

## FACULTY/STAFF SATISFACTION SURVEY 2007

### Purpose

The Office of Institutional Research administers a comprehensive survey program to support administrative decision making. The Faculty/Staff Satisfaction Survey is conducted every other year in odd-numbered years.

### Method

In February 2007, the Office of Institutional Research conducted the second biennial survey of faculty and staff satisfaction. The wording of most items remained the same as the 2005 version. However, "Education/Student Development" was separated into "Academic Affairs" and "Student Services" in 2007 to reflect the new administrative structure. At the request of a faculty committee, an item also was added that asked employees to rate their satisfaction with "official internal college communication." The 2005 survey was conducted in a paper-and-pencil scannable format while the 2007 administration was conducted totally online. An initial email was sent on February 12, 2007, to all faculty and staff who were listed in HCC's global address book. A reminder email was sent on February 20. The survey analyses were conducted using all responses received by noon on Friday, February 23. A total of 339 employees responded to the 2007 version compared to 622 in 2005. This survey was the first implementation using the College's newly acquired online survey software, Snap. It is likely that the new method of survey administration resulted in the much lower response rate, especially among part-time faculty and staff.

### Respondents

One item asked respondents to indicate at which campus they spend the majority of their time. On the basis of this item, the number of respondents grouped by campus were: Brandon 55, Dale Mabry 117, Plant City 39, Ybor City 59, District Office 64, and Other 5. The category "Other" includes 1 at MacDill, 2 at SunPoint, and 2 who stated that their responsibilities are at all campuses. The number of responses received in each employee category, by campus, are shown in Table 1:

Table 1

CATEGORY	CAMPUS						TOTAL
	Brandon	Dale Mabry	Plant City	Ybor City	District Office	Other	
Full-time Faculty	16	41	16	18	3	1	95
Part-time Faculty	11	24	5	11	0	2	53
Full-time Staff	27	49	17	29	60	2	184
Part-time Staff	1	3	1	1	1	0	7
<b>TOTAL</b>	<b>55</b>	<b>117</b>	<b>39</b>	<b>59</b>	<b>64</b>	<b>5</b>	<b>339</b>

### Survey

The 2007 survey was composed of 4 sections: 6 items concern College qualities, 9 relate to administrative areas, 23 are related to campus services, and 4 items involve instructional program services and were presented only to individuals who indicated that they are faculty.

Following each section, 3 open-ended items asked respondents to: [1] describe strengths for any item(s) that they had rated "Very Satisfied;" [2] describe weaknesses for any areas with which they were "Very Dissatisfied;" and [3] provide recommendations to help improve service quality.

