

Fayetteville Technical Community College

Faculty/Administration/Staff Support Services Survey

(Part 1:) FTCC Service Area Users: The purpose of this instrument is to receive your observations and opinions regarding FTCC Support Services. Other surveys cover Educational Programs and Student Services so they are not included here. A fair and honest evaluation is important. Please give reasonable suggestions for improvement.

(Part 2:) At the request of the Diversity Committee, please respond to the items in this section. Your responses are valued by the committee:

What is your classification?		
<input type="radio"/> Institutional Administrator	<input type="radio"/> Divisional Administrator	<input type="radio"/> Curriculum Faculty
<input type="radio"/> Continuing Education Faculty	<input type="radio"/> Professional Level Staff	<input type="radio"/> Secretary/Clerical Staff
<input type="radio"/> Service/Maintenance Staff	<input type="radio"/> Technical/Paraprofessional Level Staff	

PART 1: Please indicate your OVERALL LEVEL of satisfaction with the following service areas:

Service Areas

<p>1. Admissions.</p> <p>Number of Contacts</p>	<input type="radio"/> Very Satisfied	<input type="radio"/> Satisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Have no basis for response/No Opinion
	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all
<hr/>					
<p>2. Bookstore</p> <p>Number of Contacts</p>	<input type="radio"/> Very Satisfied	<input type="radio"/> Satisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Have no basis for response/No Opinion
	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all
<hr/>					
<p>3. Cafeteria</p> <p>Number of Contacts</p>	<input type="radio"/> Very Satisfied	<input type="radio"/> Satisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Have no basis for response/No Opinion
	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all
<hr/>					
<p>4. Communications & Marketing</p> <p>Number of Contacts</p>	<input type="radio"/> Very Satisfied	<input type="radio"/> Satisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Have no basis for response/No Opinion
	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all
<hr/>					
<p>5. Facilities.</p> <p>Number of Contacts</p>	<input type="radio"/> Very Satisfied	<input type="radio"/> Satisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Have no basis for response/No Opinion
	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all

6. Financial Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Have no basis for response/No Opinion
Number of Contacts	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all

7. Financial Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Have no basis for response/No Opinion
Number of Contacts	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all

8. Grounds Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Have no basis for response/No Opinion
Number of Contacts	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all

9. Housekeeping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Have no basis for response/No Opinion
Number of Contacts	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all

10. Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Have no basis for response/No Opinion
Number of Contacts	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all

11. Legal Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Have no basis for response/No Opinion
Number of Contacts	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all

12. Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Have no basis for response/No Opinion
Number of Contacts	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all

13. Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Have no basis for response/No Opinion
Number of Contacts	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all

14. Mail Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Have no basis for response/No Opinion
Number of Contacts	<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all

15. Media Services

Very Satisfied Satisfied Dissatisfied Very Dissatisfied Have no basis for response/No Opinion

Number of Contacts

Over 10 6-10 3-5 1-2 Not at all

16. Mgmt Info Serv (MIS)

Very Satisfied Satisfied Dissatisfied Very Dissatisfied Have no basis for response/No Opinion

Number of Contacts

Over 10 6-10 3-5 1-2 Not at all

17. Online Blackboard Support

Very Satisfied Satisfied Dissatisfied Very Dissatisfied Have no basis for response/No Opinion

Number of Contacts

Over 10 6-10 3-5 1-2 Not at all

18. Print Shop

Very Satisfied Satisfied Dissatisfied Very Dissatisfied Have no basis for response/No Opinion

Number of Contacts

Over 10 6-10 3-5 1-2 Not at all

19. Registrar's Office

Very Satisfied Satisfied Dissatisfied Very Dissatisfied Have no basis for response/No Opinion

Number of Contacts

Over 10 6-10 3-5 1-2 Not at all

20. ~~http://www.faytechcc.edu/~~

Very Satisfied Satisfied Dissatisfied Very Dissatisfied Have no basis for response/No Opinion

Number of Contacts

Over 10 6-10 3-5 1-2 Not at all

21. Resource Development.

Very Satisfied Satisfied Dissatisfied Very Dissatisfied Have no basis for response/No Opinion

Number of Contacts

Over 10 6-10 3-5 1-2 Not at all

22. Security

Very Satisfied Satisfied Dissatisfied Very Dissatisfied Have no basis for response/No Opinion

Number of Contacts

Over 10 6-10 3-5 1-2 Not at all

23. Success Center

Very Satisfied Satisfied Dissatisfied Very Dissatisfied Have no basis for response/No Opinion

Number of Contacts

Over 10 6-10 3-5 1-2 Not at all

24. Warehouse (Shipping and Receiving) . . .

Number of Contacts.

<input type="radio"/> Very Satisfied	<input type="radio"/> Satisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Have no basis for response/No Opinion
<input type="radio"/> Over 10	<input type="radio"/> 6-10	<input type="radio"/> 3-5	<input type="radio"/> 1-2	<input type="radio"/> Not at all

PART 2: Please indicate your level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Have no basis for response/No Opinion
1. Fairness of hiring policies and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Instructors' freedom to choose different teaching styles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Campus access for individuals with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Safety and security of employees on this campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Sense of belonging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Freedom to express ideas and beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Marketing materials which represent differences of our students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The ability to identify and accommodate students with learning disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you wish to make any comments, please use the box below. Do not press the Enter key at the end of each line, just let the text wrap around to the next line. If you have no comments, please do not type anything in the box.

Submit Survey	Reset
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Modified: 01/28/2009