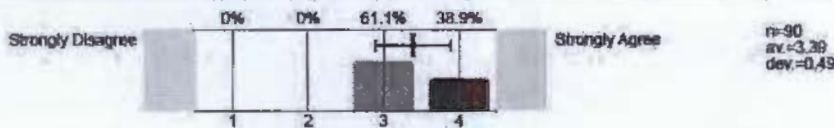
22.1) I am aware of the college resources available to students with emotional or mental health needs (e.g., stress, anxiety, depression, harm to self, etc.)



22.3) The Student Counseling Services staff provide service in a prompt, efficient, and courteous manner.



22.5) Overall, I am satisfied with the Student Counseling Services.



23. Instructional and Student Services: Learner Accessibility and Equity

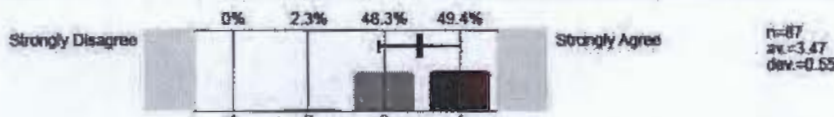
23.1) I am aware of the college resources available to students through the Office of Learner Accessibility and Equity.



23.3) I feel adequately trained on how to work with students with disabilities.



23.5) Learner Accessibility and Equity staff provide service in a prompt, efficient, and courteous manner.



23.7) Overall, I am satisfied with the Learner Accessibility and Equity Office.

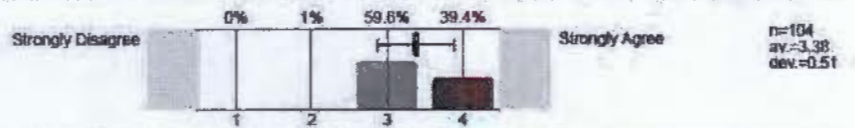


24. Instructional and Student Services: Student Support Services

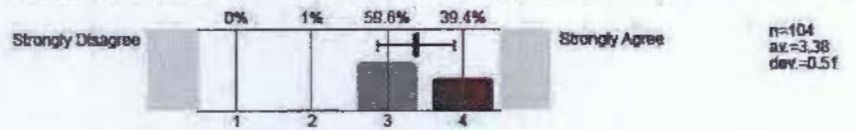
24.1) I am aware of the criteria that a student must meet to be eligible for Student Support Services.



24.2) Student Support Services provides helpful services and assistance to students.

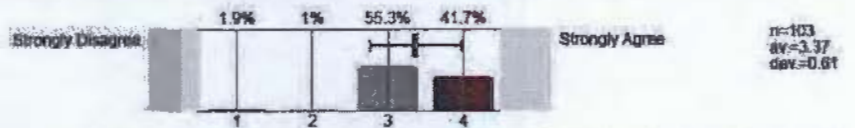


24.3) Overall, I am satisfied with Student Support Services.

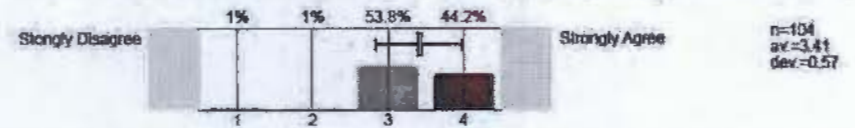


## 25. Public Relations

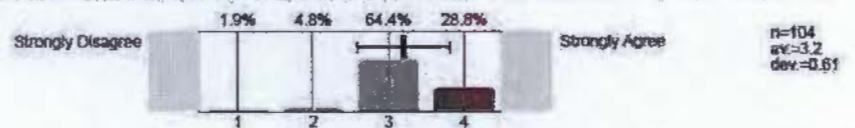
25.1) The Public Relations Office is effective in communicating an accurate and consistent image to students and the community.



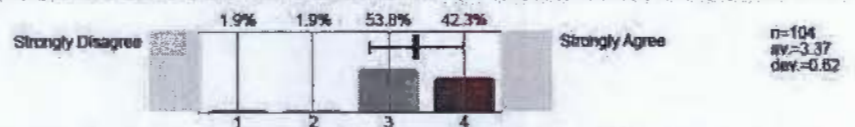
25.2) Public Relations Office publications are accurate and attractive.



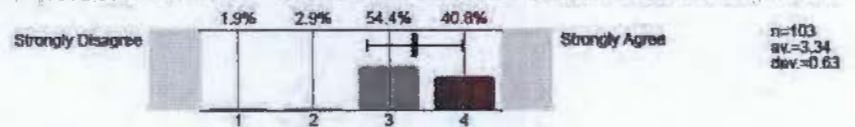
25.3) The college website provides accurate information about the college.



25.4) The Public Relations staff provide service in a prompt, efficient, and courteous manner.



25.5) Overall, I am satisfied with the Public Relations Office.

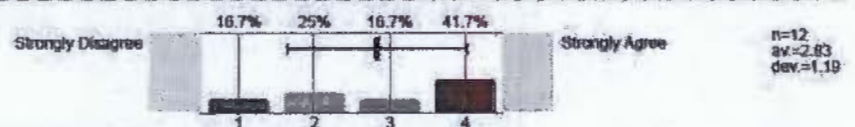


## 26. Grants Writing

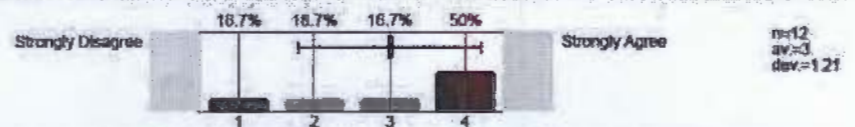
26.1) I utilize the services of the Grants Writing Office.



26.2) The Grants Writing Office provides valuable support.

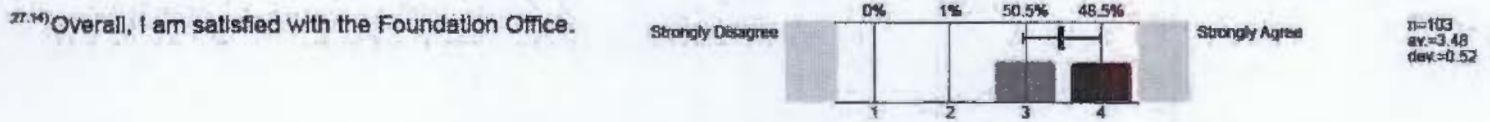
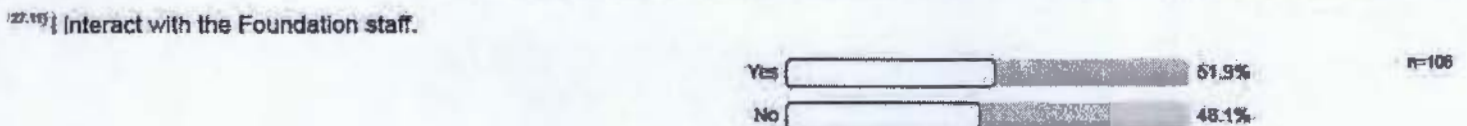
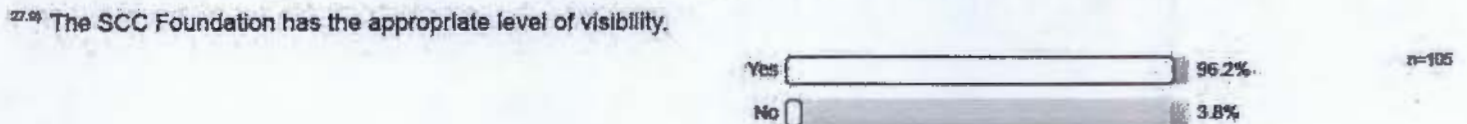
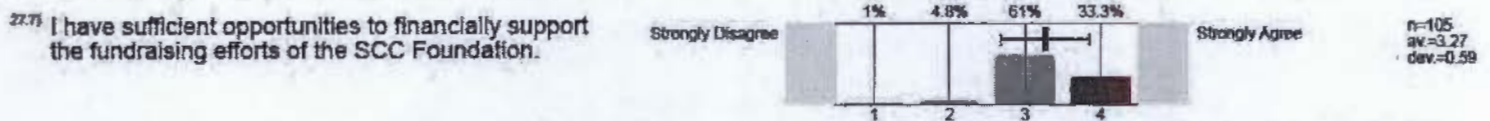
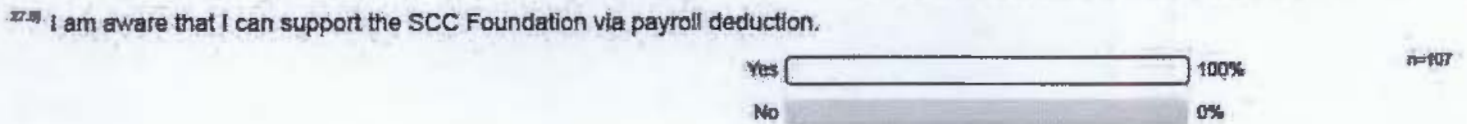
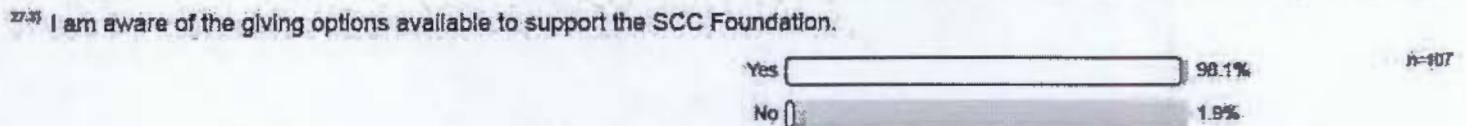
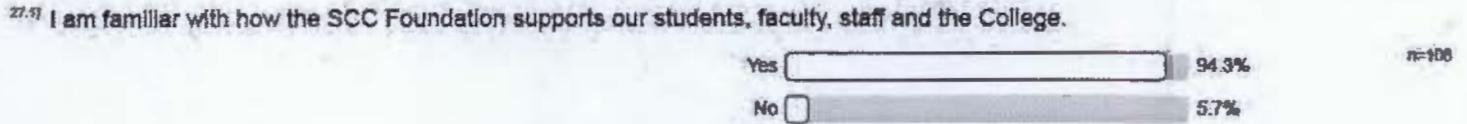


26.3) The Grants Writing staff provide service in a prompt, efficient, and courteous manner.





27. Foundation

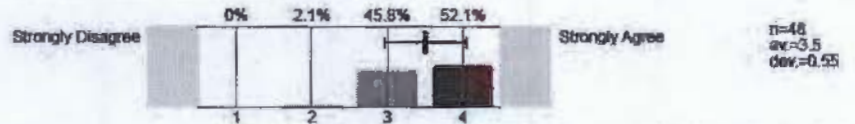


## 28. Institutional Research and Planning

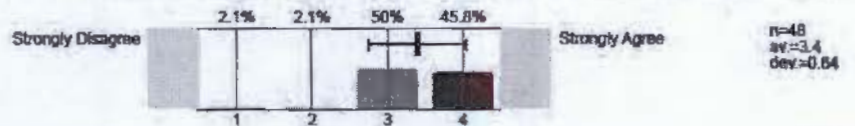
28.1) I interact with the Department of Institutional Research &amp; Planning.



28.2) Institutional Research &amp; Planning staff provide service in a prompt, effective, and courteous manner.



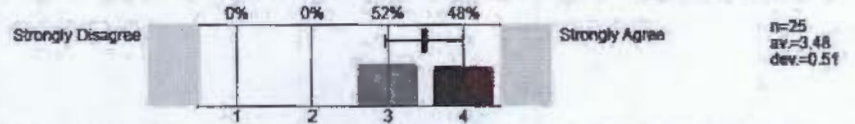
28.4) The Institutional Research &amp; Planning Office provides an effective level of support to departmental planning efforts.



28.6) I am involved in the Program Review process.



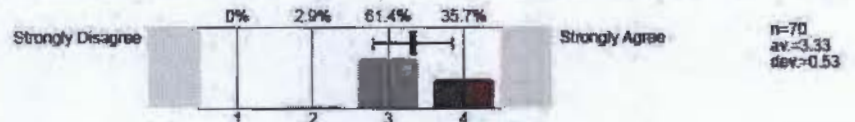
28.7) The Institutional Research &amp; Planning Office provides effective support to the program review efforts.



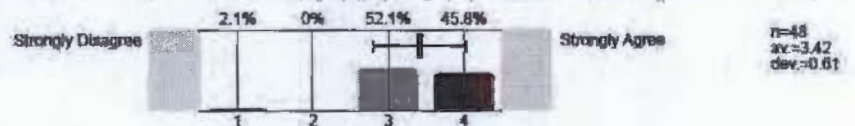
28.8) I am aware of SCC's Factbook.



28.10) Institutional Research &amp; Planning reports and publications (such as the Factbook) contain valid and reliable information.



28.12) Overall, I am satisfied with the Institutional Research and Planning Office.



# Profile

Subunit: General Surveys  
 Name of the instructor: Employee Evaluation  
 Name of the course: Employee Evaluation Survey 2023SP  
 (Name of the survey)

Values used in the profile line: Mean

## 2. Administrative Services: Bookstore

Item	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	n	av.	md	dev.
2.2) Books and supplies are available when needed.						49	3.14	3	0.46
2.4) Bookstore staff provide service in a prompt, efficient, and courteous manner.						49	3.45	3	0.54
2.8) Overall, I am satisfied with the services of the bookstore.						49	3.35	3	0.56

## 3. Administrative Services: Budgeting Process

Item	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	n	av.	md	dev.
3.3) The college uses goals and priorities as determined through the budget hearing process to determine how the budget is						50	3.14	3	0.5
3.5) Regardless of whether I am directly involved with the budgeting process, I believe the budgeting process is fair and equitable.						105	3.01	3	0.49
3.7) Overall, I am satisfied with the budgeting process.						50	3.1	3	0.46

## 4. Administrative Services: Business Services

Item	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	n	av.	md	dev.
4.1) The cashier function provides courteous and helpful assistance to faculty, staff, and students.						106	3.58	4	0.51
4.3) Inquiries regarding payroll processing are answered and resolved in a timely and courteous manner.						104	3.66	4	0.51
4.6) Travel reimbursement guidelines are clearly communicated.						63	3.13	3	0.63
4.8) Travel reimbursements are made in a timely fashion.						62	3.48	3.5	0.54
4.11) Business Services staff provide service in a prompt, efficient and courteous manner.						79	3.58	4	0.52
4.13) Overall, I am satisfied with the services of Business Services.						79	3.57	4	0.5

## 5. Administrative Services: Campus Shipping/Receiving/Mail Delivery

Item	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	n	av.	md	dev.
5.1) Mail delivery and/or Shipping/Receiving staff provide service in a prompt, efficient, and courteous manner.						107	3.82	4	0.49
5.3) Overall, I am satisfied with the campus shipping, receiving, and mail delivery.						107	3.82	4	0.49

**6. Administrative Services: Food Services - Café '64**

6.2) Café '64 staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=63	av.=3.43	md=4	dev.=0.71
6.4) I am satisfied with the food value at Café '64.	Strongly Disagree					Strongly Agree	n=63	av.=3.03	md=3	dev.=0.84
6.8) I am satisfied with the hours of operation at Café '64.	Strongly Disagree					Strongly Agree	n=62	av.=2.95	md=3	dev.=0.78
6.8) Overall, I am satisfied with Café '64.	Strongly Disagree					Strongly Agree	n=63	av.=3.06	md=3	dev.=0.69

**7. Administrative Services: Human Resources**

7.1) Human Resources staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=107	av.=3.47	md=4	dev.=0.59
7.3) The salary plan is fair and equitable.	Strongly Disagree					Strongly Agree	n=103	av.=2.61	md=3	dev.=0.74
7.5) I am satisfied with the benefits available to me as an SCC employee.	Strongly Disagree					Strongly Agree	n=104	av.=3	md=3	dev.=0.59
7.7) Annual leave and sick leave records are maintained accurately.	Strongly Disagree					Strongly Agree	n=104	av.=3.39	md=3	dev.=0.55
7.9) College policies and procedures are fair and equitable.	Strongly Disagree					Strongly Agree	n=106	av.=3.13	md=3	dev.=0.55
7.11) College policies and procedures are up to date.	Strongly Disagree					Strongly Agree	n=103	av.=3.06	md=3	dev.=0.52
7.13) College policies and procedures are easy to find on SCC's website.	Strongly Disagree					Strongly Agree	n=106	av.=2.92	md=3	dev.=0.55
7.15) Overall, I am satisfied with Human Resources.	Strongly Disagree					Strongly Agree	n=107	av.=3.35	md=3	dev.=0.62

**8. Administrative Services: Maintenance & Facility Development**

8.2) The college provides adequate facilities for instruction.	Strongly Disagree					Strongly Agree	n=54	av.=3.17	md=3	dev.=0.61
8.5) Parking is adequate.	Strongly Disagree					Strongly Agree	n=99	av.=3.29	md=3	dev.=0.69
8.7) Facilities are clean throughout the day.	Strongly Disagree					Strongly Agree	n=100	av.=3.34	md=3	dev.=0.62
8.9) Restrooms are regularly stocked with supplies.	Strongly Disagree					Strongly Agree	n=100	av.=3.38	md=3	dev.=0.63
8.11) Grounds and landscaping are well maintained.	Strongly Disagree					Strongly Agree	n=100	av.=3.62	md=4	dev.=0.56
8.13) Wayfinding/directional signs are effective.	Strongly Disagree					Strongly Agree	n=100	av.=3.2	md=3	dev.=0.62
8.16) Maintenance work orders are resolved in a satisfactory and timely manner.	Strongly Disagree					Strongly Agree	n=71	av.=3.37	md=3	dev.=0.7
8.16) Maintenance and Facility staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree					Strongly Agree	n=71	av.=3.51	md=4	dev.=0.56
8.20) Overall, I am satisfied with Maintenance and Facility Development.	Strongly Disagree					Strongly Agree	n=100	av.=3.51	md=4	dev.=0.54

### 9. Administrative Services: Purchasing

9.2) Purchase requisition guidelines are clearly communicated.	Strongly Disagree				Strongly Agree	n=62	av.=3.15	md=3	dev.=0.8
9.4) Requisitions are processed accurately and in a timely manner such that I receive items as ordered, when needed.	Strongly Disagree				Strongly Agree	n=62	av.=3.47	md=3	dev.=0.5
9.6) Purchasing staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree				Strongly Agree	n=62	av.=3.61	md=4	dev.=0.49
9.8) Overall, I am satisfied with Purchasing.	Strongly Disagree				Strongly Agree	n=62	av.=3.42	md=3	dev.=0.82

### 10. Safety/Security

10.1) Safety/Security staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree				Strongly Agree	n=106	av.=3.37	md=3	dev.=0.54
10.3) Campus resource officers are available and responsive, and they respond in a prompt, efficient and courteous manner.	Strongly Disagree				Strongly Agree	n=101	av.=3.32	md=3	dev.=0.6
10.5) I am familiar with the methods SCC uses to notify me in the event of an emergency (SCC Alert) and feel it is used appropriately.	Strongly Disagree				Strongly Agree	n=107	av.=3.35	md=3	dev.=0.58
10.7) I am familiar with the Crisis Action Guide and know where to find it.	Strongly Disagree				Strongly Agree	n=106	av.=3.19	md=3	dev.=0.62
10.9) Protective/safety equipment is provided for appropriate situations.	Strongly Disagree				Strongly Agree	n=106	av.=3.24	md=3	dev.=0.51
10.11) I feel trained to safely respond to an emergency here at SCC.	Strongly Disagree				Strongly Agree	n=105	av.=3.03	md=3	dev.=0.63
10.13) Overall, I am satisfied that SCC provides a safe and secure environment.	Strongly Disagree				Strongly Agree	n=105	av.=3.25	md=3	dev.=0.53

### 11. Workforce and Continuing Education

11.1) Workforce and Continuing Education course offerings are diverse and timely.	Strongly Disagree				Strongly Agree	n=105	av.=3.18	md=3	dev.=0.51
11.3) The Workforce and Continuing Education link on the college web page provides adequate information about programs, locations and	Strongly Disagree				Strongly Agree	n=101	av.=3.18	md=3	dev.=0.55
11.5) Workforce and Continuing Education is responsive to the educational needs of the community.	Strongly Disagree				Strongly Agree	n=100	av.=3.27	md=3	dev.=0.49
11.7) The Workforce and Continuing Education department is a leader in the economic development efforts in the college service area.	Strongly Disagree				Strongly Agree	n=99	av.=3.24	md=3	dev.=0.54
11.10) Workforce and Continuing Education staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree				Strongly Agree	n=58	av.=3.36	md=3	dev.=0.61
11.12) Overall, I am satisfied with Workforce and Continuing Education.	Strongly Disagree				Strongly Agree	n=102	av.=3.25	md=3	dev.=0.53

### 12. Information Technology and Telecommunications

12.1) Computer/technology support staff provide service in a prompt, efficient and courteous manner.	Strongly Disagree				Strongly Agree	n=107	av.=3.32	md=3	dev.=0.65
12.3) I am satisfied with the new MySCC Dashboard to access college resources.	Strongly Disagree				Strongly Agree	n=107	av.=3.26	md=3	dev.=0.56
12.5) I am satisfied with communication about campus closures or delays.	Strongly Disagree				Strongly Agree	n=107	av.=3.36	md=3	dev.=0.48
12.7) Overall, I am satisfied with Information Technology resources.	Strongly Disagree				Strongly Agree	n=106	av.=3.32	md=3	dev.=0.56