## Results

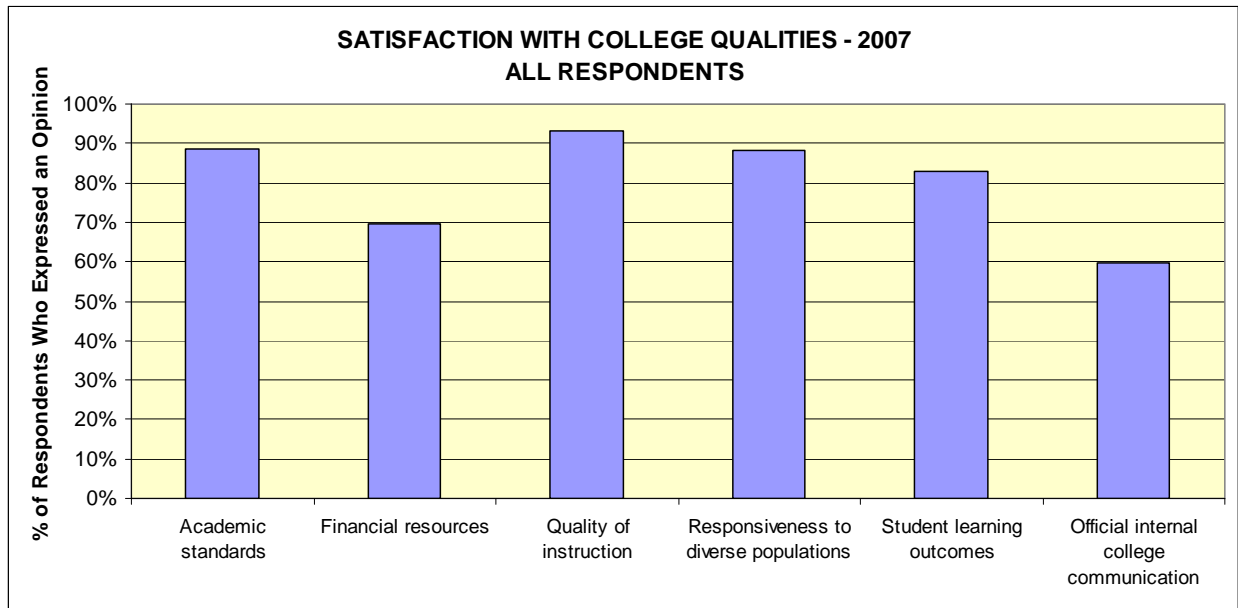
The first section asked faculty and staff to indicate their level of satisfaction with overall College qualities. The percentages of employees who indicated that they were satisfied or very satisfied, after excluding those who were uncertain, are shown in Table 2 in descending order from the highest level of satisfaction to the lowest.

Table 2

Rank	College Quality	%
1	Quality of instruction	93.0%
2	Academic standards	88.6%
3	Responsiveness to diverse populations	88.2%
4	Student learning outcomes	82.9%
5	Financial resources	69.5%
6	Official internal college communication	59.8%

Chart 1 provides a graphical view of these results, in the order that the items were presented on the survey:

Chart 1

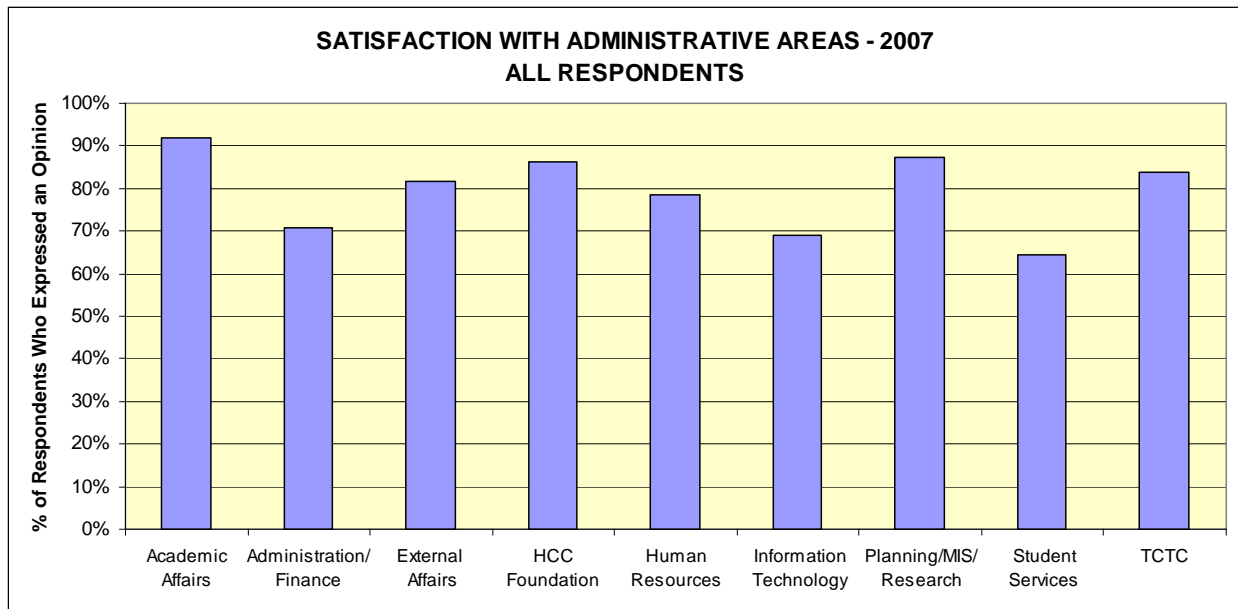


The second section of the survey asked employees to rate administrative areas on a scale from “Very Satisfied” to “Very Dissatisfied” but allowed respondents to choose “Did Not Use” if they were unfamiliar with this area or did not wish to express an opinion. Table 3 and Chart 2 display the results for all respondents who had used the service and were very satisfied or satisfied. The areas shown in Table 3 are in descending order of satisfaction:

Table 3

Rank	Administrative Area	%
1	Academic Affairs	91.7%
2	Planning/MIS/Research	87.4%
3	HCC Foundation	86.2%
4	The Corporate Training Center	83.9%
5	External Affairs	81.7%
6	Human Resources	78.6%
7	Administration/Finance	70.8%
8	Information Technology	69.0%
9	Student Services	64.4%

Chart 2



Employee satisfaction with campus-based services was measured using the same scale as the previous section; that is, “Very Satisfied” to “Very Dissatisfied” or “Did Not Use” the service. Table 4 and Charts 3 and 4 show the percentage of faculty and staff who had used the service and were either satisfied or very satisfied. The online survey presented these items on two screens for aesthetic reasons. Table 4 combines all 23 of the campus services in descending order of satisfaction; Charts 3 and 4 display the results in the order in which the items were presented online.

Table 4

Rank	Campus Services	%
1	Libraries	96.8%
2	Mail service	93.8%
3	Printing/duplication	93.3%
4	Reading/writing labs for students	91.7%
5	Mathematics labs for students	90.5%
6	Student activities	88.6%
7	Grades and transcripts	88.2%
8	Services for students with disabilities	88.1%
9	Bookstore	87.9%
10	Tutoring services	87.0%
11	Bursar office	86.0%
12	Course scheduling	85.8%
13	Test center	84.2%
14	Computer labs for students	80.6%
15	Security	79.6%
16	Admissions and records	77.5%
17	Classroom equipment	76.8%
18	Facilities and maintenance	73.3%
19	Academic advising and counseling	71.6%
20	Registration process	69.6%
21	Financial aid services	67.7%
22	Food service	60.9%
23	Parking	59.2%