**13. Instructional and Student Services: Instruction**

13.1) Curriculum programs are current and relevant.	Strongly Disagree		Strongly Agree	n=105	av.=3.19	md=3	dev.=0.42
13.4) Course offerings are current and relevant.	Strongly Disagree		Strongly Agree	n=95	av.=3.19	md=3	dev.=0.44
13.7) The college effectively meets the advising needs of its students.	Strongly Disagree		Strongly Agree	n=38	av.=3	md=3	dev.=0.83
13.9) Aviso is an effective tool in helping me support student retention and success.	Strongly Disagree		Strongly Agree	n=35	av.=3.03	md=3	dev.=0.57
13.11) Overall, I am satisfied with Instruction.	Strongly Disagree		Strongly Agree	n=104	av.=3.25	md=3	dev.=0.52

**14. Instructional and Student Services: Library**

14.2) I am satisfied with access to the resources of the library.	Strongly Disagree		Strongly Agree	n=50	av.=3.4	md=3	dev.=0.53
14.4) I am satisfied with the services and assistance provided by the library staff.	Strongly Disagree		Strongly Agree	n=50	av.=3.5	md=4	dev.=0.53
14.7) I am satisfied with the availability of resources in the library to support my program.	Strongly Disagree		Strongly Agree	n=33	av.=3.3	md=3	dev.=0.59
14.9) Overall, I am satisfied with the Library.	Strongly Disagree		Strongly Agree	n=105	av.=3.35	md=3	dev.=0.5

**15. Instructional and Student Services: Learning Assistance Center (LAC)**

15.2) LAC staff are helpful and knowledgeable.	Strongly Disagree		Strongly Agree	n=58	av.=3.24	md=3	dev.=0.57
15.4) LAC facilities are adequate.	Strongly Disagree		Strongly Agree	n=58	av.=3.24	md=3	dev.=0.54
15.5) LAC resources are adequate.	Strongly Disagree		Strongly Agree	n=58	av.=3.21	md=3	dev.=0.49
15.6) Overall, I am satisfied with the LAC.	Strongly Disagree		Strongly Agree	n=58	av.=3.28	md=3	dev.=0.52

**16. Instructional and Student Services: E-Learning**

16.2) E-Learning staff are helpful and knowledgeable.	Strongly Disagree		Strongly Agree	n=59	av.=3.63	md=4	dev.=0.58
16.4) E-Learning facilities are adequate.	Strongly Disagree		Strongly Agree	n=57	av.=3.4	md=3	dev.=0.55
16.6) E-Learning resources are adequate.	Strongly Disagree		Strongly Agree	n=59	av.=3.44	md=3	dev.=0.62
16.8) The college provides adequate support services (such as financial aid, registration, and other support services) to E-Learning	Strongly Disagree		Strongly Agree	n=58	av.=3.19	md=3	dev.=0.63
16.10) Overall, I am satisfied with E-Learning.	Strongly Disagree		Strongly Agree	n=58	av.=3.41	md=3	dev.=0.59

**17. Instructional and Student Services: Admissions**

17.2) Admissions staff provide students with accurate information concerning admissions requirements.	Strongly Disagree		Strongly Agree	n=56	av.=3.36	md=3	dev.=0.55
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17.9	Admissions staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=58	av.=3.46	md=3.5	dev.=0.57
17.9	Overall, I am satisfied with Admissions.	Strongly Disagree		Strongly Agree	n=58	av.=3.41	md=3	dev.=0.56

**18. Instructional and Student Services: Career Center**

18.2	The Career Center provides a wide array to career-related resources, seminars, workshops and one-to-one assessment and counseling.	Strongly Disagree		Strongly Agree	n=82	av.=3.4	md=3	dev.=0.49
18.9	The Career Center staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=82	av.=3.45	md=3	dev.=0.5
18.6	Overall, I am satisfied with the Career Center.	Strongly Disagree		Strongly Agree	n=81	av.=3.43	md=3	dev.=0.52
18.6	I am aware of and understand the importance of PEAK.	Strongly Disagree		Strongly Agree	n=103	av.=3.07	md=3	dev.=0.63

**19. Instructional and Student Services: Financial Aid**

19.2	The Financial Aid Office keeps me informed of changes in financial aid requirements that affect students and advising.	Strongly Disagree		Strongly Agree	n=56	av.=3.23	md=3	dev.=0.63
19.4	The Financial Aid Office staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=56	av.=3.46	md=4	dev.=0.63
19.6	Overall, I am satisfied with the Financial Aid Office.	Strongly Disagree		Strongly Agree	n=56	av.=3.46	md=4	dev.=0.63

**20. Instructional and Student Services: Placement Testing**

20.2	Placement test scores are readily available and easily interpreted when needed to advise students.	Strongly Disagree		Strongly Agree	n=30	av.=3.2	md=3	dev.=0.61
20.4	Placement Testing staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=28	av.=3.58	md=4	dev.=0.5
20.6	Overall, I am satisfied with the Placement Testing Office.	Strongly Disagree		Strongly Agree	n=30	av.=3.47	md=3.6	dev.=0.57

**21. Instructional and Student Services: Registrar**

21.2	The Registrar's Office provides accurate information.	Strongly Disagree		Strongly Agree	n=62	av.=3.63	md=4	dev.=0.49
21.4	The Registrar's Office provides timely information.	Strongly Disagree		Strongly Agree	n=62	av.=3.52	md=4	dev.=0.50
21.6	The Registrar's staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=62	av.=3.6	md=4	dev.=0.53
21.6	Overall, I am satisfied with the Registrar's Office.	Strongly Disagree		Strongly Agree	n=62	av.=3.58	md=4	dev.=0.53

**22. Instructional and Student Services: Student Counseling Services**

22.3	The Student Counseling Services staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=89	av.=3.31	md=3	dev.=0.47
22.6	Overall, I am satisfied with the Student Counseling Services.	Strongly Disagree		Strongly Agree	n=90	av.=3.30	md=3	dev.=0.49

**23. Instructional and Student Services: Learner Accessibility and Equity**

23.3) I feel adequately trained on how to work with students with disabilities.	Strongly Disagree		Strongly Agree	n=66	av.=3.08	md=3	dev.=0.51
23.5) Learner Accessibility and Equity staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=67	av.=3.47	md=3	dev.=0.55
23.7) Overall, I am satisfied with the Learner Accessibility and Equity Office.	Strongly Disagree		Strongly Agree	n=67	av.=3.45	md=3	dev.=0.52

**24. Instructional and Student Services: Student Support Services**

24.3) Student Support Services provides helpful services and assistance to students.	Strongly Disagree		Strongly Agree	n=104	av.=3.38	md=3	dev.=0.51
24.5) Overall, I am satisfied with Student Support Services.	Strongly Disagree		Strongly Agree	n=104	av.=3.38	md=3	dev.=0.51

**25. Public Relations**

25.1) The Public Relations Office is effective in communicating an accurate and consistent image to students and the community.	Strongly Disagree		Strongly Agree	n=103	av.=3.37	md=3	dev.=0.61
25.3) Public Relations Office publications are accurate and attractive.	Strongly Disagree		Strongly Agree	n=104	av.=3.41	md=3	dev.=0.57
25.5) The college website provides accurate information about the college.	Strongly Disagree		Strongly Agree	n=104	av.=3.2	md=3	dev.=0.61
25.7) The Public Relations staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=104	av.=3.37	md=3	dev.=0.62
25.9) Overall, I am satisfied with the Public Relations Office.	Strongly Disagree		Strongly Agree	n=103	av.=3.34	md=3	dev.=0.63

**26. Grants Writing**

26.2) The Grants Writing Office provides valuable support.	Strongly Disagree		Strongly Agree	n=12	av.=2.83	md=3	dev.=1.19
26.4) The Grants Writing staff provide service in a prompt, efficient, and courteous manner.	Strongly Disagree		Strongly Agree	n=12	av.=3	md=3.5	dev.=1.21
26.6) I am aware that the Grants Writing Office is charged with identifying, developing, submitting and administering grants for SCC.	Strongly Disagree		Strongly Agree	n=103	av.=3.19	md=3	dev.=0.54
26.8) Overall, I am satisfied with the Grants Writing Office.	Strongly Disagree		Strongly Agree	n=12	av.=2.83	md=3	dev.=1.19

**27. Foundation**

27.7) I have sufficient opportunities to financially support the fundraising efforts of the SCC Foundation.	Strongly Disagree		Strongly Agree	n=105	av.=3.27	md=3	dev.=0.59
27.12) The Foundation staff provide service in a prompt, effective and courteous manner.	Strongly Disagree		Strongly Agree	n=55	av.=3.78	md=4	dev.=0.42
27.14) Overall, I am satisfied with the Foundation Office.	Strongly Disagree		Strongly Agree	n=103	av.=3.48	md=3	dev.=0.52

28. Institutional Research and Planning

28.2) Institutional Research & Planning staff provide service in a prompt, effective, and courteous manner.	Strongly Disagree									Strongly Agree	n=48	av.=3.5	md=4	dev.=0.55
28.4) The Institutional Research & Planning Office provides an effective level of support to departmental planning efforts.	Strongly Disagree									Strongly Agree	n=48	av.=3.4	md=3	dev.=0.64
28.7) The Institutional Research & Planning Office provides effective support to the program review efforts.	Strongly Disagree									Strongly Agree	n=25	av.=3.48	md=3	dev.=0.51
28.10) Institutional Research & Planning reports and publications (such as the Factbook) contain valid and reliable information.	Strongly Disagree									Strongly Agree	n=70	av.=3.33	md=3	dev.=0.53
28.12) Overall, I am satisfied with the Institutional Research and Planning Office.	Strongly Disagree									Strongly Agree	n=48	av.=3.42	md=3	dev.=0.61

## Comments Report

### 2. Administrative Services: Bookstore

- 2.3) Please provide specific reasons for disagreeing that books and supplies are available when needed, and offer suggestions for improvement.
- Again, this last year books were not available for my students despite having to put in our orders the previous April. Also, the bookstore should be able to give the links for OERs which there is not a way to upload for the students. SCC should have a solve this issue by either allowing the OER address to be printed in colleague on the schedule.
  - Takes a long time for students to get ordered books
- 2.5) Please provide specific reasons for disagreeing that Bookstore staff provide service in a prompt, efficient, and courteous manner, and offer suggestions for improvement.
- Rarely able to reach bookstore with questions or when guiding students to contact them.
- 2.7) Please provide specific reasons for disagreeing that you are overall satisfied with the services of the Bookstore, and offer suggestions for improvement.
- Already mentioned the items in the previous forms.
  - Students have a hard time with gaining access to the online books. It is a confusing processing for students and those that assist them. The cost for books (online, physical, etc) are more expensive then other companies.

### 3. Administrative Services: Budgeting Process

- 3.2) Please provide specific reasons for disagreeing that you are involved in the process of budget planning for your program/department/ service area, and offer suggestions for improvement.
- 3.4) Please provide specific reasons for disagreeing that the college uses goals and priorities as determined through the budget hearing process to determine how the budget is allocated (or administered), and offer suggestions for improvement.
- Budgeting is based on where you are on the employment chart. Staff and faculty are being asked to do with less when the administration is not. As a matter of fact, during the biggest shrinking of our college, ██████████ Travel is extensively restricted unless you are in administration. Staff are being asked to do more but the administration is not. As much as the administration would like to believe they have been honest about where we are in the red, the truth was very much hidden. There are no longer opportunities for growth except if you are in the upper levels.
  - If the college does this, it's not in any transparent way. Perhaps clearly communicating the goals and priorities prior to budget hearings would help with this. Currently budget allocations seem somewhat arbitrary.
  - It appears that the administration uses money for frivolous things while at the same time ignoring other items that should take priority
- 3.6) Please provide specific reasons for disagreeing that the budgeting process is fair and equitable, regardless of whether or not you are directly involved with the budgeting process, and offer suggestions for improvement.
- \*
  - Communication is not utilized to emphasize the current assets on hand to assess needed resources to address current needs. Too much of "that is just how it's always been" going into what is allotted and used for budgeting.
  - I.T. needs more funding
  - I cannot answer this. I am new to my position and while I do have a budget for my department, I have not yet been given the budget nor included in its planning.
  - I have no clue whether it's fair, because I haven't been asked to contribute anything to it. I'm very new and don't have a long list of budget requests. However, I'm unhappy with my small salary for my education, experience, and workload. I have no idea what amounts of money are available to me for classroom technology, further training, or field trips for students which I've been pleasantly encouraged to do. Basically, I have no idea if it's fair and equitable because it appears to be a very opaque process from my limited perspective.

- It does not seem fair when a new Health Science building is built and old chairs that are embarrassing can not be replaced in another building which generates a lot of FTE because there is not enough money. Also after building the HS building SCC is now allocating more money to bring in the dental assisting program and none of the older building have funds to replace missing tiles on the floor or broken chairs in the building. Look around and the disparity is obvious.
- Items for a department may be needed and requested but denied. The department personnel are never consulted about what is needed.
- It seems that administration gets travel money when they want to go somewhere, but faculty is being denied travel this year.
- The budget is given priority for administration over faculty and staff. There will be no travel except for administration. There are no growth opportunities except for Deans. We were told that there would be no spending left for the rest of the year but right now there are people in Charlotte at a conference. Faculty and staff are losing jobs and being asked to do more but deans, VP's, and the president are doing nothing different than they did before and some have actually gotten promoted.
- There must be money available every year for staff development

3.8) Please provide specific reasons for disagreeing that you are overall satisfied with the budgeting process, and offer suggestions for improvement.

- Funds are not distributed fairly. Work horse programs which generate FTE can not get resources to replace needed equipment.
- Preferential treatment is given to the administration when there is no staff and faculty presence in the budgeting process.
- Recorded hearings, hearings during regular work hours, easily found and interpreted itemized budgets with clearly identified areas that faculty might influence or offer input.

#### 4. Administrative Services: Business Services

4.2) Please provide specific reasons for disagreeing that the cashier function provides courteous and helpful assistance to faculty, and offer suggestions for improvement.

- i have never used it

4.4) Please provide specific reasons for disagreeing that inquiries regarding payroll processing are answered and resolved in a timely and courteous manner, and offer suggestions for improvement.

- If a mistake is made, it takes too long to resolve. A check should be issued immediately, not a month later. This has not impacted me too often, but I've seen it happen to colleagues.
- Leave time balances are not accurate to payroll that is paid. This leaves an employee tracking their own leave and trying to figure out how it is deducted from their accounts.

4.7) Please provide specific reasons for disagreeing that travel reimbursement guidelines are clearly communicated, and offer suggestions for improvement.

- Example: I sought approval for an adjunct to travel and stay overnight one night each week for 8 weeks. I interacted with the director, dean, and business office. No one mentioned forms, only to have her submit receipts for reimbursement and it was approved. When she finished the course and submitted the receipts, I sent them in on the reimbursement form I had been using. I then learned about the travel forms, and noticed it should have been used by the adjunct during the travel or before; I then had to ask her to make a special trip to campus (she does not teach on-site) to sign the form. I do not have access to any signature software that would allow the official signature to be added so this became a necessary step. An orientation to the process would have helped me very much with this employee. Thankfully, she had a great attitude and the business office helped me get the forms caught up! I just realized it was an area we could improve with some education.  
Do we have a new employee moodle course or other single spot organized with the "need to know" tools for someone to work at SCC?
- I did not receive training on reimbursement forms, and it might seem obvious to someone who knows how the system works, but I think that staff should receive training on the types of forms we have to fill out for travel (do you fill one out before you go to be approved, when do you have to do it, how long a lead time do staff need for an approval if required, etc.). Staff are very courteous though and try to answer all questions. I'd just feel more knowledgeable if there was someone who was actually training us on the process.
- I had to call around and ask how to process forms, etc. I wasn't informed of all the various parts of the process until after the fact.
- I had to inquire about the travel reimbursement guidelines. I would suggest making this common knowledge as part of the orientation process or other training instead of having the employees have to seek out the information.
- I know it's a complicated process to keep all the items involved with travel separate (meals, hotel, transportation, etc), but the forms are quite confusing to fill out. And some folks don't have budget codes easily accessible.
- Seems to be a lot of confusion when how to process and expend outside travel grants or scholarships are involved with funding travel.

Have been told once that funding for a grant couldn't go to traveler, had to go to SCC. So bizarre. Had to fight for proper expending that was considered "outside" of regular travel rules (ie bringing own car, event though that was allowed as part of the outside grant/scholarship) and was a fuss getting expenditure ahead of time, had to go through a grueling reimbursement process.

- There are some individuals who are reimbursed for taking their personal vehicles while others are not allowed to take their own vehicles.

4.12) Please provide specific reasons for disagreeing that travel reimbursements are made in a timely fashion, and offer suggestions for improvement.

- Most of the time, but anything outside of the ordinary gets very frustrating (outside grant or scholarship)

4.13) Please provide specific reasons for disagreeing that Business Services staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- The VP is very slow to respond to requests

4.14) Please provide specific reasons for disagreeing that you are overall satisfied with the services of Business Services, and offer suggestions for improvement.

#### 5. Administrative Services: Campus Shipping/Receiving/Mail Delivery

6.2) Please provide specific reasons for disagreeing that Shipping/Receiving staff provide service in a prompt, efficient, and courteous manner, and offer suggestions for improvement.

6.4) Please provide specific reasons for disagreeing that you are overall satisfied with the campus shipping, receiving and mail delivery, and offer suggestions for improvement.

#### 6. Administrative Services: Food Services - Café '64

6.3) Please provide specific reasons for disagreeing that Café '64 staff provide service in a prompt, efficient, and courteous manner, and offer suggestions for improvement.

- Café 64 is rarely open to cater to SCC employees rather than students only. My trips to the cafe have lessened as the hours, food, and service have changed. New looks were appealing, but no change in the attitude or variety was not. Many complaints have been made regarding a specific cooking spray making patrons sick, yet no changes have been made—often disregarding direct requests to not use it while actively ordering. Café 64 is my absolute last resort when it comes to getting food during the workday.

- customer service training might help

- Inconsistent hours, food prep/service is not set up efficiently. Regularly out of items. Staff seems overwhelmed by the whole process.

- Reliability of Café service is limited.

- The food is good, but the staff are less than friendly.

6.4) Please provide specific reasons for disagreeing that you are satisfied with the food value at Café '64, and offer suggestions for improvement.

- better selection...more specials not same thing every day

- Consistency and availability of Café products is challenging.

- Food seems expensive and not open on a regular schedule. Very hard to know what the specials are with out having to go down there.

- For the cost of the food, it is mediocre at best, resembling high school cafeteria food more than anything else. It is mostly bland and you can tell it has been sitting all day.

- I think most of the menu items are overpriced.
- It is good food but it is expensive for what you get
- Prices have gone up quite a bit. Not as budget friendly to eat there.
- prices have gone up while the quality of food has stayed the same / gotten worse also café seems short staffed see emails from [REDACTED] regarding café having to close due to being short staffed.
- Prices have increased for items and menu has not expanded.
- The majority of my own struggle with the menu at Cafe 64 is little variety in vegetarian options, especially with special pricing deals. Other than the variety, the food has been lack luster for a while and often is lessened in taste by the cooking spray used for a majority of the pressed items.
- The price/product ratio seems disproportionately weighted with a marginal product offered at a premium price. In other words, the value proposition and the quality proposition are both absent. Plus, you never know when the Cafe may or may not be open. I've never seen that business model work for any other type of eatery.
- There are not many fresh options at the cafe.
- To expensive

6.7) Please provide specific reasons for disagreeing that you are satisfied with the hours of operation at Café '64, and offer suggestions for improvement.

- Closes very often last minute. Hard to plan around.
- Hours seem unpredictable
- Hours would be fine if they were regularly open the scheduled hours. I don't count on them anymore.
- Inconsistent and short-notice changes. They make the best of what they have, but are short staffed.
- Irregularity of hours and no backup plan on campus for when the cafe is closed. This contributes to not wanting to plan to eat there- might not be open!- or frustration with trying to eat there and not having a lunch plan. I think overall it could contribute to the sales and business at some level.
- It has been closed a lot this past semester.
- It is hard to plan on using the Cafe as a place to get lunch since they are closed a lot of times There has been times when I have planned to go to the Cafe and when I got to work it was announced that they would be closed. Then you have to go out to get you lunch when you were trying to avoid leaving campus.
- It would be awesome to have coffee always available before work.
- Many of times its closed last minute
- So many emails about closing or limited menus
- The hours are unpreidtable. I can't count on the Cafe to be open.
- They are often short staffed, closed for some reason or out of certain food items.
- They have been understaffed and closed for this reason. Also, they are closed during all student breaks.
- this is too irregular; hire extras for subbing
- Unreliable hours. Cannot count on them to be open. The norm is they will more than likely be closed.
- Visiting Cafe 64 is a hit or miss if it will be open due to staffing issues, mechanical issues, or directly operation hour issues. Often the cafe is not open during days that students are not on campus, yet all staff is on campus. A limited menu or hours would make staff much more inclined to visit rather than closing and not having the cafe as an option at all.

6.9) Please provide specific reasons for disagreeing that you are overall satisfied with Café '64, and offer suggestions for improvement.

- Fresher food, more variety, consistent hours.
- Healthier options are needed.
- Hours are unreliable. Price vs. quality/quantity is out of line. Pride of service and pride of product served are lacking.