Chart 3

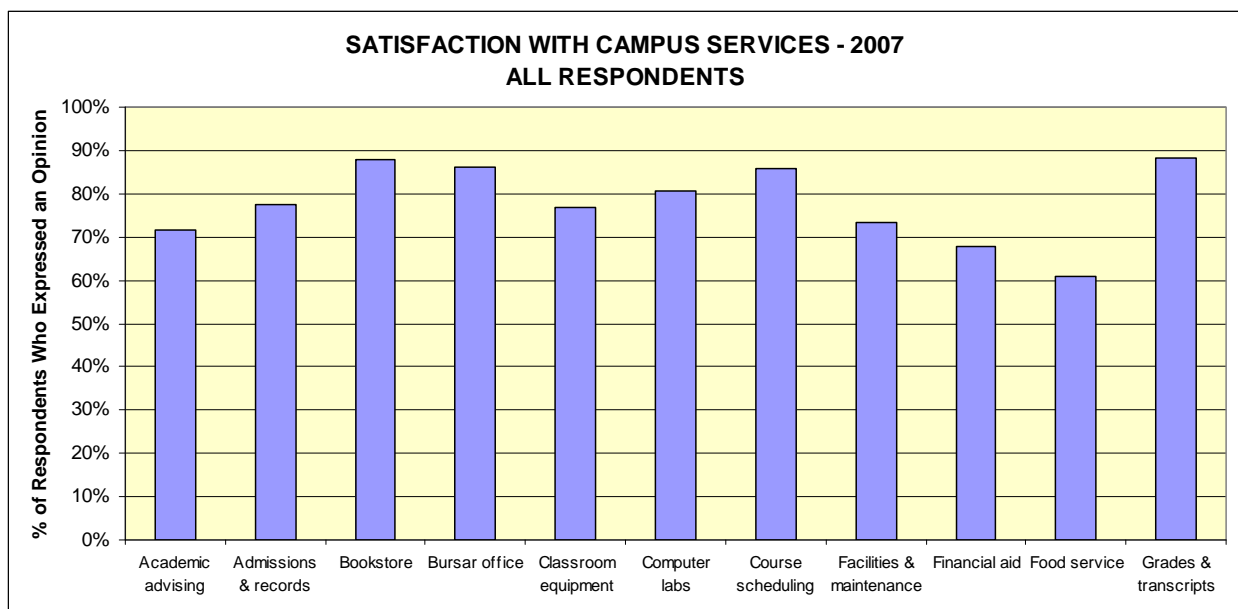
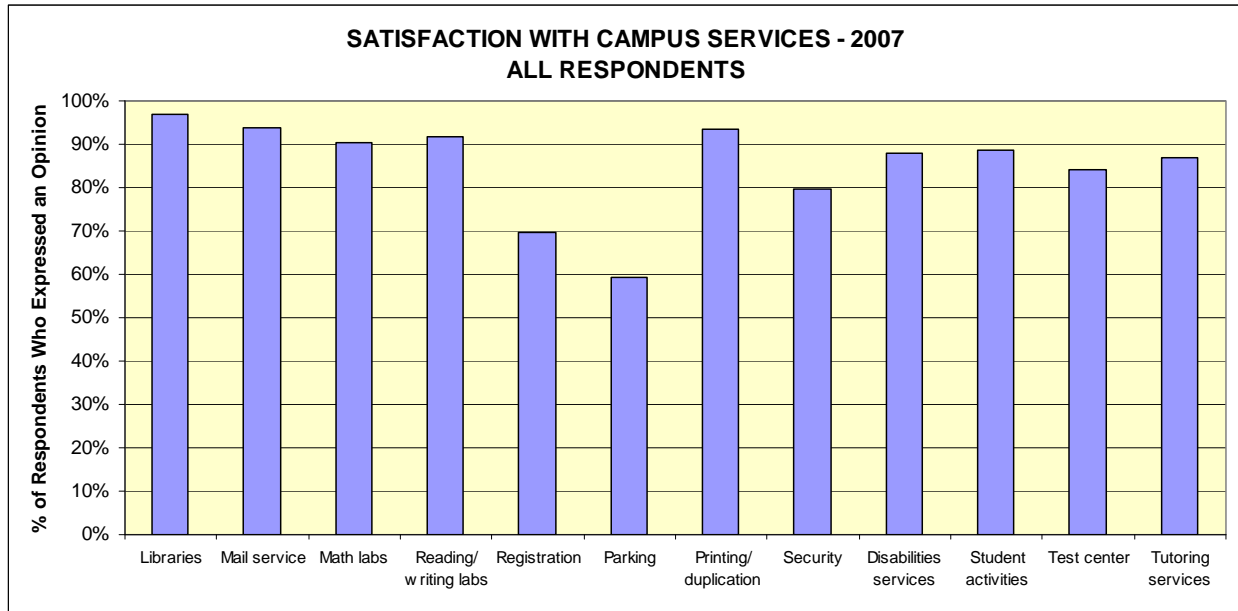


Chart 4



Four items were asked only of respondents who identified their primary position as faculty (N=148). The percentage of faculty members who expressed satisfaction with each program quality are shown in descending order in Table 5. The percent who were satisfied increased slightly for three of the four items when compared with the 2005 results, as shown in Table 6. Satisfaction with class size decreased substantially from 93.% to 85.1% in 2007.