- Inconsistency in hours, food availability cause me to bring my own lunch every day. I've stopped using the Café.
- It's too expensive and the hours are unpredictable.
- Menu needs updating
- NA
- Overall very disappointed with the only food source on campus. If it is encouraged to stay on campus and spend money back towards the college by purchasing lunch at our own cafe, a lot of improvement would need to be made to make Cafe 64 an enticing breakfast and/or lunch option.
- see previous
- Would like to see more grab and go sandwiches and a salad buffet
- You can't guarantee it will be open or have a full menu on any given day. The convenience of on-site food is limited.

## 7. Administrative Services: Human Resources

- 7.2) Please provide specific reasons for disagreeing that Human Resources staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- Efficient is the issue. Emails are too long. Need more accurate information about benefits/retirement instead of flooding inboxes with flavor of the month emails.
  - I had a friend who just retired from SCC. SCC's HR was routinely telling her the wrong information such as you can not use your leave to retire early. Not professional and not engaged with the function of the job to the detriment of employees.
  - Interactions with Human Resources are often left with open ended responses with no clear communication of issues or solutions. The job posting, interviewing, and hiring process is not navigated in a timely fashion and has often left positions open much longer than necessary, creating waves of effects all around the college to pick up slack and cover necessary resources. HR does not serve our college at 100% effort or as employee advocates. Often, it feels like HR advocates for what they personally believe is best for the college rather than what employees are directly asking for and needing.
  - Prompt and efficient, yes. Courteous is questionable...
  - should be more proactive, engaged
- 7.4) Please provide specific reasons for disagreeing that the salary plan is fair and equitable, and offer suggestions for improvement.
- Adjunct instructor pay does not provide enough compensation for preparation of a class.
  - As an adjunct instructor, I do not have a salary, so I cannot speak to that. However, the pay disparity is expansive between full-time faculty and adjunct faculty. Almost anything would be an improvement, including continuing with no benefits but being allowed to work more hours per week. I would also be happy with the opportunity to purchase health insurance on the same plan as full-time employees even if I had to pay for it 100%.
  - Considering the economic disruptions of the last several years, the dramatic increase in the cost of housing even in rural areas, and the increase in the cost of necessities, the pay is not adequate for sustainable, livable conditions.
  - Faculty members who've been here a long time, and thus have higher salaries, often have tiny classes. They aren't required to teach large classes and instead we have to pay adjuncts to fill in the gaps. Too little consideration is made of high demand fields so we can't attract the best candidates.
  - Faculty with advanced degrees are not compensated fairly, in comparison with other demographic regions within North Carolina.
  - I am paid much less than my counter parts at different community college schools as well as WCU. It is very insulting.
  - I believe most employees have not and never will see or understand the actual pay scale and what goes into their salary calculation. I understand, very well, the ability to provide raises and funds to current employees is difficult under government administration decisions, so the base pay rate at hiring would have to be fair and attractive to find and keep good people in positions. The salary plan is also a big factor in keeping positions once vacant, which is almost never communicated with the offices directly affected by losing the position, only the budget effects.
  - I have limits on my hours, but a lot of demands on my time. It is often stressful packing all of my mandatory duties into mandated time constraints.
  - I know this is a common complaint for the community college system, but I and many others are vastly underpaid for what the market offers other places. Position changes, additional responsibilities, and advancement often don't result in meaningful pay increases.

- Inflation and the fact that new employees aren't eligible for the same pay raise amounts as others regardless of experience
- NA
- North Carolina's Educators are behind in keeping up with salary compensation relating to cost of living. With budget cuts, there have been positions left unfilled, which in turn create more workload on the other positions.
- Not transparent, not keeping up with inflation/cost of living, no acknowledgement of very different costs of living across North Carolina. I'm already looking to leave this position because it pays so poorly compared to the outstanding cost of housing in this area.
- Our federal and state governments do not allocate enough funding to provide adequate salaries for faculty and staff at any of our educational institutions.
- Our salaries are not comparable with other businesses in the area, so we can not keep qualified employees.
- Our salaries are too low for most positions. We can't compete with other agencies/institutions. It seems when a person leaves SCC, we lower the salary and increase the workload expectations for that position.
- our salary is not equitable to many other county/state positions. improvement? Pay more
- Part-time faculty should be paid based on their years of service to the college. Apparently, all part-timers are paid the same unless a particular faculty member holds a PhD which gives them a couple dollars an hour more.
- Part time and adjunct employees are not paid enough. These employees put in more time than they are paid for.
- Pay is still low compared to other comparable universities.
- Salaries are lower compared to some other CC's and the salary determination process is confusing. I do appreciate that there have been raises and administration is trying to increase salaries. Seems like lower salaries contribute to turnover.
- Salary very low compared to cost of living for the area and compared with similar positions at other institutions. Increase salary or consider other ways to diminish equity gap between faculty and staff.
- Salary is lower than industry standards
- SCC employees as a whole should make more money.
- The college could pay more to staff so the college and students do not lose experienced and kind and dedicated individuals to Western or other places which are paying more with less responsibilities. Some staff feel completely unappreciated financially as well as personally in their job/department.
- The only way to get a raise is to change positions or leave for another job that pays more.
- There are no raises or incentives working for this college. Half of our pay is from the county. We never get raises when they do!!
- There has not been any kind of review or evaluation of performance in over a year. I would like to see an annual review and pay is inequitable.
- There is not room for advancement in pay raise and faculty are expected to work extra hours without extra compensation. There have been times where I worked until 10pm, or even midnight throughout the week, just to meet the basic requirements of my job, and I do not get compensated for it. Working this many hours is leaving me to have to result to daycare, which unfortunately means I am losing even more money and not getting compensated for it. I think that in order to combat these compensation issues, there should at least opportunities for individuals to receive a pay raise.
- There should be an objective salary study for functions and responsibilities and subsequent salaries administered/implemented so that a high level of talented employees are attracted and maintained.
- The salary plan is not equitable at all and the amount does not often reflect responsibilities of instructors/coordinators..
- The whole NC community college system is underpaid, esp when compared to universities - where our courses are accepted. Also we're the third largest system in the nation and 45ish in pay. Also we need to ensure our faculty are getting paid comparably to other faculty across the system.
- Those with years of experience teaching have not received substantial raises in several years. Some positions for new instructors are very close to the salaries of employees who have been at the college for numerous years.
- We don't get paid enough. Very few in the statewide community college system get paid what they should. I do think that Southwestern Community College in particular does their best to offset this pain point to what degree they can. I hate to be critical without realistic suggestions for improvement, but I can't honestly think of a constructive suggestion to better this situation. I am tempted to say "elect representatives at the state level who value what we do more," but that isn't really an actionable plan.
- We have employees at SCC that make below the income needed to support themselves in WNC.
- We understand it follows the NCCCS pay scale however there are other opportunities that pay more for similar or same jobs. Help us

make SCC a place people want to work with incentives and other non-monetary benefits ifayscale is not an option. In addition, some employees have received more pay in a position than others do for that same position with the same qualifications. This is very frustrating and contributes to low morale. The feedback on more than one occasion from Ms. Sizemore has indicated we should be grateful for what we have when someone has asked for more pay or the option to see if they can qualify. I think SCC will lose good employees if this continues. I have heard this verbally from more than one person who has left a full-time position. Instead, can there be some pay increase planning or career goal planning with employees rather than rhetoric that is meant to have them accept their fate? SCC has many natural leaders, who will remain unsatisfied and frustrated in middle positions and being pushed back. Cultivating a place for the growth of these employees and finding ways to incentivize their work can pay dividends to the college and increase morale.

7.8) Please provide specific reasons for disagreeing that you are satisfied with the benefits available to you as an SCC employee, and offer suggestions for improvement.

- Adding a dependent to insurance makes the cost nearly untenable, I am fortunate to have only one dependent, if I had to add even one more than that it would nearly cut my pay check in half. I don't know how people with families manage to do it, unless they simply don't add their families. I also think it's unreasonable that in the 21st century the state health plan doesn't offer any kind of parental leave and we have to take disability through an outside service.
- As a part time employee I receive no benefits.
- BCBS is a disaster. We should get better insurance as a state.
- Costs of health insurance are high with poor coverage. Also, I want more retirement savings and matching retirement contributions.
- FSA is not ideal compared to HSA. No employer contributions to 401(k).
- Having affordable options not only for myself, but my family, is a very important need personally. When it comes time to re-enroll in benefits at SCC, I feel very unsupported in understanding the value and options available. I also feel very pressed to meet with an outside representative that does not understand myself, much less my needs, to make any updates to my plan. I have not felt comfortable in these meetings with representatives, who make comments and recommendations of benefits purely based on my looks, assumed age, and gender before ever asking about my personal situation or needs. I cannot afford to add family members to our plan and constantly worry and scramble to find options outside of SCC to cover them and myself for various services.
- Health care should be free for me and my whole family. If you don't work it is free!!
- I have access to very few benefits as an adjunct instructor. I would like the opportunity to purchase my own health insurance and to take advantage of other benefit programs as desired that are available to full-time employees.
- My position is not eligible for full-time status.
- Our dental plan is awful and doesn't cover much for certain procedures expensive procedure likes oral surgeries.
- Part time faculty... .
- Specifically, the cost of healthcare annoys me. When I say that, I mean that I find it unfair that the cost of providing my wife healthcare coverage on our plan is very nearly the same cost that it would be to add a full family with children to my healthcare plan. We have no children, but it still costs me \$700.00 per month to cover her. Again, a large-scale systemic problem here, but I'm just being honest.
- The few benefits available to part-time staff are rarely worth it or applicable to me.
- The health insurance is really high for the offering provided and should be supplemented to help offset the costs.
- The NC state health insurance is abysmal. Maybe we're changing that soon?
- There are none as a part time employee.

7.8) Please provide specific reasons for disagreeing that annual leave and sick leave records are maintained accurately, and offer suggestions for improvement.

- I do not have these benefits, but I could not choose "N/A". I do not have sick leave or annual leave, so I cannot speak to that other than saying that I have none.
- Leave records are not up-to-date according to paychecks received. Leave amounts on the paystubs are not the same that is in the system and oftentimes are a month behind.
- seems to be accurate but not entered when it's turned in sometimes a month late in being deducted

7.10) Please provide specific reasons for disagreeing that college policies and procedures are fair and equitable, and offer suggestions for improvement.

- Faculty workload needs an overhaul.
- I don't feel that pay is equitable
- It just seems to me that some are applied unfairly.
- Often it feels that policies and procedures are assumed to be read and kept up with by every employee, which is not realistic. Updates, as made, should be communicated and explained rather than sometimes receiving an alert of something updated-without detail of what.
- Positions at SCC are not always posted. Often position are created and then given to SCC personal with no outside searches thus maintaining the hierarchy and imbalance of administrative positions such as the new executive dean position while dismissing a dean position at Macon.
- The great disparity between the pay for full-time instructors and adjunct instructors cannot be described as fair and equitable as long as we are expected to do the same quality of work regarding instruction. I realize that full-time colleagues have additional responsibilities like advising and a larger course load. I also have seen the salaries for many full-time faculty and staff positions that have been advertised over the past few years, and their pay is abysmal in some cases, too. I understand that SCC itself doesn't have 100% control over these, but it should be known that as the cost of living continues to rise, it is difficult to stay in this region that we love when we are being underpaid so dramatically.
- The lack of openness to a virtual/WFH environment.
- This year there was an added day to volunteer. This is a joke for faculty who still have the same responsibilities to fulfill for their classes. Why give these to faculty?

7.12) Please provide specific reasons for disagreeing that college policies and procedures are up to date, and offer suggestions for improvement.

- Found outdated policies earlier in the school year. Assuming this has been corrected, but who owns this? Instead of sending DEI emails, make sure that information that we all need is up to date and correct.
- I don't think folks know the answer to this question one way or another. I certainly do not.
- Most policies seem to be skimmed for accuracy rather than always finding spots to update to create the most inclusive, appropriate, and understandable documents.
- The no smoking on campus is not enforced. The speed limits the college posts are not followed or enforced.
- The policies and procedures are not as robust as they need to be. There needs to be faculty and staff feedback for these to be updated.
- The policy for my area is not up to date, but we are working to update it - this is not a failing of anyone specifically, I'm just acknowledging that our area's policy is not up to date.
- There seems to be a disconnect between approved BOT revised/new policies and them getting published on the website.
- update all policies in a scheduled fashion.

7.14) Please provide specific reasons for disagreeing that college policies and procedures are easy to find on SCC's webpage, and offer suggestions for improvement.

- I can never remember where they are and it takes several searches to find them.
- I do not know where to find policies and procedures as a whole on the website. I do a search and then sometimes find them in the Faculty Handbook and sometimes just find a link from the search page that opens a PDF of the policy I need. It would be nice if there were an easy, one-stop-shop for a list of all the policies that was easy to find.
- I find the search feature is very specific. For example if you put in the word "City" and the policies has it as "Cities" it will not find anything. I also think the location of the policies as a whole is not inherent. You have to go to Faculty and Staff and then drill down. I would like to see a section labeled Policy and Procedure.
- It is difficult to locate specific policies. Maybe a keyword search feature or index of policy topics would help.
- I very much dislike the redesign of SCC's website. I find it more difficult to use and more difficult to find information with than our classic website. I realize that recent redesigns were made with the aim of recruiting students, but all of the uses that I made of the website have been de-prioritized. One specific suggestion for improvement that I have is with the employee directory. When you open the details page for an individual and you see their contact information, you can't highlight that person's information to copy and paste it. This is a constant source of annoyance. The only way that this can be done is to highlight the text in reverse because the page has a hidden left hand menu on it. Please, get rid of that left hand menu for that page! I have many times searched for an employee's contact information, but I cannot easily copy and paste that info!
- Nothing is easily found on our website.

- Often times I have searched and searched and cannot find policies easily to assist with answering questions in a timely manner.
- Personally, without logging into MySCC, I do not know where to find policies or procedures directly from the SCC website. If I was a parent or another school employee, I strongly believe I would not be able to locate these items without contacting SCC.
- The college website is not user friendly at all...
- The website has improved but the search feature could use some work. Things are often hard to find. Many times a search turns up no match or many unrelated matches.
- The website is not easy to use. It is difficult to find anything. Please redo the website again.
- They are easy to find once you know they're there. But, as a new employee, this information was not disclosed until inquiring about it.
- they seem hidden
- We know that PR is doing the best they can with the website.
- With the latest website update things are harder to find and sometimes not linked at all.

7.18) Please provide specific reasons for disagreeing that you are overall satisfied with Human Resources, and offer suggestions for improvement.

- Already answered in previous questions.
- Also just went through a hiring of a new position with HR. The forms we were forced to fill out after interviewing candidates were never used in the final analysis of the new full-time hire so why bother having people fill out hiring forms if they are not used.  
Also, HR does not provide accurate information. I end up calling [REDACTED] because she is actually knowledgeable about her position and benefits. SCC's HR does not do the research or maintain correct information to help their employees with benefits (ex. retirement, benefits)
- I do not feel supported, served, or assisted by our Human Resources department.
- I do not trust the HR office for confidentiality nor handling problems in a timely or equitable manner.

## 8. Administrative Services: Maintenance & Facility Development

8.3) Please provide specific reasons for disagreeing that the college provides adequate facilities for instruction, and offer suggestions for improvement.

- It's a mixed bag depending on what building you are in.
- My classroom is always too hot. My students complain. We have had the windows open all throughout the winter to try to manage this. The equipment in my classroom is functional but seems to be older or inadequate for needs...for instance, I cannot turn the sound for videos up any higher than it is and sometimes it is hard to hear.
- Projectors frequently don't work, no posted troubleshooting numbers or possible solutions posted by document cameras, projectors, and wire inputs for projector outputs.
- Science laboratory facilities at Macon Campus need upgrading.
- Some buildings are older which provide challenges for those who are handicapped.
- Some of our buildings are so old. Some of the floorings do not even go to the walls.

8.6) Please provide specific reasons for disagreeing that parking is adequate, and offer suggestions for improvement.

- Depends on which building one is trying to access and if there are any mobility issues... the handicapped entrance to founders hall appears to be a gauntlet with steps at one end and a hike to the other.
- If there is an event on campus, parking is an issue. Either students have to park far away or our guests have to park far away, depending on who can find a parking spot.
- Many times faculty and staff have to walk a long way with heavy materials, just as students. It would be awesome to have some available parking for staff and faculty.
- More parking spaces would be beneficial for outlying building plans and students attending classes.

- Not enough faculty/staff parking.
- On average days the parking is adequate. On days where there is an event happening (job fairs, etc) parking becomes an inconvenience especially for the health sciences building.
- Parking lines need to be repainted. Spot in front of Oaks, is it handicap parking. not parking, open parking? Lines in top half and nothing in bottom half. But we are told not to park there. Spots in front of Bradford what kind of shape are those?
- Students sometimes need to park several lots away from the building in which they may have the majority of their courses.
- There isn't enough parking for the Health Science building
- We have enough parking spaces but I would like to make a couple of comments. People should not be allowed to make up their own parking spaces at will. This happens a lot behind the bookstore. Since it has been marked as for employees only, people should know better. Secondly, the very idea of reserving parking spaces that are already marked as "reserved" is a bit elitist isn't it?
- you can't help it but parking is not in the right places.

8.8) Please provide specific reasons for disagreeing that facilities are clean throughout the day, and offer suggestions for improvement.

- A greater emphasis on cleaning computer keyboards in student computer labs is needed, especially during flu season. Placement of wipes and other cleaning materials at the instructor's station would be nice, too, so we can clean at the end of the day or week.

I would be curious to learn how ventilation indoors has been assessed and improved following the COVID-19 pandemic. The chief mechanism by which COVID-19 spreads is airborne, and indoor air quality does matter not just to prevent disease transmission but also to improve allergies and other symptoms associated with indoor air concerns. At the very least, air purifiers using HEPA filtration could be priced and tested to improve our indoor air and slow the spread of respiratory pathogens indoors. I would also like to see the availability of N95 respirators/masks for those who would like to use them.

- Bathroom and offices are not cleaned throughout the day sometimes my trash is left for several day and toilets are dirty.
- bathrooms are not kept as cleaned and well stocked (toilet paper) as they once were. Windows in some buildings are not cleaned.
- better cleaning efforts needed
- Depends on who cleans your building.. and which building you are in and what time of day it is...
- Dirty bathrooms
- Needs more cleaning after morning classes
- Would like to know if housekeeping is suppose to dust or just empty trash? Communication on what we should be expecting from them. Some people offices have an inch of dust on the the bookshelves

8.10) Please provide specific reasons for disagreeing that restrooms are regularly stocked with supplies, and offer suggestions for improvement.

- How specific do you need me to be... simply disagreeing should let you know.. TP holders empty, no soap etc.
- I have found restrooms in all the buildings I frequent (older building) to be out of toilet paper or paper towels recently.
- keep restrooms stocked
- There have been occasions that soap or toilet paper has been out in some bathrooms.
- the tampon dispensers are usually empty
- toilet paper and paper towels are lacking at times

8.12) Please provide specific reasons for disagreeing that grounds and landscaping are well maintained, and offer suggestions for improvement.

- Landscaping has been neglected for several seasons.
- The landscape appearance at SCC Macon has been destroyed. Our campus is decorated with rocks and stumps. Trimming a bush does not involve cutting it to the ground. It is a extremely unsightly.

8.14) Please provide specific reasons for disagreeing that wayfinding/directional signs are effective, and offer suggestions for improvement.

- As new buildings have been completed and departments moved signage is not always updated. Balsam's large entry sign is no longer accurate and I believe it's not the only one.
- Buildings should be marked with letters or some way to identify each for easy navigating campus.
- Emergency services was lost trying to find the Early College. Some signs are faded or damaged. One way direction is not clearly marked.
- Folks are usually in a hurry when they get here so employees will always have to help direct people to where they need to be.
- Many of the original wayfinding signs have been damaged or removed, and need to be replaced.
- More directional signs and labels directly on the road paths would be beneficial, especially at the entrances of the college.
- More signage is needed with larger letters. They should be more generic. In addition to building name, label buildings A, B, C or 1, 2, 3. Written directions often refer to signage that isn't there. Turn onto X street. No sign there that matches the directions.
- Need more signs telling people where building are located when you come onto campus.
- Visitors do not read the signs and approach SCC employees with questions that clearly communicate that they didn't read the signs.

<sup>8.17)</sup> Please provide specific reasons for disagreeing that maintenance work orders are resolved in a satisfactory and timely manner, and offer suggestions for improvement.

- At PSTC, maintenance work orders are provided to Macon County Maintenance and are often put on the back burner to other county buildings. Difficult to get them here in a timely fashion.
- It depends who is assigned the maintenance work orders if they are done quickly. The last one was done in less then a day. I am still waiting on another request at the Macon campus that has been over 2 weeks.
- It takes awhile to hear back and for things to be resolved
- Macon County does not provide timely maintenance services.
- One of my work orders was not fulfilled, and it was time-sensitive. Other than this instance, maintenance work orders are resolved in a timely and satisfactory manner.
- Sometimes the requests are misunderstood. No one calls to clarify, it is marked resolved. I have a temperature issue in my office that I think is related to the air flow. I requested service and it was closed. marked "changed thermostat". My temperature continues to be different than the other offices and halls. I have not tried again. I may just ask someone the next time I see them as that is the same experience some others have had, Could someone give a call or email to see if it is resolved before closing the ticket?
- Timelines for completion should be communicated effectively and issues resolved according to timeline outlined.
- Water fountain took weeks to be fixed.
- We have a brand new building for Health Sciences, but #210 Nursing Lab does not have a projector with sound. We cannot show learning videos with sound in #210, but have to move to a classroom. A maintenance work order has been initiated several times, but the problem remains.

<sup>8.19)</sup> Please provide specific reasons for disagreeing that Maintenance and Facility staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- Depends on who is assigned the task if it get done timely. In general, most of mine have been resolved quickly but one is still lingering.
- [REDACTED]
- Macon County

<sup>8.21)</sup> Please provide specific reasons for disagreeing that you are overall satisfied with Maintenance and Facility Development, and offer suggestions for improvement.

- Macon County
- Need sound in #210 Nursing Lab so educational videos can be shown.

## 9. Administrative Services: Purchasing

- <sup>9.3</sup> Please provide specific reasons for disagreeing that purchase requisition guidelines are clearly communicated, and offer suggestions for improvement.
- Communication and clarity for new faculty on where and how to order, budget, timing of when to order, limits, etc... because I kind of had to learn this on my own and feel I was lost and made mistakes along the way because I wasn't told or misunderstood the process and timing. I want to make sure I'm doing it correctly.
  - e-procurement is confusing. It is very difficult to find items. I have found out that some items HAVE to be purchased through specific companies, but did not find this out until I had my items already decided on.
  - Guidelines need to be communicated more effectively and followed as well.
  - I have been offered little guidance beyond a printed one-sheet and an "ask and see" policy on purchasing orders. Formal instructions for non-standard purchase orders are not always clear.
  - I have had various issues with purchases due to requirements not previously communicated.
  - I have never seen the guidelines communicated. Where are these guidelines? I'm sure they are available on the website, but making them available doesn't mean they are communicated. Maybe having a regularly scheduled training/orientation for purchasing would be helpful, or an online training.
  - This is my second semester but I have no clear understanding or explanation of how I might purchase something.
- <sup>9.5</sup> Please provide specific reasons for disagreeing that requisitions are processed accurately and in a timely manner such that I receive items as ordered when needed, and offer suggestions for improvement.
- <sup>9.7</sup> Please provide specific reasons for disagreeing that purchasing staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- <sup>9.9</sup> Please provide specific reasons for disagreeing that overall you are satisfied with Purchasing, and offer suggestions for improvement.
- E-procurement/guided buying is a nightmare to navigate. The search function barely works, there is no compatibility with tags or any other common form of finding items. Even if you have the exact item number of the product on hand it often returns no results. It is an utter failure of a platform. I would like to note that this has nothing to do with purchasing staff, they are wonderful.
  - Our end of purchasing is great. The e-procurement system is awful. It is horrific. It needs to be entirely destroyed and replaced with something else.

## 10. Safety/Security

- <sup>10.2</sup> Please provide specific reasons for disagreeing that Safety/Security staff provide service in a prompt, efficient, and courteous manner.
- I'd like to see more of a leadership command presence emanate from this office. A calm cool "grace under fire" mentality, if you will. I believe there is a psychology of communication when it comes to the messaging of safety and I'm not sure we have found our way there yet - there could be room for some seasoning, maturing and finding that balance of communication which is urgent, calming and leading versus that which stirs emotions and is strident with undertones of duress. As this is a relatively new area to us, I expect there to be a process of discovery, on the job training and way finding. I'm glad SCC has devoted time and resources to this important and timely topic.
  - There was a recent fire drill in our building. There were maintenance staff (I think?) roaming throughout our building early that morning prior to the drill looking into offices and rooms. They were not wearing any sort of ID and did not identify themselves. It was concerning to faculty and staff to have these folks that we did not recognize wandering around and looking into rooms and offices.
- [REDACTED]
- We have no Safety Staff on the Macon Campus.
- <sup>10.4</sup> Please provide specific reasons for disagreeing that campus resource officers are available and responsive and respond in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- Are they around after 5? Just not sure. Would like to see them walking around more.
  - Our SRO frequently gets reassigned to other schools. Last semester, I didn't see one the entire time. We were excited this semester to get

one that seemed very engaged, but it appears he is being pulled in many different directions now and he is not around frequently.

- There are none.

<sup>10.8)</sup> Please provide specific reasons for disagreeing that you are familiar with the methods SCC uses to notify you in the event of an emergency (SCC Alert0 and that you feel it is used appropriately, and offer suggestions for improvement.

- There is not clarification what it means to be in a Hard Lock down versus a Soft Lock down.
- The shooter on campus incident was used inappropriate with no regard to incidents or improvement needed.

<sup>10.8)</sup> Please provide specific reasons for disagreeing that you are familiar with the Crisis Action Guide and know where to find it, and offer suggestions for improvement.

- I don't know what it is and I don't know where to find it.
- I don't know what some of the items on the Crisis Action Guide mean. We got an email recently about lockdowns and soft lockdowns with codes for each, but there was no communication about the difference and the info isn't on the guide.
- I don't know where to find it.
- If I've heard of this, I don't remember what it is. I do know the crisis action numbers that were given to us a few weeks ago.
- I haven't been trained on this.
- I have no idea what the crisis action guide is or where to find it.
- I have no idea what this is or where it is. Never have been told about it.
- Not overly familiar with it.
- not sure I have seen it yet
- Not sure where it is.....

<sup>10.10)</sup> Please provide specific reasons for disagreeing that protective/safety equipment is provided for appropriate situations, and offer suggestions for improvement.

- I am not really sure about protective equipment available.
- I feel that the general public is not aware of how poor indoor air quality contributes to disease and reduced quality of life. As an educational institution, we should be leading the movement to teach the population (beginning with our own) how to prevent the spread of infections like COVID-19 and seasonal influenza by setting an example.

I did not feel safe even when the masking mandate was still in place because people were told that it was okay to take the mask off in your office, when airborne pathogen precautions dictate otherwise. Few people will choose to follow recommendations that healthcare experts know to be effective at preventing disease transmission, but at the very least the education should be there to allow everyone the opportunity to know how to protect themselves and their family members, and I feel that SCC failed at setting the example during COVID-19.

It is a delicate issue for sure, but know that there are still a few people out there who do not feel safe at work in some situations.

- Not enough is provided for the humber of students in a classroom
- Some of the old and broken equipment is not removed or disposed of.

<sup>10.12)</sup> Please provide specific reasons for disagreeing that you feel trained to safely respond to an emergency here at SCC, and offer suggestions for improvement.

- Crisis action guide is confusing.
- I am not on campus
- I dont think there has been a lot of emergency response training in the past few years.
- I have asked for training and have not received it yet.
- I have been unable to attend most of Curtis's emergency training; it is also true that even if I were able to attend all the trainings, I would still not feel adequately prepared. But SCC is making a concerted effort to help people feel more prepared.

- Information is unclear - trainings seem to offer contradicting information - need clear protocols for various situations and threats
- It's difficult to feel prepared without practice runs for all of the situations outlined on the Crisis Action Guide.
- I think if I have a shooter incident on campus it will be up to me to try to get out of the building and I will not be calling some 4 digit number to try to notify SCC I will be calling 911 with my cell phone as I try to get students out safely
- I think there should be a practice run of a lock down whether it be for an entire campus, or by departments. I also feel like we could be more trained in de-escalation tactics and first aid safety.
- I think we should have active shooter training. In light of our last "active shooter" incident, I am surprised this has not been scheduled.
- not sure I have be part of this training...or it was lumped into the first days and I didn't realize that it was part of the official safety plan.
- Reading through responses to scenarios and being able to clearly remember and utilize them under distress are very different. Physical training scenarios would greatly benefit all students and employees to keep real situations as calm as possible. Clearly communicated drills would help keep stress low and be able to maintain a memorable crisis plan when needed.
- This is where we could use a "neutral" choice on this survey.
- What training?
- When was our last active shooter drill? I can't recall one since our last active shooter scare. Are we planning a drill sometime soon?

<sup>10.14)</sup> Please provide specific reasons for disagreeing that overall you are satisfied that SCC provides a safe and secure environment, and offer suggestions for improvement.

- As a full-time employee that's been here over six months, I haven't been trained in emergency procedures and that is alarming. I would offer training at hire or at the very least, in the first month of employment.
- Do not fee sufficiently trained to handle the various types of emergencies and situations that may occur on campus - training is haphazard and not clear
- I do not feel safe in my area. I think we need further training/drills.
- I often feel at risk as anyone at any time could walk in and inflict harm on us and there is very little in the way of effective self-protection available to us. The last time we had an alleged active shooter situation, the doors to my building allowing public entrance were not locked even though we were on "lockdown." When I think "lockdown," I think of all doors and access points as being "locked," thus the word lockdown.
- No safety staff or resource officers.

## 11. Workforce and Continuing Education

<sup>11.2)</sup> Please provide specific reasons for disagreeing that Workforce and Continuing Education course offerings are diverse and timely, and offer suggestions for improvement.

- Compared to similar peer institutions statewide, we do not appear to offer as robust of an offering in this area.
- I'd like more trainings that are appropriate for instructional faculty. I was disappointed with the one session I've attended on instructional technology and writing essay prompts. It was too broad and not deep enough, gave me nothing that I could apply in the classroom.
- I would love to see more wood-working options. Drummng or music would be nice, too.
- Not to be rude, but I think that we are first and foremost a nursing and health professions community college. I think that we are not particularly diverse in our other offerings. I may be mistaken, but while other programs do exist, they strike me as more of an afterthought. I know we have welding and automotive. This may be a matter of perspective because where I work I simply rarely interact with other branches of the college.
- Some Continuing Ed courses seem to conflict with programs of study offered on campus
- Why does continuing ed offer courses which compete with programs such as EMS. It seems like a bad business model to me.

<sup>11.4)</sup> Please provide specific reasons for disagreeing that the Workforce and Continuing Education link on the college web page provides adequate information about programs, locations and schedules, and offer suggestions for improvement.

- Had a student call asking about real estate classes and the site was never updated all the contact information was for an instructor that was no longer employed at the college. This information should be kept up to date to assist those looking for programs.

- I've never used it and I don't know how to access it. Also, it doesn't seem oriented towards instructional faculty, as far as I can tell.
  - I don't know that it has been communicated to me where this is located on the college web page.
  - Interested students have a hard time finding it on the webpage.
  - I often have a difficult time finding updated information here when a student asks me about course offerings. It would be nice to see more regular updates, even if a class is canceled.
  - It is hard to know who should be contacted about which program offerings.
  - Sometimes info is hard to find when students are incorrectly routed in my direction and I have to find where to take them.
  - The continuing education webpages are hard to search and navigate. If you need to find a specific course (example: notary) you are often confused as to which "category" it would fall under and end up selecting most categories until you come across the course you are looking for.
- 11.8) Please provide specific reasons for disagreeing that Workforce and Continuing Education is responsive to the educational needs of the community, and offer suggestions for improvement.
- I'm not sure what this is referring to.
  - I don't know. It seems rather limited in the offerings at the moment. When was the last time we polled the community and asked what they would like, wanted, needed?
- 11.9) Please provide specific reasons for disagreeing that the Workforce and Continuing Education department is a leader in the economic development efforts in the college service area, and offer suggestions for improvement.
- I'm not sure if they are a leader - I could assume this but don't know this. Their visibility seems rather low. I don't read of many stories that would support that they are a leader in economic development. If this were true, how are we telling this success story? How is it being communicated to us as SCC employees? Is this an opportunity for them to tell their story? How is this being communicated to our broader audience? I simply don't know the answer to this and perhaps therein is the opportunity.
  - I'm not sure what this is.
  - I don't feel like there's been proactive efforts for addressing the needs of our community. I would suggest doing community surveys, or conversations with community members/businesses to see what would be beneficial.
  - I don't know if they are or not. I don't work with this department enough to answer those questions.
  - See other comments
- 11.11) Please provide specific reasons for disagreeing that Workforce and Continuing Education staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- Almost never able to reach contacts in the Workforce ConEd office. Often have to try multiple people and still send students away without an answer. I believe joint contact points would be greatly beneficial, such as a general Workforce ConEd email and/or phone extension so a multitude of people could assist rather than directly contacting one person after another until you get someone.
  - When is someone going to do something about Jeff Marley doing very little and using SCC equipment & time to make art items that he then sells?
- 11.13) Please provide specific reasons for disagreeing that you are satisfied with Workforce and Continuing Education, and offer suggestions for improvement.
- Continuing ed should not offer the same programs that are offered at SCC already
  - I have no interaction as I stated in the staff interaction question.
  - Reasons previously addressed throughout this section.
  - See previous comments. I want more programming and whatnot that focuses on easily accessed, useful information for instructional faculty.
  - Too difficult to contact for assistance serving students.

## 12. Information Technology and Telecommunications

- 12.2) Please provide specific reasons for disagreeing that computer/technology support staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- A student told me today that they called IT and they were not helped with their issue. The relatively new two-factor authentication process has proven problematic for students if they forget their phones or break their phones and have to wait for them to be repaired. A student needed help logging into MySCC, and I was told that the person on the phone said they couldn't help them and then ended the phone call. Easier access to the tokens when phones are forgotten, damaged, or out of battery life would be helpful, too. Most people need them right away, not in a week. Maybe a few could be available on each campus as needed to check out for the day.
  - I always hope that when I have to call that [REDACTED] the portal changed. Its okay not to know the answer, but don't make us think we're idiots because we're having issues.
  - It is getting a bit worse than it has been in the past. I hate to put "disagree" as a choice but am not sure what else to do so that I can comment. It seems things are a bit more chaotic than normal. They do a good job but no longer an outstanding job.
  - It might be good for IT staff to work on customer service skills, particularly with clients who aren't technically inclined. The helpdesk system they use is terrible, resulting in a bunch of indecipherable emails.
  - Most of the IT staff are awesome. [REDACTED]
  - They try but they are always understaffed and some times of the semester (beginning and end) It's clear they are overwhelmed.
  - This is the one department that I dread having to call because they are not customer orientated. I am continually put down when I am describing issues that need help. Of course when IT comes there will likely be 2-3 personal working to fix a problem one tech could.
- 12.6) Please provide specific reasons for disagreeing that you are satisfied with the new MySCC Dashboard to access college resources, and offer suggestions for improvement.
- Information overload. Also, we've adopted some programs that are not very faculty friendly.
  - Various icons, arrangements, and other vital pieces of the dashboard were updated without communication to those who guide students everyday. Many guides to help students navigate their account were quickly outdated due to this.
- 12.8) Please provide specific reasons for disagreeing that you are satisfied with communication about campus closures or delays, and offer suggestions for improvement.
- 12.8) Please provide specific reasons for disagreeing that overall you are satisfied with Information Technology resources, and offer suggestions for improvement.
- Department does MANY things well, but the overall attitude when we call for help, but more importantly when students call, isn't satisfactory.
  - IT workorders need to be addressed on a timely manner as I am still waiting on multiple resolutions. Also when they fix one problem it often results in another issue and they will not take any accountability for things not being done well. Customer service is rude and not always helpful.
  - Security concerns are overly enforced more then is necessary.
  - They are not as responsive as they used to be. I believe they do the best they can with the number of people that they have. Also, when I call IT I am at first treated like I am stupid and have tried nothing at all to fix my own problem.

## 13. Instructional and Student Services: Instruction

- 13.2) Please provide specific reasons for disagreeing that curriculum programs are current and relevant, and offer suggestions for improvement.
- Active programs seem to be continued "just because" rather than guaranteeing they are the best program to serve our community and student population. New(including previously offered) programs should be considered on a yearly basis to keep our offerings fresh and enticing to our population.

13.5) Please provide specific reasons for disagreeing that course offerings are current and relevant, and offer suggestions for improvement.

- Course offerings could be more relevant and up-to-date. I would suggest finding out what the unique opportunities in each community are and plan accordingly.
- Often, course offerings are repeated following the previous semester/year rather than digging into what each program requires and/or would benefit from offering. Difficulties with providing needed courses in a timely manner or at all, for specific programs often effects our student population completion rate as well as burn out rate as inability to complete their credential is extended, often by mis-advisement.

13.8) Please provide specific reasons for disagreeing that the college effectively meets the advising needs of its students, and offer suggestions for improvement.

- A large majority of advisors at SCC are not trained adequately to understand each student's needs and plans. Mandatory training for advisors to provide efficient, universal, successful advising is very, very needed here at SCC. Multiple cases of prolonged graduation have been directly due to mis-advisement.
- I cannot speak to the personability or demeanor of the advising staff at the college. There are also a large number of advisors at the college, and I do not believe this to be a problem across the board. However, a few individuals who register a large number of students cannot seem to grasp (or do not care about) the technological backend that comprises a large portion of the registration process. This causes a multitude of problems for both the student and the staff who inevitably has to correct their mistakes.
- SCC has great full time advisors but we also have individuals who are not full time and they seem to struggle with connecting with students. For example being available after the semester ends or during the summer. Each program and division need representative/ advisors availability throughout the whole year.
- SCC should have an option for students to RGN online. Look at the other 58 community colleges we are one of the few that does not offer this as an option. In addition, UTAC hours with the ADVISOR ON DUTY should be listed on the website and across media. Students get a very different experience with one advisor than another. SCC should also be moving to STUDENT SUCCESS COACHES that are actively engaged with students to try to improve their transfer performance. SSS has them and so does Health Science.
- Students need to be held responsible for some things. We are not doing them any favors.
- UTAC does a great job and is very streamlined. This is not true of the other divisions. They are not as streamlined and advise students in an inefficient way. Everyone should have similar checklists and directions for students to follow.

13.10) Please provide specific reasons for disagreeing that Aviso is an effective tool in helping you support student retention and success, and offer suggestions for improvement.

- Aviso is a nightmare... it is contrived and useless
- Aviso is only as good as people use it. Also, if you have time to go through all of the notes that are left about a student. When advising, you must have open no less than 4 screens and must have notes in at least 2 of them.
- Aviso takes too long to pull active and accurate information from Colleague. Often information is not locatable on Aviso and must be found directly in Colleague anyways. Aviso is good for it's alert system, but not much else.

13.12) Please provide specific reasons for disagreeing that overall you are satisfied with instruction, and offer suggestions for improvement.

- Instruction is constantly on various pages regarding courses, requirements, advising processes, and so many other aspects that directly effect employees working directly with students. This makes it very difficult to relay consistent information and serve our students effectively.
- I think that there is a definite need to provide entirely online services, but I have heard feedback from students in my seat-based classes that the instructors who teach 100% online are not very available via email. Students say they often get no response to emails with questions, or they are simply told to "get a tutor."

Many students cannot teach themselves the course online and desire interacting with people in person. This prevents them from succeeding in online classes or from attempting certain degree programs. It might be eye-opening to poll students about their preferences and try to offer more variety, such as classes that meet every so often in person.

#### 14. Instructional and Student Services: Library

14.3) Please provide specific reasons for disagreeing that you are satisfied with access to the resources of the library, and offer suggestions for improvement.

- Having to go throught two layers of portals is not easy.

14.5) Please provide specific reasons for disagreeing that you are satisfied with the services and assistance provided by the library staff, and offer suggestions for improvement.

- Here I wish I had some choice between "agree" and "disagree" or some rating scale. I think the library has gone a bit downhill in the past few years but they do a slightly better than average job.

14.8) Please provide specific reasons for disagreeing that you are satisfied with the availability of resources in the library to support your program, and offer suggestions for improvement.

- I wish I could rank somewhere between "agree" and "disagree" on this question. They are better than average but not outstanding. I wish we had more print publications like journals.
- The amount and type of Journal articles available to students through the Holt Library are very thin. A more broad and deep subscription to JSTOR would be an immense multiplier to the academic success and learning for SCC students.

14.10) Please provide specific reasons for disagreeing that overall you are satisfied with the library, and offer suggestions for improvement.

- Materials and resources promoted don't represent a wide range of viewpoints.

### 15. Instructional and Student Services: Learning Assistance Center (LAC)

15.3) Please provide specific reasons for disagreeing that LAC staff are helpful and knowledgeable, and offer suggestions for improvement.

- I have nothing but good things to say about our LACs, but employee turnover is high due to the lack of hours available and lack of benefits for staff members.

Students often share with me that the LAC staff doesn't know how to help them with computer issues that prevent them from completing assignments in their classes. Perhaps more training (paid) for staff members would help. Offering course-specific meeting times for the common classes that most degree programs require could also encourage students to use the LAC more and get help before they fall too far behind.

- Sometimes.
- This was a "trick" question. I don't encourage my students to interact with them because they are not nearly as helpful as they used to be. I knew the only way I could make a comment here was to say I encouraged my students to use the LAC. I no longer do that. They've dispensed with many needed services for students.
- When I need to use the LAC for students I have had issue with students receiving the wrong information despite filling out a form that give the needed information. I addressed this with the LAC staff but it happened again. Often, the LAC staff seem dissatisfied or not willing to go out of their way for students.  
 ■ Thank you.

15.5) Please provide specific reasons for disagreeing that LAC facilities are adequate, and offer suggestions for improvement.

- I believe we need more staff at the LAC with a broad knowledge base. I know it is very difficult to find people, but this is an important investment in student success.
- It is as if they pick and choose what they want to do. A helpful suggestion would be for them to re-examine the model they were using about four to five years ago and go back to that.
- The LAC used to be a place that students could get together and study. Now, no noise is allowed at all. There are very few students that even use the facility given the overall atmosphere. The testing room should be quiet but the lac itself should not be. It should be welcoming for all students. There should be places for students to have conversations without being disciplined by the coordinator. My suggestion is to revamp the entire area and find someone who is excited to be there and help students.