Table 5

Rank	Program Quality	%
1	Course content	96.4%
2	Instructional materials	91.5%
3	Class size	85.1%
4	Resources to ensure quality of program	77.9%

Table 6 presents a comparison of the percentages of respondents who were satisfied or very satisfied on the 2005 and 2007 surveys. The percentage change is displayed in green in those cases where the change was positive and red where a smaller percentage expressed satisfaction with the area or service in 2007 when compared to 2005. There are some very noticeable improvements, including an increase of 12.8% in satisfaction with classroom equipment and 11.2% in services for students with disabilities. The 22.3% decrease in satisfaction with student services is likely to be, at least in part, an artifact resulting from the prior combining of student services and academic affairs as education/student development. No other decrease exceeded 10%. However, satisfaction with class size (an item asked only of faculty) decreased from 93.5% to 85.1%; satisfaction with food service decreased by 8.1%, to 60.9%; and satisfaction with information technology decreased by 7.9% .

Table 6

ITEM	2005 % S + VS	2007 % S + VS	Percent Change
<b>SECTION 1: COLLEGE QUALITY</b>			
Academic standards	87.5%	88.6%	1.1%
Financial resources	66.5%	69.5%	3.0%
Quality of instruction	93.5%	93.0%	-0.5%
Responsiveness to diverse populations	89.3%	88.2%	-1.1%
Student learning outcomes	79.3%	82.9%	3.6%
Official internal college communication	N/A	59.8%	--
<b>SECTION 2: ADMINISTRATIVE AREA</b>			
Academic Affairs *	86.7%	91.7%	5.0%
Administration/Finance	77.1%	70.8%	-6.3%
External Affairs	84.1%	81.7%	-2.4%
HCC Foundation	80.6%	86.2%	5.6%
Human Resources	79.4%	78.6%	-0.8%
Information Technology	76.9%	69.0%	-7.9%
Planning/MIS/Research	83.5%	87.4%	3.9%
Student Services *	86.7%	64.4%	-22.3%
The Corporate Training Center	75.8%	83.9%	8.1%
<b>SECTION 3: CAMPUS SERVICES</b>			
Academic advising and counseling	69.2%	71.6%	2.4%
Admissions and records	71.1%	77.5%	6.4%
Bookstore	89.8%	87.9%	-1.9%
Bursar office	89.0%	86.0%	-3.0%
Classroom equipment	64.0%	76.8%	12.8%
Computer labs for students	76.2%	80.6%	4.4%
Course scheduling	84.0%	85.8%	1.8%
Facilities and maintenance	69.3%	73.3%	4.0%
Financial aid services	64.5%	67.7%	3.2%
Food service	69.0%	60.9%	-8.1%
Grades and transcripts	85.6%	88.2%	2.6%
Libraries	93.9%	96.8%	2.9%
Mail service	92.8%	93.8%	1.0%
Mathematics labs for students	84.2%	90.5%	6.3%
Reading/writing labs for students	87.0%	91.7%	4.7%
Registration process	65.5%	69.6%	4.1%
Parking	64.5%	59.2%	-5.3%

<b>SECTION 3 (continued): CAMPUS SERVICES</b>			
Printing/duplication	95.7%	93.3%	-2.4%
Security	83.6%	79.6%	-4.0%
Services for students with disabilities	76.9%	88.1%	11.2%
Student activities	87.2%	88.6%	1.4%
Test center	82.8%	84.2%	1.4%
Tutoring services	80.1%	87.0%	6.9%
<b>SECTION 4: PROGRAM QUALITIES</b>			
Class size	93.5%	85.1%	-8.4%
Course content	94.9%	96.4%	1.5%
Instructional materials	89.1%	91.5%	2.4%
Resources to ensure quality of program	75.5%	77.9%	2.4%
* The 2005 survey combined these two areas as "Education/Student Development"			

## Detailed Results by Location

This section of the report provides the raw data for all items on the 2007 survey. The chart for each item displays the percentage of respondents by primary work location who were very satisfied or satisfied among all respondents who expressed an opinion. Respondents who indicated that they had not used the service were excluded for that item only.