15.7) Please provide specific reasons for disagreeing that LAC resources are adequate, and offer suggestions for improvement.

- See previous response
- The need the resources to be able to proctor tests for online classes.

15.9) Please provide specific reasons for disagreeing that overall you are satisfied with the LAC, and offer suggestions for improvement.

- It is not encouraging for students to hang out there and study. It is not welcoming at all.
- See previous response.

**16. Instructional and Student Services: E-Learning**

- 16.3) Please provide specific reasons for disagreeing that E-Learning staff are helpful and knowledgeable, and offer suggestions for improvement.
- I'm sorry to be so blunt. I think they have contributed to the dumbing down of our classes. They also seem to keep putting stumbling blocks in place for students and faculty.
  - Often receive guidance elsewhere when contacting E-learning regarding online learning resources. E-learning should and needs to encompass all online learning platforms rather than very specific pieces and are unaware of assisting anything else.
  - Very knowledgeable, sometimes not very helpful. I feel that they sometimes think that people are calling or communicating about trivial things and their attitude reflects that
- 16.5) Please provide specific reasons for disagreeing that E-Learning facilities are adequate, and offer suggestions for improvement.
- E-learning could benefit from a more central and open layout, better office design, and possibly integration with other media and learning centers on campus.
  - see previous answer We should return to the model we were using four or five years ago.
- 16.7) Please provide specific reasons for disagreeing that E-Learning resources are adequate, and offer suggestions for improvement.
- Maneuvering any tutorials provided by E-learning is difficult. E-learning seems to only cater to Moodle questions and knowledge, when so much more is needed for effective online courses.
  - see previous response
- 16.9) Please provide specific reasons for disagreeing that the college provides adequate support services (such as financial aid, registration, and other support services) to E-Learning students, and offer suggestions for improvement.
- Help for online students is rarely effective or efficient in answering questions. Often students will make the drive, no matter the distance, to get assistance or answers because finding help online is not effective.
  - I can't answer this question.
  - I picked "disagree" because I really have no idea.
  - I really want a neutral response button on this survey. I have no idea if it's adequate. I just cannot say.
  - There should be an I don't know option for this question, as some of us do not teach online sections and cannot adequately answer questions like this.
- 16.11) Please provide specific reasons for disagreeing that overall you are satisfied with E-Learning, and offer suggestions for improvement.
- E-learning should cover all e-learning, yet does not at this point in time.
  - It is hit or miss most times.
  - We need to completely rethink the whole model we are using. E-learning is a valuable thing in education but we're not doing much of a job here.

**17. Instructional and Student Services: Admissions**

- 17.3) Please provide specific reasons for disagreeing that Admissions staff provide students with accurate information concerning admissions requirements, and offer suggestions for improvement.
- Admissions quite frequently will send students automatically to UTAC even though that is not where they should be. I believe part of it is that they need to just slow down and listen better. It also is that given the UTAC is staffed, it seems like the easiest thing to do .
  - Students are constantly misinformed about programs and requirements from the admissions office.
- 17.5) Please provide specific reasons for disagreeing that Admissions staff provide service in prompt, efficient and courteous manner, and offer suggestions for improvement.

- Admission should take tips from eLearning. They very seldom answer their phones or emails quickly when I have a student in my office and I need a response it is not beneficial to tell the student to come back or wait for a response for admission especially when it is regarding errors in the system with registration holds. Improvement is needed.
- The last student I advised talked to three different people in the admissions office and was still given the wrong information. Now with no one dedicated to being the front desk person, I can only imagine that it will get worse.

<sup>17.7)</sup> Please provide specific reasons for disagreeing that overall you are satisfied with Admissions, and offer suggestions for improvement.

■ \*

- Someone pick up the phone so problems can resolved quicker for students.

### 18. Instructional and Student Services: Career Center

<sup>18.3)</sup> Please provide specific reasons for disagreeing that the Career Center provides a wide array to career-related resources, seminars, workshops and one-to-one assessment and counseling, and offer suggestions for improvement.

<sup>18.5)</sup> Please provide specific reasons for disagreeing that the Career Center staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

<sup>18.7)</sup> Please provide specific reasons for disagreeing that overall you are satisfied with the Career Center, and offer suggestions for improvement.

- in an effort to address <20 years students needs, they often forget to target the great portion of their audience that are adults in their second career. That is the successful retooling students don't need what a youth does.

<sup>18.9)</sup> Please provide specific reasons for disagreeing that you are aware and understand the importance of PEAK, and offer suggestions for improvement.

- Because I'm not aware of it and I don't understand it. What kind of a question is that??????
- Don't know much about it.
- I am new here and I don't know what PEAK is.
- I am not at all familiar with that program. I teach only online
- I am not aware of PEAK
- I am unaware of specifics of PEAK and how it can and/or is effecting our students.
- I can't remember what it is.
- I don't know what it is.
- I don't know what this is
- I do not know what PEAK is.
- I do not know what PEAK is or provides.
- I sure hope the next QEP is something that has more of a direct impact on students. I have never gone in to look at the PEAK surveys that students filed out because there are too many other pressing issues while advising.
- No idea what this is.

### 19. Instructional and Student Services: Financial Aid

<sup>19.3)</sup> Please provide specific reasons for disagreeing that the Financial Aid Office keeps you informed of changes in financial aid requirements that affect students and advising, and offer suggestions for improvement.

- I am not aware of financial aid requirement changes

- I have not heard of any changes since I have been here.
  - I have not seen any information regarding financial aid changes. However, I do refer students to Financial Aid to discuss their award and availability.
  - Many financial aid requirements or issues are not communicated and often lead to students as well as employees reaching out to other offices for explanation of registration issues, application issues, etc.
- 19.5) Please provide specific reasons for disagreeing that the Financial Aid Office staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- Often receive student complaints or directly receive dismissive or disinterested responses from the employees that are here to serve our students and keep them on track financially. Our Financial Aid office rarely seems to go out of their way to help a student understand how to move forward, especially after alerting them of a financial block in their education.
  - Seyward is always friendly and courteous... the others not so much
- 19.7) Please provide specific reasons for disagreeing that overall you are satisfied with the Financial Aid Office, and offer suggestions for improvement.
- I do not believe our Financial Aid office serves our students as they should or could, especially with the ratio of students to staff.
  - In the past, when I referred students, they often returned frustrated. Could financial aid be a source for financial resources and referrals and not limited to FASFA, Pell Grants, and in-house scholarships? Could we have someone who coaches on managing finances or seeking additional financial support for students? This is a barrier to so many of our students working full time, in school full time, and raising a family.

## 20. Instructional and Student Services: Placement Testing

- 20.3) Please provide specific reasons for disagreeing that placement test scores are readily available and easily interpreted when needed to advise students, and offer suggestions for improvement.
- I have encountered many people who do not know how to interpret the test scores and waivers put into place. Faculty seem especially confused about older test scores.
  - The previous question was not well worded. I advise students but do not work with the office.
  - The reasoning and interpretation of placement scores is often not understandable, especially by untrained advisors. The majority, if not all, of this confusion could be clarified by mandatory training sessions. I believe the entire college should understand the processes behind starting SCC and navigating through all the way to graduating.
- 20.5) Please provide specific reasons for disagreeing that Placement Testing staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.
- 20.7) Please provide specific reasons for disagreeing that overall you are satisfied with the Placement Testing Office, and offer suggestions for improvement.
- I have no idea. I picked "disagree" A choice like "not applicable" would be nice.

## 21. Instructional and Student Services: Registrar

- 21.3) Please provide specific reasons for disagreeing that the Registrar's Office provides accurate information, and offer suggestions for improvement.
- 21.5) Please provide specific reasons for disagreeing that the Registrar's Office provides timely information, and offer suggestions for improvement.
- Answer the phones when faculty are calling especially during advising day or RGN.

21.7) Please provide specific reasons for disagreeing that the Registrar's staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- I appreciate that the registrar is courteous but the promptness needs to be improved. I have had to wait several day for a response to email since they did not respond to IM or their phones when I am trying to serve a student this is not efficient.

21.8) Please provide specific reasons for disagreeing that overall you are satisfied with the Registrar's Office, and offer suggestions for improvement.

- See previous comments.

## 22. Instructional and Student Services: Student Counseling Services

22.2) Please provide specific reasons for disagreeing that you are aware of the college resources available to students with emotional or mental health needs (e.g., stress, anxiety, depression, harm to self, etc.), and offer suggestions for improvement.

22.4) Please provide specific reasons for disagreeing that the Student Counseling Services staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

22.6) Please provide specific reasons for disagreeing that overall you are satisfied with Student Counseling Services, and offer suggestions for improvement.

## 23. Instructional and Student Services: Learner Accessibility and Equity

23.2) Please provide specific reasons for disagreeing that you are aware of the college resources available to students with disabilities, and offer suggestions for improvement.

23.4) Please provide specific reasons for disagreeing that you feel adequately trained on how to work with students with disabilities, and offer suggestions for improvement.

- Have not been trained. Can direct people to the center.
- I am learning how to better offer more resources to help students in the classroom with certain specific disabilities so I'm taking a class that is giving me lots of ideas I've implemented and am continuing to learn so I am growing in knowledge and adding new resources that are helping.
- I can answer that I know where to direct students when they have a disability. But I don't feel adequately trained to work with students with their disabilities.
- I do not feel trained on how to best serve the population of our students who need support navigating their college experience. I believe that every single employee would greatly benefit from training on how to provide appropriate and effective service to these students, lead by the amazing LAE staff.
- I have no idea how to answer this question...sorry.
- I would like regular workshops on accessibility in the classroom, clinical, how "childhood" disabilities that are undiagnosed can be supported in adult learners.....
- Lack of experience, education and training. More training opportunities are needed
- No training.

23.6) Please provide specific reasons for disagreeing that Learner Accessibility and Equity staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- I know this is new team, so I understand why there was a delay for some student's accommodations paperwork this year.
- Testing could be improved

23.8) Please provide specific reasons for disagreeing that overall you are satisfied with the Learner Accessibility and Equity Office, and offer suggestions for improvement.

- Team may need some training for college level, rather than K-12, appropriate accommodations.

#### 24. Instructional and Student Services: Student Support Services

24.2) Please provide specific reasons for disagreeing that you are aware of the criteria that a student must meet to be eligible for Student Support Services, and offer suggestions for improvement.

- Because I'm not aware. I'm not sure I have ever been told what the criteria are.
  - I am not aware of the criteria, I assumed it was available to all students
  - [REDACTED]
  - I disagree with this because I am not aware of the criteria that a student must meet to be eligible for Student Support Services. To be honest, I don't think that I need to be aware of this to function well in my job.
  - I don't feel completely confident that I know the criteria.
  - I don't have interactions with students or staff regarding this area, so I am unfamiliar with it.
  - I don't interact with students on a regular basis, so I'm not familiar with this area.
  - I don't know.
  - I don't know how students are selected for participation.
  - I don't know the answer.
  - I don't know the criteria
  - I don't know them?
  - I don't work with students in this way.
  - I do not know criteria that must be met for SSS.
  - I do not know the full criteria for SSS. I am sure I could look it up on the website. I would guess they are looking for 1st generation, low income.
  - I do not know what Student Support Services does in comparison to other advisors on campus. I thought they were all the same.
  - I do not work with students.
  - I don't know what criteria is needed.
  - I have no idea what these criteria are.
  - I have no knowledge of this process
  - I have not needed to know what the criteria is for a student must meet to be eligible for SSS.
  - I work with faculty not students
  - My position requires no need for knowing the SSS criteria.
  - N/A
  - not involved
  - Overall, things are good here at SCC.
- Reserving a car for certain functions is easy, but in some instances it is not convenient to drive from my home to get an SCC car, then backtrack past my home to get to my destination. It would be beneficial to be able to use my personal car and get reimbursed, or be able to take the SCC car the evening before to eliminate the extra drive time. This would allow me more time with students and less time in the car.
- To my knowledge, I've never been told what makes someone eligible.

■ x

24.4) Please provide specific reasons for disagreeing that Student Support Services provides helpful services and assistance to students, and offer suggestions for improvement.

■ I have no experience with them so I can't say.

24.6) Please provide specific reasons for disagreeing that overall you are satisfied with Student Support Services, and offer suggestions for improvement.

■ have no experience with them so I can't comment.

## 25. Public Relations

25.2) Please provide specific reasons for disagreeing that the Public Relations Office is effective in communicating an accurate and consistent image to students and the community, and offer suggestions for improvement.

■ Again, I really want a neutral button. I have no clue if they're accurate or consistent.

■ More often than not, the communication between SCC and the community or within SCC itself, is inconsistent at best. Our website has been broken, outdated, or unable to use more times than I can count since it was originally updated.

■ There is often too little differentiation in displays to draw attention to something "new" and thus communicate information.

25.4) Please provide specific reasons for disagreeing that Public Relations Office publications are accurate and attractive, and offer suggestions for improvement.

■ Maybe some training?

■ Social media posts are attractive to the population using them, but are not reaching the rest of the population that are unable to view these posts. Our webpage and physical presence is lacking in our community to advertise the great programs available.

25.6) Please provide specific reasons for disagreeing that the college website provides accurate information about the college, and offer suggestions for improvement.

■ Accurate if you can find what you're looking for.

■ I have come across of a lot of outdated information on the website.

■ Our webpage is not very accessible on a phone. You can't pull up any program information on a phone.

■ The college website has multiple outdated points of contact. This has been an issue I hear about when people call looking for a specific person who either is no longer working with SCC or has changed roles within the college.

■ There are out-of-date informational pages on the website, which I believe are the responsibility of the specific department to update (or email the webmaster to update).

■ The SCC website continuously reverts to previous updates, contains broken links, or is not updated at all. I personally avoid guiding students to our website for assistance due to it's nature of being not user-friendly. I tend to email direct links and forms to students when needed since I cannot guarantee the webpage reference will be accurate or available at all.

■ the website needs love

25.8) Please provide specific reasons for disagreeing that the Public Relations staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

■ Even with work orders placed in 2+ week windows, there are often challenges having projects completed on time. When completed, the work is always great but I find myself placing longer and longer deadlines to pad for delays.

■ Reaching out to assist with promoting our school should originate from PR, rather than a "if we can help" basis. Collaboration of promotions is not currently utilized to advertise SCC appropriately. Multiple requests I have made have also been unable to be fulfilled by the PR department and are disregarded rather than finding a manner to make it happen to serve our school.

■ Takes too long to get graphic workorders back, which would make sense if the requests were last minute, but they aren't. I didn't say anything about this in previous years, b/c there were lots of extra print and web jobs during Covid, but the delays and lack of information about status of projects has gotten worse instead of better. Feedback regarding workorders is not welcomed.

- Timelines could be quicker but they are always courteous so thank you.

25.10) Please provide specific reasons for disagreeing that overall you are satisfied with the Public Relations Office, and offer suggestions for improvement.

- I do not believe our PR office is currently serving as effectively or efficiently as they can and should be.
- It is challenging to meet deadlines.
- See previous comments.
- The college should have a fulltime trained webmaster.
- YES I AGREE but I also wanted to make a suggestion!!!  
I know that you all have said many times we should use one social media page. Do you have a Google form to submit our social media post requests or another process? We might be able to create some content for you if you give us a process  
AGAIN, I AM VERY SATISFIED with the public relations department

## 26. Grants Writing

26.3) Please provide specific reasons for disagreeing that the Grants Writing Office provides valuable support, and offer suggestions for improvement.

- \*
- I have asked Grants writing Office to research grants that are available for specific needs. I was told, if I can find a grant resource they will write the grant, but I will need to provide the majority of the information. Perhaps I have a misunderstanding of what Grants Office should do. I would think a major part of their job in addition to writing a grant would be to find grants for the college.
- I tried to request assistance in researching, writing, and administering grants. The work is always put back on me to complete. I don't have the time to research grant options.
- The grants office has really declined in the past few years. Doesn't seem proactive and just pushes requests back to others to write.
- Whenever I have contacted the grants person, I haven't gotten much help. I'm told to make sure admin is aware that I am submitting a grant proposal but the actual finding of the grants (which I have asked for help with) and writing of the grants have been up to me.

26.5) Please provide specific reasons for disagreeing that the Grants Writing staff provide service in a prompt, efficient and courteous manner, and offer suggestions for improvement.

- Don't get much assistance.
- I should have grants for my area in healthcare
- Response is non-existent. I was forwarded a request for grant administration from the Grant Writer. I was not the original administrator. I had many questions. The grant writer said she didn't know the answers. I had to try to find someone outside of the college who did know the answers.
- They haven't provided the service of finding grants for the college.

26.7) Please provide specific reasons for disagreeing that you are aware that the Grants Writing Office is charged with identifying, developing, submitting and administering grants for SCC, and offer suggestions for improvement.

- am aware this is the charge. However, the grant writer is not fulfilling this charge. If I find the grant opportunity, research the need and provide the details she will fill out the paperwork to apply for the grant. Follow-up reporting and administration falls back in my office.
- I am unaware of any processes that the Grants Writing office tends to. I do hear about the renewed grants across the college at various points, but unable to discern how the Grants Writing office consistently serves the school on a daily basis.
- I did not know we had a Grants Writing Office
- I had no idea this office existed. I have no idea what it does, how to access it, and what it might do for me.
- I was not aware that SCC had a specific Grants Writing Office.

26.9) Please provide specific reasons for disagreeing that overall you are satisfied with the Grants Writing Office, and offer suggestions for improvement.

- Haven't successfully received help finding or getting grants.
- i hould have grants
- [REDACTED]
- Not fulfilling the duties of a full-time grant writer. Hasn't learned higher education needs and doesn't reach to partners to determine needs and then search for grant options.
- They haven't produced anything I have asked for.

## 27. Foundation

27.2) Please provide specific reasons for disagreeing that you are familiar with how the SCC Foundation supports our students, faculty, staff and the College, and offer suggestions for improvement.

- .
- Don't know what it is.
- I am not familiar with them.
- I do not know how SCC Foundation supports students, faculty, staff or the College.
- I have no idea what this foundation is or what it does.
- This is not something I am familiar with

27.4) Please provide specific reasons for disagreeing that you are aware of the giving options available to support the SCC Foundation, and offer suggestions for improvement.

- I'm not aware of them
- I am not familiar.

27.6) Please provide specific reasons for disagreeing that you are aware that you can support the SCC Foundation via payroll deduction.

27.8) Please provide specific reasons for disagreeing that you have sufficient opportunities to financially support the fundraising efforts of the SCC Foundation, and offer suggestions for improvement.

- i can support with my worktime, but don't with my free time
- I don't have the opportunities. Make me a millionaire I guess?
- I do not have sufficient means to support the fundraising efforts
- I hate these types of things. I already work here for miserable pay. I will not be giving money to a foundation for an education that should be free, paid for by the state legislature. My work is enough contribution to this institution and its students.
- It is a bit disheartening to be asked to set up a regular donation when my pay as an adjunct is so low. I think it would be courteous to keep those emails from going out to adjunct faculty. I have to feed myself and my family before I can give to help others, and my pay at SCC is not enough for either.
- Really missed the mark on selling the cool t-shirts earlier this year. Would like to have a clear way to make donations "in honor" of and know that honorees will be notified. Would like a way to pick out a card, record a message, etc.

27.10) Please provide specific reasons for disagreeing that the SCC Foundation has the appropriate level of visibility, and offer suggestions for improvement.

- I believe the SCC Foundation is not adequately promoted or advertised to students and/or the community at the highest capacity it could to be the most beneficial to our population.
- I don't know much of anything about it other than it exists.

- It should be zero. Make the rich from Raleigh, Greensboro, and Wilmington who buy up all the houses in cash around here pay for our students' educations, not employees who haven't gotten a raise in years.

- The Foundation staff and the Advisory Council does a good. Visibility has increased, but we can always find new ways to increase our profile.

27.15) Please provide specific reasons for disagreeing that the Foundation staff provide service in a prompt, effective and courteous manner, and offer suggestions for improvement.

27.16) Please provide specific reasons for disagreeing that overall you are satisfied with the Foundation Office, and offer suggestions for improvement.

- I just hate that these things exist. There should be no reason higher education isn't free, and I hate being shaken down for money by my employer who should be paying me more.

## 28. Institutional Research and Planning

28.3) Please provide specific reasons for disagreeing that the Institutional Research and Planning staff provide service in a prompt, effective and courteous manner, and offer suggestions for improvement.

- The recent decision to make teachers responsible for the electronic surveys is not welcome. Why is the office transferring what was once one of their major duties to already overworked faculty?

28.6) Please provide specific reasons for disagreeing that the Institutional Research and Planning Office provides an effective level of support to departmental planning efforts, and offer suggestions for improvement.

- see previous response

- We (I) need to be better.

28.8) Please provide specific reasons for disagreeing that the Institutional Research and Planning Office provides effective support to the program review efforts, and offer suggestions for improvement.

28.11) Please provide specific reasons for disagreeing that institutional Research and Planning reports and publications (such as the Fact Book) contain valid and reliable information, and offer suggestions for improvement.

- I do not believe all of our publications are absolutely accurate and relevant.

- I have no idea. A choice of "NA" or "neutral" would be great.

28.13) Please provide specific reasons for disagreeing that overall you are satisfied with the institutional Research and Planning Office, and offer suggestions for improvement.

- I'm very disappointed with the class survey process that was recently pushed on faculty.

29. Shout Outs and Suggestions - If there are departments or individuals that you want to recognize as outstanding, please share them below. If you have further suggestions that you were unable to express in the previous questions, please let us know here.

29.7)

- [REDACTED]
- Appreciate our custodians who keep us and our environs so clean as well as our grounds staff! Great job!  
Also kudos to our PR team for their above and beyond efforts everyday!

- [REDACTED]

Shout out to the Career and College Promise for their hard work and dedication to our high school student population. [REDACTED]

- [REDACTED] provides invaluable support during the admissions process. Thank you!

■ [REDACTED]  
Our grounds are beautiful  
PR [REDACTED]

- Cost of textbooks.... There has been increasing concern over the cost of textbooks. With online access codes and not being able to utilize "buy back" or for students to share hard copies of textbooks when access codes are needed, this significantly hinders the students being able to take certain courses, or less courses than planned.

- [REDACTED]
- [REDACTED]
- First: I know it is most difficult to put a survey like this together and that it is an on-going process. This survey needs a lot of work! If we are not going to have a numerical scale, then we need NA or "neutral" as a choice. Further to that, sometimes "average" is an actual choice or a feeling. I may not "agree" or "disagree" but still can have an opinion on something. Also, in many sections, I wanted to write positive things in the survey. I wanted to point out good things in some of the questions but could not do that unless I picked a "disagree" or lower. Now, I'm struggling to remember all those things. I think the format of this survey is very poor.

CAFE 64: Love what they do! They are very busy, I know. Maybe the tables in the dining areas could be cleaned more regularly throughout their opening hours. Maybe we could have some surface wipes available because the staff probably don't have time to clean. Wouldn't it be nice if they could stay open a little longer in the afternoons and possibly explore opening during an evening or two a week to serve food?

- Human resources and payroll above and beyond in help and understanding!

I love my job, appreciate my outstanding colleagues, believe in our mission to support students, and I'm very proud to work at SCC.

- I know this is likely a non-starter, but I want to suggest that SCC rethink its policy on remote work. While all positions aren't conducive to remote work, allowing at least a percentage of work for many employees to be done remotely would be an easy benefit to help attract and retain employees without sacrificing service to students, faculty, and staff. It would also save money which would be very important in the current budget environment. There are many colleges in the NCCCS system that offer remote work for their employees, and I don't think there is anything unique about SCC that would make it not work here.
- Institutionally we need to review the effectiveness of our current standing committees. Some may have outlived their purpose. An Executive Summary of each committee's work would help.
- I really appreciate the housekeeping staff. They work hard to keep the buildings clean and in proper order. [REDACTED] It's a joy to see the gardens in bloom and so well kept.
- I think that we should offer a Cherokee studies certificate or similar courses. WCU does have a Master's degree in Cherokee Studies and a Culturally-Based Native Health certificate, but I think that something like that would be utilized here. Those courses could also be offered as an option for a Humanities course credit.

The resource officers used to be more visible on campus. They would walk around campus and through the buildings. I haven't seen an officer in months.

The program that allows students to check out laptops from the library for the semester needs to be more visible/advertised. I don't know how many computers they have available to loan out (maybe a small number?), but I wasn't even aware that this was available for students until the end of last semester. Maybe that is why it isn't advertised more?

- I truly believe as SCC progresses, training is vital to keep everyone on the same page. We need to utilize required training to provide appropriate and effective service to our students and community.
- I would like to give a shout out to the Enrollment Services staff. My understanding is that due to budget cuts, two AA positions were eliminated in that department. One of those positions was the Front Desk AA. Despite of the fact that the department staff now have to rotate front desk coverage in addition to their other duties, customer service remains outstanding. I am sure that the additional work

creates stress for the staff members but they do not seem to be allowing that to impact their interactions with students, faculty or other staff members.

[Redacted]

[Redacted]

Also, please include a neutral/don't know answer in future surveys. I really have no idea about some of these things, so I'm neither "satisfied" or "dissatisfied" and I'm forced to choose (often "satisfied" so I don't have to write any text after my response).

- Most staff at SCC are competent, hardworking, take pride in their work, and are pleasant to work with.

[Redacted]

[Redacted]

[Redacted]

Many of my criticisms about SCC are colored by my very specific point of view of the college. I'm sure that there are virtues that I simply don't see by nature of what I do for the college. I am not an instructor. I am not an administrator. I am not a student. I think that SCC is an excellent community college. I am fond of the people who work here and I honestly wish that I had come here when I was in school the time, I simply wasn't aware of SCC.

■ [Redacted]

- SCC has shifted into a culture of being isolated into departments. This was true before covid and now it is even worse. We do not have opportunities to be together in a more casual way like we have done in the past. What is worse is that people who work at SCC are now afraid of losing their jobs. The administration did not do a good job of explaining the situation that we were in. It is also evident that some people are given relief from classes to work on projects but others are not. It is not clear why there is this discrepancy. Even when there are employees who always say yes, they are not rewarded for it like others are.

- SCC needs to engage in upward evaluations.

[Redacted]

- SCC Registrar- GREATWORK!

- SCC Rocks  
Our employees are the greatest.

■ [Redacted]

■ [Redacted]

[Redacted]

- THANKYOU for sending this survey!

- Thank you to the Nursing Department who have gone out of their way to support students with testing accommodations.

[Redacted]

The library staff are extremely quick to respond to random requests and they go above and beyond to find resources for faculty and staff.

The Cafe 64 employees work really hard and I know they have struggles when it comes to having to close down if they have people out sick or something goes wrong with their equipment. I love having Cafe 64 on campus and really want to see them succeed - keep on fighting the good fight, Cafe 64!

- [REDACTED]
- [REDACTED]
- The cafe could improve what they offer. They don't have specials during the week like they used to, but seem to always sell out when they do have one.
- The Financial Aid Office and Registrar's Office are so helpful! They go above and beyond.

- [REDACTED]
- [REDACTED]
- [REDACTED]
- The Library staff are incredibly helpful with finding any kind of information: publications, physical resources, info, and more. They've also leaned into programming in a great, exciting way.

[REDACTED]

The Office of Learner Accessibility & Equity is doing GREAT, new things on campus. They have taken their charge and run with it to provide incredible one-on-one services, proactive universal design, and helpful improvements in many areas of SCC. Their help with finding a sign language interpreter for professional development was a testament to their thoughtful work and how we can go further to make people feel welcome at SCC.

Big thanks to the Fun Committee for infusing whimsy into employees' day - it makes a difference in morale and engagement.

- The new IRP staff have been really helpful getting me any information that I need and are very open to questions.
- The registrar's office is outstanding! Anytime that I have a question about a student or need help they respond quickly and provide excellent service. The groundskeepers should also be applauded. The school grounds look wonderful every season.
- The Small Business Center does a great job marketing and providing information and resources to small business owners in the community.
- This survey will not tell you the complete picture because you do not give the individuals taking the survey to "have no opinion, or not familiar enough with the program" etc. Forcing respondents to make a "agree-disagree" choice does not tell the surveyor the complete story about how respondents feel.
- [REDACTED]
- [REDACTED]
- Your survey should have an N/A or I don't know selection as answers. There were several questions that I opted for "agree" even though I did not know. Your results will be skewed as I am sure I am not the only person who fell in the same situation.

# Employee Experience

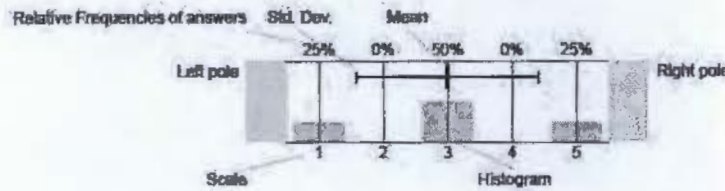
EMPLXP25 (EMPLXP25-2024FA)  
No. of responses = 101



## Survey Results

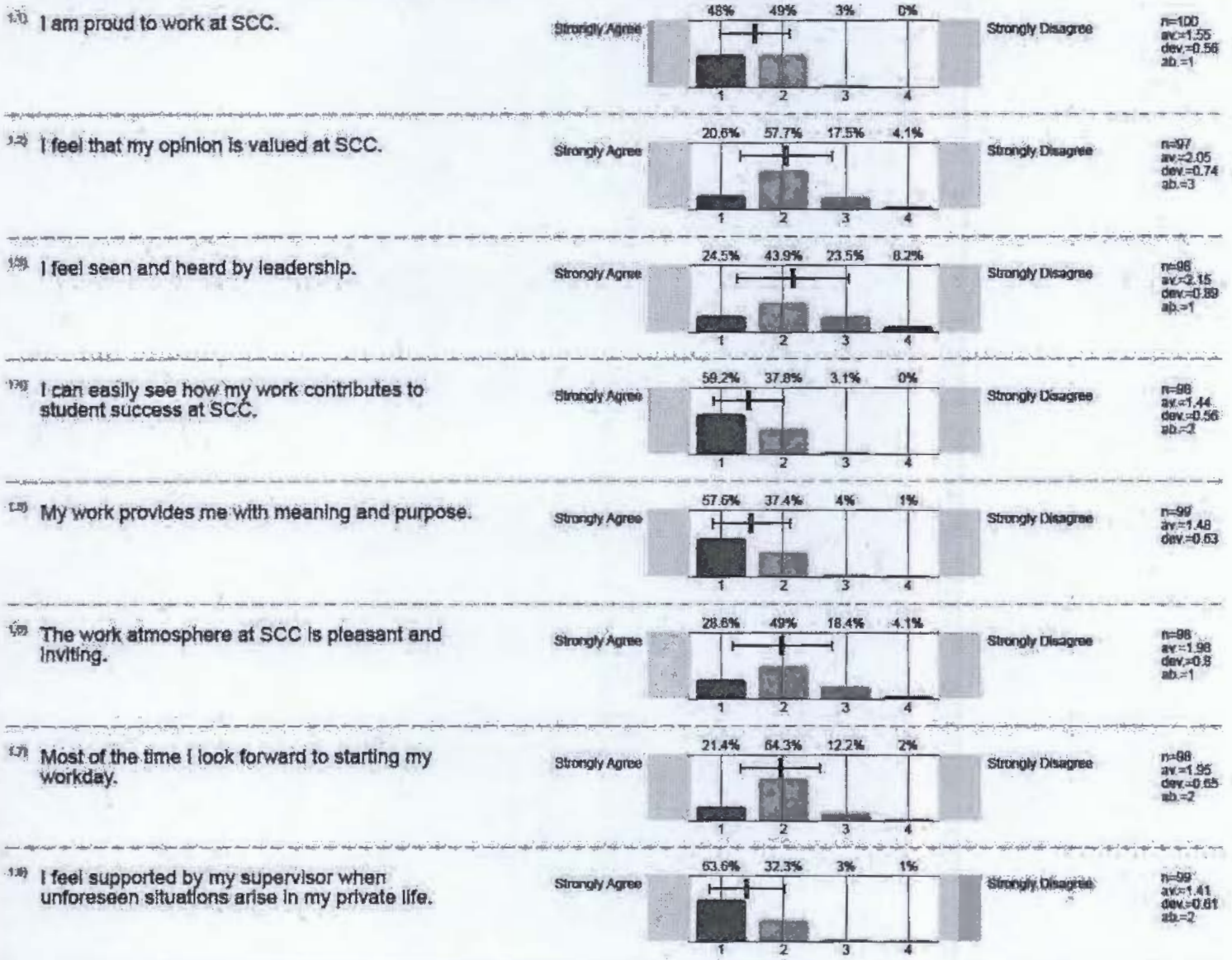
### Legend

Question text

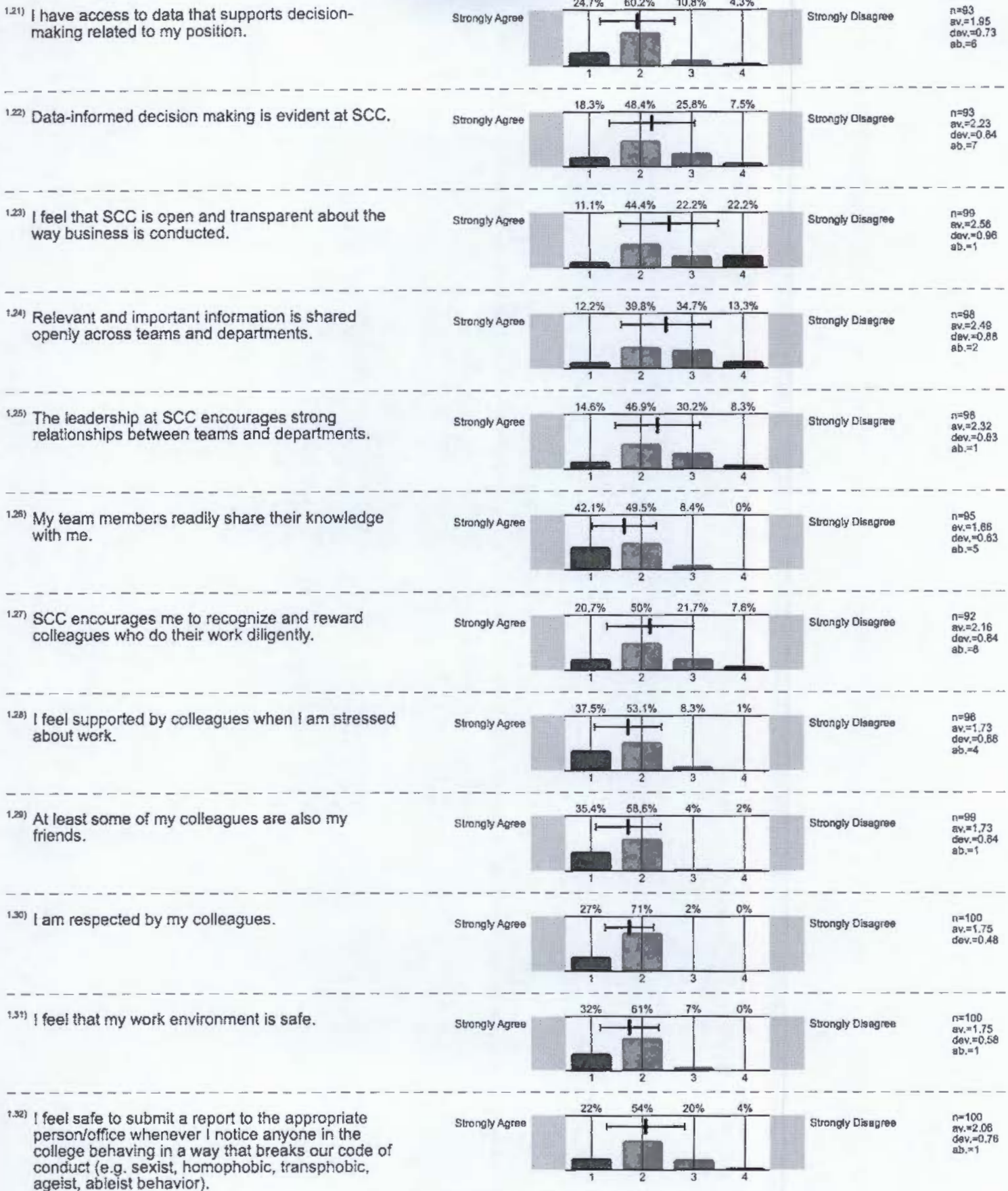


n=No. of responses  
av.=Mean  
dev.=Std. Dev.  
ab.=Abstention

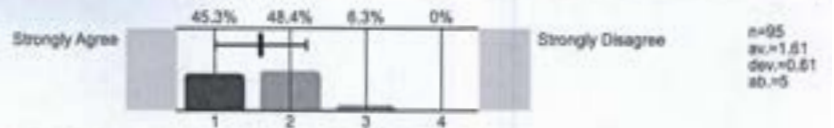
### 1. Please indicate the degree to which you agree with the following statements:



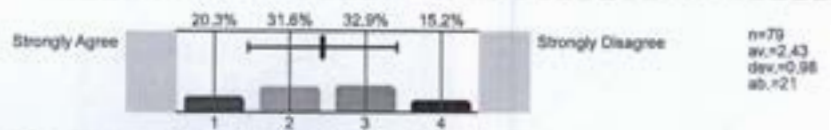




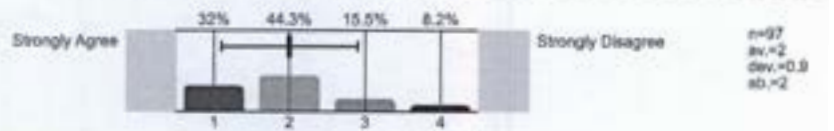
1.33) I recommend SCC programs and services to my friends and family.



1.34) I share SCC social media content on my personal social profiles.



1.35) I would recommend SCC as an employer to friends and colleagues in my network.

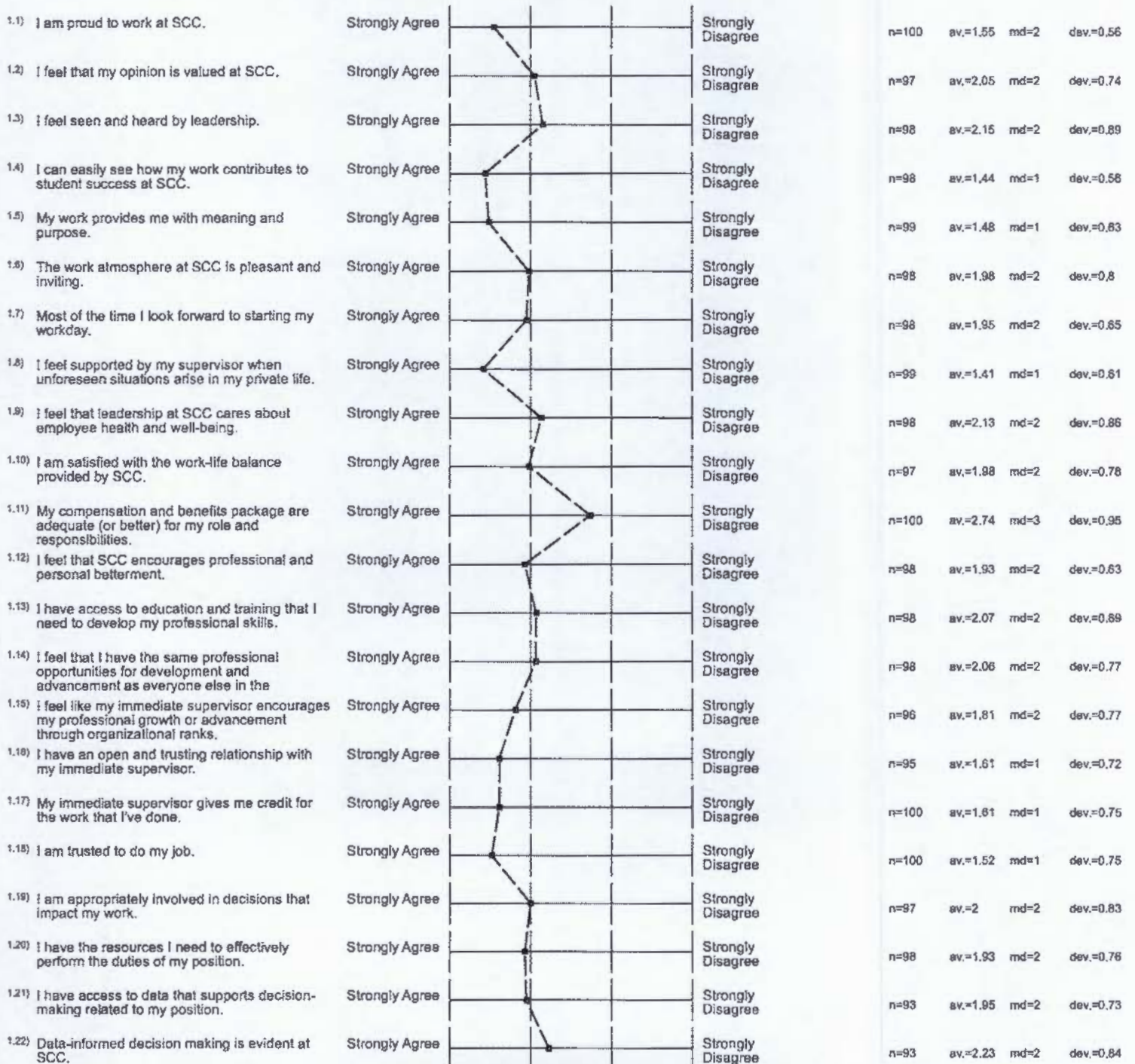


# Profile

Subunit: General Surveys  
 Name of the instructor: Employee Experience  
 Name of the course: EMPLEXP25  
 (Name of the survey)

Values used in the profile line: Mean

## 1. Please indicate the degree to which you agree with the following statements:



Item	Strongly Agree	Strongly Disagree	n	av	md	dev
1.28) I feel that SCC is open and transparent about the way business is conducted.	Strongly Agree	Strongly Disagree	n=98	av=2.56	md=2	dev=0.96
1.29) Relevant and important information is shared openly across teams and departments.	Strongly Agree	Strongly Disagree	n=98	av=2.49	md=2	dev=0.88
1.29) The leadership at SCC encourages strong relationships between teams and departments.	Strongly Agree	Strongly Disagree	n=98	av=2.32	md=2	dev=0.83
1.29) My team members readily share their knowledge with me.	Strongly Agree	Strongly Disagree	n=95	av=1.86	md=2	dev=0.63
1.29) SCC encourages me to recognize and reward colleagues who do their work diligently.	Strongly Agree	Strongly Disagree	n=92	av=2.18	md=2	dev=0.84
1.29) I feel supported by colleagues when I am stressed about work.	Strongly Agree	Strongly Disagree	n=96	av=1.73	md=2	dev=0.66
1.29) At least some of my colleagues are also my friends.	Strongly Agree	Strongly Disagree	n=99	av=1.73	md=2	dev=0.84
1.29) I am respected by my colleagues.	Strongly Agree	Strongly Disagree	n=100	av=1.75	md=2	dev=0.48
1.29) I feel that my work environment is safe.	Strongly Agree	Strongly Disagree	n=100	av=1.78	md=2	dev=0.58
1.29) I feel safe to submit a report to the appropriate person/office whenever I notice anyone in the college behaving in a way that breaks our code.	Strongly Agree	Strongly Disagree	n=100	av=2.06	md=2	dev=0.76
1.29) I recommend SCC programs and services to my friends and family.	Strongly Agree	Strongly Disagree	n=95	av=1.81	md=2	dev=0.81
1.29) I share SCC social media content on my personal social profiles.	Strongly Agree	Strongly Disagree	n=79	av=2.43	md=2	dev=0.98
1.30) I would recommend SCC as an employer to friends and colleagues in my network.	Strongly Agree	Strongly Disagree	n=87	av=2	md=2	dev=0.9

## Comments Report

2.

2.1) Explain the one thing you love most about SCC.

- Affordable and accessible, education and training
- Being able to affect change in professional practice regionally.
- Campus has an encouraging, supportive environment that helps students, faculty, and staff feel comfortable.
- Colleagues
- Colleagues are very supportive
- Collegiality of co-workers and that my work is meaningful. My supervisor is generally supportive.
- Community partnerships that are changing people's lives
- connections to the community and commitment to do what is useful and important to the community
- Flexibility with work schedule and increased time with family.
- Flexible working environment.
- Freedom to run my department the way I see fit
- Friendly atmosphere
- Great looking campus !
- Helping students obtain their definition of success.
- How we help the community
- I am not micromanaged and I am given flexibility in my schedule.
- I am proud to be an SCC alumni. While I am not as proud to be an employee as I once was, I am proud to be an employee of the college. The thing that I love the most about SCC is the close relationships I have developed with staff and faculty throughout various departments, especially my own teammates.
- I appreciate that leadership, faculty and staff are professional and take their responsibilities seriously.
- I believe that all the employees who work here have a special place in their hearts for education, community, and for jobs well done. I respect my colleagues.
- I enjoy being a support person for our students, and helping them reach their goals.
- I enjoy interacting with the students and being a part of their educational journey. I appreciate the work schedule as well.
- I have the most helpful and supportive immediate supervisor that I have ever had. This is a different type of workplace atmosphere though. This atmosphere is more conducive to everyone's success than most of my professional jobs in the past.
- I love helping students and seeing the positive impact that we have on their lives.
- I love how SCC provides continual support and encouragement for their students. I really like that students have access to the career closet and the food pantry if they need it.
- I love my colleagues and immediate supervisors. It is a supportive and friendly atmosphere.
- I love my co workers minus my supervisor
- I love that I am helping students gain new knowledge to be able to achieve a different career to help support their families.
- I love that i feel like i am making a difference!
- I love the community that we have with each other. The people that I work with are supportive and ready to lift a helping hand. With that said, I do think that we bond over our struggles and frustrations rather than our successes. We love what we do, and we do it for the students; however, our compensation is little and our workloads are extreme.

- I love the fact that SCC cares deeply about its students. Every day, we go above and beyond to help students succeed.
- I love the role the college plays in our community to provide opportunities to people to improve their lives through education.
- I love the students at SCC, and they are the reason I go to work.
- I love working with my direct contacts. They are wonderful people who support me in my work and who also have a passion for what they do here.
- It's a well-oiled machine. Everyone knows their role and does it well.
- It's the ability to assist the community in making it a better place.
- It doesn't feel hierarchical. Leadership has a HandsOn attitude, not a 'better than thou' attitude. That makes working & learning feel more accessible & genuine.
- It feels like family. There is genuine care for each other and the students across campuses.
- It is a very friendly place. All the technology we have access to is really remarkable for this size of a college.
- Knowing that we are affecting students for the better and improving our community
- Most staff are good people who will go out of their way to help you.
- My colleagues and the students
- My experience and work ethic is appreciated and recognized. I am respected. I am seen and heard. I am cared for and I am safe.
- My immediate supervisor is very responsive and supportive, but limited in what they can do in many circumstances. Upper administration does not feel as transparent or supportive.
- SCC has an excellent mission and vision for our students
- Shared student-centered mission
- Some of the finest people in the community work here and attend classes here.
- Students
- Thank you for giving me the opportunity to answer this question.  
SCC truly cares about students. Every time I saw "SCC" in a question, I answered it with the whole culture of SCC in mind. SCC is filled with people with big hearts who care about helping students succeed. No one is perfect, but when it comes down to it, I believe that every person at SCC wants to help students. Working at SCC is my favorite job I have had.
- That our employees feel so strongly about supporting our students. They want the college to succeed and grow.
- The biggest thing that I love most about SCC is how the number one priority of the faculty and staff is the students. Everyone here does the best they can to improve the school for the students, and you can truly see it on campus.
- The culture of kindness and the lack of eminent hierarchical behavior.
- The faculty & staff truly care about our students and each other.
- The focus on students
- The mission
- The one thing I love most about SCC is our focus on quality instruction and the student support we offer our students, which contributes to the development and success of individuals within our local community.
- The opportunities provided for the community.
- The people, community, atmosphere, and feeling of acceptance of everyone is wonderful.
- The people and work environment.
- The people I work with are amazing. Even when things are stressful, we're in it together..
- There are many different things I love about SCC despite being so disappointed with upper administration. One of those I love the most is my colleagues, especially those in my division. Their dedication to student success makes me proud to call them colleagues.
- The relaxed working environment. I am a better employee when I am not stressed, and the relaxed environment gives me the freedom to focus on doing my job well.

- There seems to be a lot of care and regard for the students who attend SCC.
- The students (2 Counts)
- The work environment is positive and supportive. I feel that the leadership team is very helpful and approachable. The people who work here are smart and compassionate.
- The work opportunities I have been offered, the fact that I am trusted with the work I perform, and the friendly and professional environment.
- This is my dream job. I have been building my entire career toward this position.
- Those who directly work serving students are passionate about those services.
- We are truly student centered
- Work / life balance.
- Work environment- and colleagues

2.2) Explain one thing you would improve about SCC.

- Advising support needs to be improved. There is a split-advising model professional development session that discusses what is being done at Surry Community College, and it looks like that model would be beneficial to the college as a whole. The description is below.

"This presentation examines Surry Community College's innovative split advising model that combines faculty and professional advisors to enhance student engagement. Attendees will explore formal advisor responsibilities, resource allocation, and seamless handoff strategies. The session highlights SCC's systematic approach to student messaging throughout the learning journey, including both scheduled communications and organic interactions, all tracked via Watermark. Practical implementation strategies and proven best practices will be shared for institutions considering or refining a split advising model."

- a more consolidated campus. The amount of students for the amount of space seems to be out of balance.
- An increase in pay would be an enormous step for bettering my quality of life. I have to work a second job on weekends and weeknights to make ends meet. As someone with an advanced degree working in a professional position, this should not be the case. I would also appreciate more flexibility with my work schedule - as in, the option to come in earlier and leave earlier (still working the same amount of hours). Since I commute, this would allow me to be home with my family more. Finally, as someone with a well-behaved school-aged child, I would love the option to bring them in to work with me if necessary.
- A relationship of some kind with administration above my immediate supervisor
- Better communication at all levels.
- Better communication between departments/divisions.
- Better parking at Health Science Building
- Better pay, education and training resources for faculty and staff.
- Communication between departments and with employees.
- Communication is sparse from upper administration.
- Communication with staff about important information
- Compensation. Flexible work scheduling. (time/location) This will become more important with the pending road project in Sylva that will last several years.
- Creating more of a community where people know each other and collaborate better.  
Giving a more manageable teaching load to faculty so they can better support students.
- Culture
- Different management/leadership that is reliable, transparent, trustworthy/honest, compassionate, engaged in the community, and passionate about our SCC community. There is a big difference between saying 'my door is always open' and actually taking feedback into consideration and letting that guide your decision making. This survey is great, but I highly doubt it will actually change the way upper administration operates in terms of stability, transparency, or engagement. Being engaged in the community from the top down means connecting each piece of what we do at SCC to the support or betterment of the community. This happens in some areas of the college, but as a whole, SCC is absent from community functions/activities in Jackson, Macon, Swain, and the Qualla Boundary. One specific major failure this academic year: SCC's response to Helene. SCC faculty and staff should have been at the forefront of meeting needs of the community, and while I did see individual SCC faculty and staff volunteering, the administration's response was entirely embarrassing, especially when compared to the responses of HCC, ABTech, and WCU. Yes, our service area was not as impacted as others, but that's

almost a greater reason for SCC to become an organizing force, especially when SCC should have great relationships with HCC, ABTech, and WCU. When we did return to campus, upper administration acted with no consideration of the effects of the disaster on students, faculty, and staff and then stood by that poor decision in the College Conversation despite hearing negative feedback from employees. A change in leadership at a presidential level would bring fresh energy and opportunity to SCC and, if run by the right person, could encourage deeper community engagement and a positive work environment for employees.

- Effective communication that explains in laymen's terms what is happening across all of the teams.
- Employee retention is becoming a big problem. SCC needs to retain GOOD employees. When people know their jobs it makes everything run smoother for other faculty, staff and students.
- Employees getting more thank yous by their supervisor or scc gear. So that they feel appreciated and I would like for leadership to start listening to employees in regards to when they need help and supervisors being willing to help
- Employment retention
- Head Leadership
- Hire more people to the janitorial staff
- Hiring process has long been too secret and candidates for any higher or middle level leadership positions (President down to Directors) should be introduced before hiring decision to college with input opportunities for everybody or at least direct reports as well as allied offices and stakeholders. This is standard at many colleges. An open forum for these searches would be nice.
- I'm not sure faculty and staff have a voice in decision making processes.
- I am afraid to give an honest answer
- I can't think of anything that I would improve about SCC. There are always tweaks that can be made, but I can't think of anything significant.
- I think leadership could do a better job of communicating with faculty and staff.
- I would improve the employee experience because if faculty and staff aren't valued and supported, they cannot support our students to their full ability.
- I would improve the work environment. While the environment in my immediate area has greatly improved over the last couple of years, the overall environment of the college has become very toxic. The "community" feeling that once existed no longer exists.
- I would like to see people paid more for the work they do.
- I would love to improve our compensation. Now, I did not go into education with the expectation to become wealthy. Yet, I would still like to be able to afford to live on my own with a graduate degree and working in a supervisory role. I have little to zero debt, a low car payment, no credit card debt, and I cannot afford to live on my own in Western NC. Instead, I live in an attic. And while I am grateful, our income is not sustainable. If it were improved, I'd see no reason why I could not remain at SCC for years to come, but I will not live in an attic the rest of my career.
- I would perform a salary research to determine appropriate pay for the area that we live in to make it as competitive as reasonably possible.
- More dependable food service on campus.
- More hours in my job/a full-time position here.
- More public relations about all the great things happening at SCC
- Nothing I can think of at this time.
- Onboarding of new employees is a roughshod process and (to me) doesn't give the employee all the tools needed to succeed as quickly as they could. This may also result in retention issues.
- One thing I would improve is to give instructors all the (online) resources they need to quickly and effectively teach and assist their students (e.g., access to similar online homework assignments).
- Parking needs attention at this point in our growth.
- Pay
- PAY!!!!
- Pay, benefits, retention.
- Pay, incentives, work environment for staff and faculty

- Pay for teaching health sciences courses
  - Relaying important information in a more timely manner.
  - Remember that there are campuses other than Jackson. Lots of cool things take place there that would be nice to have every once in a while in Macon. At least that way the two campuses in Franklin could participate in the things that Jackson gets to do regularly.
  - Respect from co-workers, support across campuses
  - Salary
  - SCC needs to work with the State to increase our salaries. North Carolina is the lowest in the country. Something is wrong when a graduating student with a 2-year degree can immediately join the workforce and earn more per hour/annually than their educator who possesses a higher degree.
  - Since I have been working here, morale is currently the lowest I have ever seen it. Many people are not happy and it can be felt across the entirety of all campuses.
  - So many things need improvement. The pay is atrocious and needs to be much higher.
  - Some of our classroom halls are too quiet. I would like more student-centered activity to be seen and heard more often in 2nd and 3rd floor Burtell
  - Some of the processes from upper leadership, particularly in the ways that individuals are notified that their contracts will not be renewed (they are being laid off). Right now, it feels like a predatory ambush kind of approach rather than treating the individuals in a humane and HUMAN manner.
  - Some remote or flexible work options would really improve work/life balance. I also think opportunities to work more at other campuses would improve morale at those campuses and among employees who could use the shorter commute.
  - Sometimes communication among the faculty could be improved. The work the afternoon/ evening shift, I think I am not informed of some information..
  - Stop misleading the community with false messages. 'Free'
  - Teleworking when possible to improve work-life balance.
  - the hurricane response was disappointing. There was very little awareness about the impact on it to faculty, staff and students and not much empathy how bad SCC responded. They tried but we can do so much better.
  - The one thing I would improve is internal communication for faculty, staff, and students. Over the past five years, we have had some significant events, like COVID-19, multiple major emergencies on campus, Hurricane Helen, and, most recently, the federal pause. If there is a response from leadership, it comes much later; by then, conflicting information is circulating. As a recent example, I had conversations with many students who were nervous that the federal pause could affect their Financial Aid. I know an email went out to students from financial aid, but faculty and staff received nothing addressing the issue. Even an FYI email stating students were sent this email to keep everyone on the same page and our message consistent.
  - The pay is [REDACTED] starting pay for most positions should not be less than \$50,000.
  - The pay scale for all employees except the top one is lower than anywhere else in the state. SCC continues to struggle with hiring and retaining our employees. Then, SCC expects employees to be paid the least to work above and beyond everyone else. Some pay qualifies as poverty level depending on the number of people in a house. Then, we are surprised when people are burned out even though we are asking more and more from them. If someone leaves, we just give their job to someone already overloaded. Even if SCC could not keep up with the pay, they could be more modern with an adaptive remote policy, which does not exist.
- I would also improve the administration's acceptance of the fact that finding full-time or adjunct faculty is not easy in Western North Carolina. We can not treat employees like they can do more and more at several locations at once. We are not valuing our employees as we should.
- We also need to do an upward evaluation. Students and administration evaluate faculty, but the administration will not consider being evaluated by employees under them.
- To be more connected to the community, we need to be more connected to each other. There are lots of fun things that we could every week that would could be more engaged with each other. Knowing all the different programs available to students across campus would be great. If we do not know them, how do we expect students to know about them?

- The relationship between administration and immediate supervisors with the rank-and-file workforce. It's sad to see so many people leave SCC because of their supervisor.
  - There needs to be better communication between the executive board and the general staff/campus community. There is not a lot of detail given to decisions made that affect SCC at large, and college conversations are fewer and fewer each semester. The SCC social media page is essentially non-existent as well. We need to be allowed to have various organization/departments/areas on campus that have their own pages so that we can keep up with the things happening, because oftentimes we don't know until after things happen.
  - The salaries at SCC are not competitive. The majority of the job listings require and/or prefer the candidates to have a Master's degree and yet the salaries are in the 30k to 40k range. This is not doable for many. \$50,000 a year should be the starting pay for candidates that hold masters degrees and higher especially in this economy. I have 15 years in with the state and my take home pay after taxes, insurance, etc is \$2600.00 a month. This is unacceptable. There would be less turnover if the salaries were better. Why are we never given bonuses based on FTE? Why do we not reward employees for their hard work? [REDACTED] If you want employee retention and a better morale, pay us what we are worth. Don't forget about the people who are the backbone of this institution.
  - The salaries for full time instructors and coordinators.
  - The undercurrent culture of fear and distrust
  - The work environment where everyone feels valued and can voice their concerns.
  - Trust of upper administration. When budget cuts happened last time it was done very poorly without proper transparency or notice.
  - Try to keep the long term and great employees that are leaving. Without qualified and knowledgeable employees we aren't serving the students in the best way that we can. The frequent turn over creates an environment of uncertainty and unease amongst employees.
  - Underpaid staff and some instructors
  - Upper administration would advocate for staff and faculty pay and support. Turnover is high due to low pay and high stress and it appears the top level executives aren't lobbying for better conditions.
  - We need more teachers so we can offer more classes for our most in-demand courses. We need teachers who will work here long-term. We need to be able to hire teachers as full-time employees, not part-time, and we need to offer them competitive pay and benefits so they'll remain working here. When it comes to teacher turnover, we already have an advantage over K-12 schools because we're a college with adult students, but we're not using that advantage by offering part-time teaching positions.
  - We need to work on employee retention as an institution.
  - Work from home option.
2. To help inform our strategic plan, what is the most pressing issue you see for the institution over the next three to five years?
- 1. Turnover and current employee salaries and new hire salaries. Many open positions don't pay a living wage for Jackson County. If you increase those salaries, then you compress current employees' salaries. <https://livingwage.mit.edu/counties/37099>
  - 2. The 107 project.
  - 3. Enrollment decline.
  - All departments functioning as a team and improving communication.
  - Attracting and retaining good employees
  - Better communication between departments and better understanding of the roles of different departments.
  - Budget and employee salaries
  - Budgets/Funding.
  - Community involvement. We are a COMMUNITY college. The President should be out in the community, listening to the community's needs. Board of Trustees should work with the SCC community to address the needs to the community. Faculty and staff should be able to talk to Board members openly (and they should want to talk to faculty and staff). SCC should be meeting the needs of the community, whether that be providing food for those who can't afford it or educating students to be skilled in their careers.
  - Compensation and better supporting employees with their workload. While our focus is students, if we do not have a well-trained, supported, and fairly compensated work force, we will not do our students the justice they deserve. How you treat your employees creates a trickle down affect, and right now, people are struggling across the college.
  - Competitive salaries to maintain employees
  - Employee burnout and turnover.
  - Employee retention

- Employee retention, especially for longtime employees and hard to fill positions.
- Employee retention. Pay at SCC does not match the title and responsibilities associated.
- Employment retention and upper management support
- Enrollment
- Enrollment and student retainment
- Entry standards into specific programs
- Faculty retention
- From a student standpoint, the possible downward trend of college attendance. I see from a staffing standpoint, people leaving because of lack of pay. From a recruiting standpoint, I find it difficult to attract and retain quality employees with the pay as it currently is.
- Given the unpredictability of the country's politics, I don't know how to answer this question, except to say that communities like the ones we serve will continue to need cost-efficient ways to improve their lives and serve our communities.
- Government changes affecting education and benefits
- Growing the budget for student assistance.
- Helping students build resilience and grit.  
Utilizing AI and keeping up with advances in technology in general  
Balancing out technology overwhelm  
  
Students are less prepared when they come to us and they often have mental health challenges that they must learn to manage in order to succeed. Helping students build resilience and grit.
- High-quality students are produced by high-quality educators. High-quality educators, to be attracted and retained, must be compensated well. I literally could leave SCC and go to work in the private sector and earn \$25,000 more annually.
- I am afraid to give an honest answer
- I am concerned about employee retention especially in the business office. In general I think a work from home policy would help attract employees.
- If you want to keep competent staff, the pay needs to go up substantially. Our Business Office is bare now and Health Sciences is taking a hit because the Board only financially awards the president of the college. They must think that he is the only one that gets things done.... ( disclaimer--he does not. See LinkedIn post mentioned above.)
- Improving employee retention through, remote and flex options, and better onboarding and cross-training. The areas with recent high turnover need to be examined more closely. Management and morale are related.
- Industry trends for future jobs, specifically Technology which will continue to grow in all fields, & need repair technicians.
- I see the toxic environment being the most pressing issue for the institution. As a lifelong resident of the service area, I have noticed a decline in the positive manner in which the community perceives the college. I hear many negative comments about the environment and leadership from community members. This was not the case ten or so years ago.
- I think if we can continue growing some of our programs that the community are interested in, it will serve us and help SCC to continue to flourish.
- I think the most pressing issue for the institution over the next 3-5 years will be the declining value placed on higher education by society.
- I would separate the Health Science Division and have a Nursing Division with a Dean of Nursing (RN, LPN, NA) and a HS Division with a separate Dean
- Keeping employees
- Keeping enrollment up, particularly in Public Safety, especially since we have huge capital improvements taking place. Advertising and then grants and scholarships to get people into the programs offered. The careers we support are usually sought after by people who are working already. Any financial support we can offer to offset lost wages helps us fill our classes with people who want to be in the fields we train.
- Keeping up with technological changes in the world and helping our students learn to navigate those changes ethically and appropriately
- Lack of students.
- Leadership changes
- Loss of experience

- Maintaining and growing a community centered presence in the area that reaches every kind of citizen
- Maintaining strong enrollment
- Making education interesting again.
- Making SCC an inviting place to work again.
- Morale is in the toilet. You walk around campus and everyone is down and hating their jobs or supervisor etc. Since covid, people have changed.
- Online faculty need to be more available for students. I constantly hear that no one answers email or just tells students to get a tutor instead of actually being a teacher and helping them.
- Pay, benefits, retention.
- Pay scale
- Physical capital expansions.
- Political machinations regarding federal and state funding.
- Probably cyber threats, as scams are prevalent and getting worse!
- Reevaluation of salaries, department staffing, and, consequently, retention
- Retaining and attracting qualified employees.  
Aligning ourselves to help people be ready for the changing workforce.  
The present political climate might do us in.
- Retaining employees, both faculty and staff.
- Retaining employees. Quality students in HHS courses due to a subpar rubric for student qualifications that is standard for all departments in HHS.
- Retaining staff and faculty due to salaries not rising with the increasing inflation. Also, the educational shift that has to happen in order to prepare students for a world run by technology.
- Retention for both staff, faculty and students. I believe there is a trickle-down effect and that it's hard to keep students retained when staff and faculty feel undervalued.
- Solid leadership
- Staffing. This is directly related to drastically lower pay than actively practicing industry jobs, next to no tuition and education support and benefits.
- Start planning now for grant funds that might not be available in the future, knowing that many of those positions at SCC are needed to promote growth.
- Striving to get students to come be on campus for class vs online classes. Hard to train hands on skills online.
- Student enrollment. Employee retention.
- Student recruitment and retention seem to be a continual issue here at SCC and without it and the tuition dollars it brings we are a bit stymied as an institution. Particularly concerning is the lack of students visible on the Jackson campus. The campus looks very empty most of the time except for Early College students and I wouldn't be surprised if this is apparent and off putting when potential students visit. There is little sense of community or engagement among the students. I have visited other NC CC's in the area and their campus is busy with students. I don't know if our proximity to WCU is part of the issue, but we don't look like a vibrant thriving campus.
- Student Support
- The ability to compete in an increasingly online educational environment is a challenge.
- The most pressing issue we are facing now and will continue to face over the next 3 to 5 years is retaining employees. We are losing them because our salaries are not competitive. Since we are not competitive we are seeing a sharp decline in the number of qualified applicants applying for positions. If there are good candidates and we hire them we are just training them to go some where else within a year or two. Which is costing the college more in time and money than just paying them a little more so they will stay..
- We could use more publication of our campus resources, such as student clubs/activities, the L.A.C., student support, etc.
- worried about the political environment and how it will effect the community college, particularly money/funding,

2.4) What is the most important aspect of our mission here at SCC?

- All elements of the mission revolves around the students and potential to attract students with the programs, so I would say the students supersede any of the other elements of the mission.
- Being a part of the community and helping members of that community succeed in their career.
- Bringing top of the line education to our area.
- Building a strong college, in every aspect, so we can continue to support and educate our community.
- Changing lives and making a difference
- Community and inclusivity.
- Community partnerships to identify needs of our region.
- Developing a sense of community to assist students with their goals, academic and otherwise.
- Don't understand what the question is asking.
- Educating workforce and family of workforce
- Education
- Education & Community go hand in hand in priority.
- Excellence and acceptance
- Getting students from any aspect of their lives and placing them in a support system to matriculate successfully.
- Helping community members strive in there chosen line of study.
- Helping people succeed with their dreams
- Helping students and being a leader in the community.
- Improving lives through education.
- Improving the lives of our students.
- Inclusivity
- Job preparation for people to stay in our growing region.
- marketing, getting it known we are here and can positively effect the well being of our community. Recruiting and maintaining faculty/staff because we pay less then WCU.
- Meeting students where they are and assisting them along the path they want to be on.
- Open door access with support for student success.
- Our student-first approach to everything.
- Preparing our students for the workforce.
- Promote student leaning and support our community.
- Providing our community with well trained individuals and with up to date training.
- Providing the local people the right tools they need to live successfully and provide for their families without having to leave the area.
- Reaching out to our communities and meeting their needs.
- Retaining qualified faculty and supporting students to do their best
- Serving multiple roles in the community.
- Serving our community.
- Serving students and our community
- Serving students and the community.

- Student achievement economic development for the region.
- Student experience
- student learning
- Students
- Students, and I am glad. We are here for the students. That is why we keep showing up to work every single day.
- Students and employees are the most important aspects of SCC's mission. Making students and employees feel valued should be at the forefront of SCC's mission.
- Student success (3 Counts)
- Student Success (2 Counts)
- Student success (defined by each student's journey) achieved through quality instruction, programming, and student support.
- Student success - I see some faculty go above and beyond for students all the time.
- Student Success.
- Student success.
- Student Success. However, to get that we also need employment success. It is a balance: without employees we have no way to run an institution, without students we have no institution to run. Both are important.
- Students who graduate from SCC must be more informed and capable of succeeding in their career goals than when they arrived.
- The most important aspect of SCC's mission is ensuring that every student has the opportunity to learn and pursue their potential. It is the cornerstone of SCC, the reason behind all of the planning and decision-making that goes on behind the scenes.
- The students
- the students
- to be a catalyst for community service — removing barriers, creating linkages, building relationships and integrating resources to enhance the quality of life
- To educate and prepare for jobs.
- To educate students to be critical thinkers and to impart skills and knowledge to be successful in a career or to transfer to a four year institution.
- To inspire our students to become life-long learners and to instill good work ethics in them.
- To provide education and training to our service area.
- To retain employees, but we are failing.
- To serve those that participate with classes, activities and events on campus to the best of our ability in a positive professional and informed way.
- To support the people, businesses, and organizations of our community.
- We are providing educational and career pathways to people in a rural area—without us, many of these people do not have another option to obtain educational and/or career advancement.
- We are the community and are expected to meet our students where they are with an open-door policy. Our students are looking for sustainability in work or a more inexpensive way to obtain a degree at a university, starting with us. The more time that goes on, the more we are expected to do this with less and less. In this sense, we should be working with the community more and not just at the advisory dinners.

2.5) What motivates you to be successful in your role at SCC?

- Aside from my internal desire to do my job to the best of my ability, my close relationship with my supervisor motivate me to be successful in my role at SCC. I am treated with respect and appreciation by my immediate supervisor which motivates me to work hard and do a good job.
- As I said, it is my dream job and when I can see students grasp new information and become transformed, it is very rewarding.

- Community need & impact
- Desire to help build a robust, thriving community.
- Helping students and supporting individuals by sharing program information for all campuses.
- How my role affects others and knowing that what I do helps others succeed in the long run.
- I am an SCC graduate and I see myself in every student. I want to positively impact the lives of students just as mine was when I attended SCC.
- I am a professional no matter what I do.
- I am the main instructor and program coordinator. I am proud to be a culinary professional and I want my students to be a positive representation of my and my program.
- I believe in the mission of the college and appreciate my coworkers.
- I believe in what we do and I think we have a strong team that I want to be successful.
- I care about the students
- I care about the students I work with.
- I enjoy my work and understand the impact it has on the students.
- I feel like my job makes a difference in the lives of our students
- I genuinely care about students and the institution.
- I love seeing students who had been struggling go on to feel comfortable about their assignments/course content and gain the confidence they probably already had to succeed at SCC.
- I see how it positively effects the community in which I live
- I want to be the best employee I can be. I hold myself to high standards, and I am always trying to be better at my position, to learn more, and to help others.
- I want to do my best so that I can be proud of what I do, and to provide the best information to the students to have them be the most prepared that they can be for credentialing exams and the workforce.
- I want to support my colleagues and help make students successful.
- Making a positive difference
- my co workers help me want to stay and i just like doing a good job
- My personal work ethic and support from those I work with/supervised by have confidence that I am able to perform the tasks and responsibilities of my job. That I am able to grow within my position and contribute. The position and the department I work in provide that opportunity.
- Myself and my dreams and support from leadership
- My student's success is the motivation for me.
- My students' success and seeing their progression.
- My work ethic drives to me to work hard and push myself to learn/do more.
- Never-ending opportunities to make a difference
- Our community deserves to have well-trained educated individuals taking care of them. I am thankful to be able to help with that.
- Personal professional work ethic
- Preparing my lessons so that I can teach well (taking into account the different learning styles) and inspiring my students to become excited and passionate about their learning.
- Pride in a job well done
- Pride in my work and accomplishing things as a team.
- Seeing instructor improvement much directly leads to student success.

- Seeing my work pay off in student success.
- Seeing students be successful in jobs and meeting the needs of the community. When graduates truly care about the individuals they work with and do their best to meet the needs of those they serve.
- Seeing student success
- Self Pride
- Student
- Students. (2 Counts)
- students and changing lives
- Students succeeding
- Student success (3 Counts)
- Student success.
- Supporting Students
- That I am really making an impact in the lives of my students.
- The desire to do a good job
- The growth that I see within my students.
- The interactions I have with students on a daily basis are what motivates me to be successful in my role.
- The people I'm surrounded by here are better than me, kinder than me, and more generous than me. I look up to them and they inspire me. I don't want to let them down. Helping and empowering students to make positive changes in their lives is the best part of working at SCC. You can truly make a difference here and feel like the work you do is worthwhile, which is so inspiring.
- The students
- The students.
- The students motivate me. And also my own personal ethics.
- To be the best
- Wanting to do excel in my job.
- Watching and helping students succeed.
- What motivates me is a sense of relevance, meaning, and being heard. Money is a secondary motivator that cannot be discounted because I need to both take care of the current as well as prepare for the future. It is one indicator like relevance, meaning, and being heard.

2.6) How can the institution help you do your job even better?

- Aid me in connecting with the surrounding communities in order to offer valuable opportunities to students of all abilities.
- Allow for equitable pay as compared to industry standards for our service area and beyond.
- Allow for more specific professional development. Culinary and hospitality related.
- Approve additional staff so work life balance is improved. Some positions have too many responsibilities. The job could be completed more timely and thoroughly with an increase in staffing.
- Ask Individualized questions by dept about observations/ needs/ industry trends of interest or concern.
- Better communication from leadership across campus. Whether it be Executive Leadership or Deans or Supervisors in general.
- Better pay/raises or bonuses for faculty and staff. Be open to new opportunities even if they challenge your own personal beliefs (having a drag queen at the cultural fusions festival, for instance). Be transparent with decision making. Fully support and promote the achievements of faculty, staff, and students.
- By continuing to be positive, professional and provide opportunities to learn more.

- By giving me all the (online) resources I need to teach well and assist my students quickly and effectively in the short time I spend with them in class.
- By supporting more gold standard training and not so much quick candid online training. Taking away from true training methods that are needed for the field when offering the online con-ed version.
- Communicating changes and not causing duplication of work.
- Communication and respect
- Compensation and support staff.
- Cross-training, sharing of information.
- Fairly compensate me and our adjunct instructors. Right now, I am working over 40 hours weekly to teach night classes plus my full time job because we cannot keep instructors due to the pay and hours they receive.
- Fund professional development travel and better staff areas so staff are not tied to their desks/departments all day. The same people participate in campus events, etc because they are the ones who can "get away". We don't have a lot of coverage in most staff areas to allow for full participation in training, whether on-campus, online or off location or to be involved in campus events.
- Give raises and stipends.
- help me get the correct training and have a leader that does not do their job correctly
- I'm not sure.
- I am afraid to give an honest answer
- I am beating a dead horse here, but BETTER PAY.
- I feel comfortable with my current situation, but would appreciate additional hours to help students succeed.
- Improve Morale
- I need more money in my department to support students' needs. I am expected to do more with less and do it the best its ever been done.  
The foundation could support faculty/staff more if allowed, as it does at other schools.
- I sure could use some kind of system for keeping track of which missed calls I've already returned and which ones I haven't. I find scrolling through the Cisco phone screens to be very confusing and unclear.
- It would be nice if there was more money allocated to all employees who wanted to do high quality professional development that takes place out of state.
- It would be nice to not be discriminated against because I disclosed a disability. I thought that Title I would protect me. Because I am different, many people have kept me from advancing. Despite the fact that we work with many students with disabilities, and I see my supervisors in the news stories pretending to be accommodating, they are not like that in the workplace. If you are not in their "in group," you are just thrown away.
- I would love another person on my team for data entries, telephone calls, emails, etc. Positions that SCC left unfilled a few years ago might need to be accessed to see if there is a need for the position to return. Having employees doing multiple jobs can not be maintained or done well.
- maintain our faculty parking areas near Burrell and Oaks.  
Students regularly park in these areas, and when any kind of even occurs, all parking is dominated and taken up quickly by attendees. Perhaps public safety could help protect some of our spaces a bit more visibly?
- More resources for promoting my program and travel to conferences to make important connections.
- More space to teach in
- More training and information on processes for my role would have been extremely helpful when I began here.
- More transparency and communication
- My department provides services to students from the time of application through graduation and beyond. We are responsible for an enormous amount of paperwork and processes that affect students, faculty and staff. However, with only two staff members, we do not have the staffing to adequately and efficiently keep up with the workload. An additional staff member, or at least a part-time staff member, would allow our department to provide better and faster service.
- Nothing that I can think of.

- Pay, listen AND respond, step out of the box
  - Pay scale
  - Provide better digital and physical tools to help students learn.
  - Provide resources for faculty and staff like we do for students. Examples: Many employees use personal devices for work, and we have loan programs for students. We provide so many flexible scheduling options for students and none for faculty and staff.
  - Recruiting and maintaining faculty/staff and pay them well
  - Reduce revolving door level of turnover which forces everybody to constantly reinvent the wheel, retrain, and start over to the detriment of students and work-life balance for faculty and staff. One idea: If salary cannot be addressed because of whatever reasons then find ways to empower and grant as much autonomy and flexibility as possible to more employees to make the workplace as desirable as possible especially for people with illnesses or disabilities, small children, aging parents, educational interests, or physical wellness goals. Leave policies alone while generous enough are too limited to achieve this impact.
  - Remote work options - especially in inclement weather.
  - Review department resources and staffing. My department has been understaffed for decades. There is so much more we could do besides the bare minimum if we only had the resources. We serve every student population from application to graduation, yet we only have two people.
  - Salary increase
  - Salary is huge. Person at WCU doing my job makes more then double my salary. Flexibility in schedules? Salad bar =)
  - Self worth
  - Support and an even greater team spirit
  - Support for attending conferences to maintain credentials and relevant continuing education meetings. Some are allowed to attend conferences/events and others are not.
  - Support standards that would influence the students in our classes to be the best students
  - The institution can help me do my job by providing resources, such as human resources to develop an onboarding program and a training regimen. Consideration of educational opportunities that are perhaps outside the "required" learning that will provide me with the knowledge I feel I need to perform in my job more effectively. Also, provide me with an effective assistant to enable me to focus on the higher elements of my job.
  - The teaching load is too high. I cannot provide the best support to my students because of this. It is not equitable across the state. Other community colleges i have taught at have a teaching load of 4 or 5 classes.
  - To offer stronger feedback from superiors, and from coworkers about work, expectations
- 2.7) What, if anything, would you like to address from the questions in the first section?
- 1.26 - I have asked for cross-training. I don't want to keep pushing. Also, as the evening person, I am often not kept in the loop on things that take place on campus. It has gotten better, but it's always an afterthought.
  - Bring back the respectful, fun atmosphere that used to be here. We are missing something....  
Update our website! Old information is all over it, "job" openings ..... We are a college! Employment opportunities.....  
It needs a major overhaul and more user friendly.
  - Define differences between questions about "SCC", "leadership" and individual departments/colleagues
  - Favoritism is given to some employees and it creates animosity throughout the department.
  - I am afraid to give an honest answer
  - I am not impressed with out HR Department. There is a lack of communication and follow-up regarding many matters—even easy ones like scheduling interviews.  
  
I do really like my immediate supervisor and this person does a great job.
  - I appreciate being asked about supervisors. Too often I see staff leave due to poor supervisors.
  - I can't think of anything.
  - I don't feel like faculty and staff are a true community. Even after a few years, I feel like I don't know very many people.

- I have an awesome relationship with my immediate supervisor but above that few even know my name. At one graduation the president thought I was the parent of one of my students

- I realize that overall, salaries may not be under our control because we work based on what the state gives us, but I am aware that there is often wiggle room in the salaries assigned to certain jobs. However, the president's salary is extremely high compared to the rest of us. I understand it may be comparable to other presidents' salaries, but the fact is, many of us are barely making a living wage in a high cost of living area, and it seems higher than other community college presidents' salaries. Many staff members are not paid comparably to staff members at other NC community colleges in those same positions. If we cannot be paid more, being allowed to work from home one day a week would be very helpful. Other NCCCs have work-from-home policies that are fair. Employees (faculty and staff) are trustworthy and most people work more than their contracted hours a week to help students and their colleagues. I am also concerned that the SCC board does not seem to be in touch with the reality of how concerned employees are about the president. If they care about the institution, they will encourage the president to retire so the institution can move on. Even perfect presidents should not stay forever. I would encourage the board to look beyond whatever is being said in board meetings and learn more about what the community thinks of our institution and the ways the community suggests that SCC could be improved.

- I think the college could be more transparent on allocations for budget to the college population to include all pay and benefits for the president.

- I wish we were encouraged more to take breaks during the day since we don't get a lunch break. Productivity is increased when people can go outside for breaks.

- I would like to see the toxic environment of the college improve. I personally know of many loyal, hard-working faculty and staff members who left the college or retired earlier than planned due to the work environment.

- Leadership caring about employee well-being. Leadership does not seem to care that the employees doing the "day-to-day" tasks of the college are struggling right now due to short staffing and low morale. Many people feel like they are drowning right now and there seems to be no support from leadership.

- Leadership is challenged to make hard decisions and often times others do not see the other side and make judgements based on hear say or only what they know and fail to go to the source for more information.

- N/A (3 Counts)

- none (2 Counts)

- None

- Nothing I can think of at this time.

- Our morale here, it is bad. People are struggling and torn between supporting students while also making sure they are taking care of themselves.

- Parking is an increasingly challenging issue, with more community use of campus spaces.

- Really grateful for SCC's mission, opportunities to partner and collaborate, and the way people share resources and their time with each other.

- Salaries are very inconsistent with counterparts. It is also very discouraging to hear the top position on campus can get a raise that is more than most of the employees make at the college.

- SCC provides a supportive, friendly environment for students, faculty, and staff. Thank you.

- Several of our buildings need to be remodeled. There are parts of buildings that look brand new while the other part is run down.

The next building will be Oaks, so we can add a beautiful new library and keep the classroom floors that do not all go to the wall. The entire building will need to reevaluate its electrical and HVAC systems, but that is not what we have done in the past. We build new outside the old and keep the old the same. The old parts of our buildings are not working, but we are covering them with band-aids.

I have several colleagues across the state to whom I would love to recommend working here. However, the compensation package is so low compared to other colleges within driving distance of us. This makes me feel like what I do is not appreciated or rewarded.

I would also like to say that working with the business department is incredibly difficult. When a mistake is made, they do not contact individuals to correct them but involve everyone across campus. They do not even see students.

- The start of the spring 2025 semester showed that SCC still needs to work on our communication. With the ability to send an email, it should be used at all times to help with confusion and issues. Also, communication with the students should have been more during the

start of the semester (drop/add extended payment deadlines).

- Valuing everyone's opinion. Go out in the community and see how people's opinions are now more negative about the college. Don't focus just on the political side, but all aspects of the community.
- We need better morale, HR needs to be asking and visiting employees who put in a notice. We need to look at where we are lacking and improve!
- When changes are made (particularly in the business office area) they are not directly communicated to administrative assistants or those most impacted.

2.8) If you have any concerns about employee safety, please provide as much detail as possible to help us address these issues.

- I am afraid to give an honest answer
- I appreciate my supervisor being flexible when it comes to making weather and driving decisions.
- I do not feel like there are concerns about employee safety.
- I do not have any concerns
- I do not have concerns in regards to safety my biggest concern is that we will keep losing people because of the supervisor not doing their job correctly and then they expect us to clean up their mess. They aren't a team member.
- I feel that the college is reasonably safe. [REDACTED] While it is impossible to be fully prepared for an emergency situation, I believe that SCC has done their due diligence in planning for an emergency.
- I feel very safe in my work.
- I try not to use the student concern portal, and when I do, I get a weird response of Yes, that is a problem without help in solving the problem. Action should be taken when there is a submission and not just an agreement that something is wrong.
- I was fairly traumatized by the two bomb threats. I didn't feel that the process that was enacted could have been better.
- Lighting repairs in parking areas need to be addressed quickly once reported. It took 2-3 months to get lights behind Burrell fixed, during winter hours when it gets dark early.
- Myers auditorium needs emergency lighting when the lights are out and the curtains appear to be extremely aged and may no longer be fire resistant.
- N/A (6 Counts)
- N/a
- None (2 Counts)
- [REDACTED]
- None. I do not want this campus to become a prison. The officers are very visible and do a great job.
- Safety manager and resource officers are the best I've ever seen at a college without its own police force.
- T
- The only concern I have is that if we have undocumented people working at SCC, I am worried about their safety and their ability to stay in the US. I don't know how SCC could protect them, however.
- There should be more follow-up with employees and/or notifications when there are events on campus like the bomb threat. I know that not all information can be shared, but it seems like events happen and then we don't hear anything. Students were supposed to be evacuated during the bomb threat, and during that time one of my daughters was a student as well. [REDACTED] Another student in her program was on the phone with her father who works for the sheriff/police department and told them to all get out because the buildings had not been cleared at that time. Communication is not always clear for students or faculty during these events, and in that case, it was luckily not an issue but could very easily be if there is a shooter, a bomb, or any other situation that is not cleared and not communicated properly.
- Widespread concerns about sharing feedback

2.9) If you do not wish to remain anonymous and give permission for us to contact you with follow up questions, please provide your name and email address below.

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]