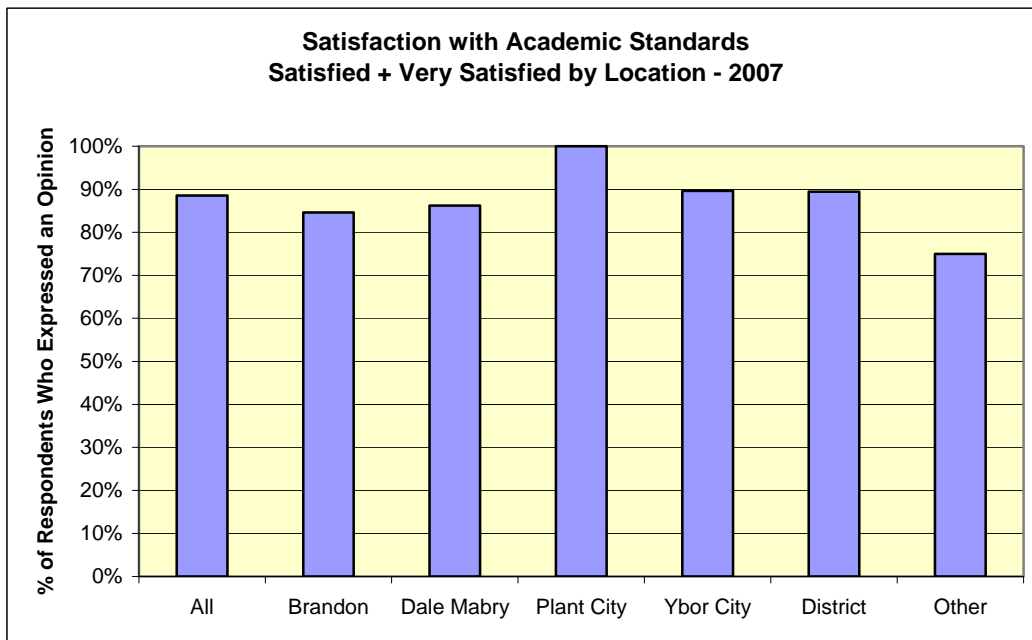
### Academic Standards

The first item asked respondents how satisfied they were with HCC's academic standards. Table 7 shows that 51 employees were very satisfied (VS), 236 were satisfied (S), 31 were dissatisfied (D), 6 were very dissatisfied (VD), and 15 did not express an opinion (DNU: did not use service). The first bar, labeled "All," in Chart 5 shows that 88.6% of the respondents who expressed an opinion were either "Very Satisfied" or "Satisfied" – that is, (51+236) divided by (51+236+31+6). Chart 5 shows that the faculty and staff at Plant City were the most satisfied with HCC's academic standards. Those at District Office and Ybor City also were slightly above the overall percentage (88.6%) of faculty and staff who expressed satisfaction with academic standards.

Table 7

Q1	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
a. Academic standards	51	236	31	6	15	15.7%	72.8%	9.6%	1.9%	100.0%
Brandon	10	34	7	1	3	19.2%	65.4%	13.5%	1.9%	100.0%
Dale Mabry	15	85	13	3	1	12.9%	73.3%	11.2%	2.6%	100.0%
Plant City	3	34	0	0	2	8.1%	91.9%	0.0%	0.0%	100.0%
Ybor City	10	42	5	1	1	17.2%	72.4%	8.6%	1.7%	100.0%
District	11	40	5	1	7	19.3%	70.2%	8.8%	1.8%	100.0%
Other	2	1	1	0	1	50.0%	25.0%	25.0%	0.0%	100.0%

Chart 5



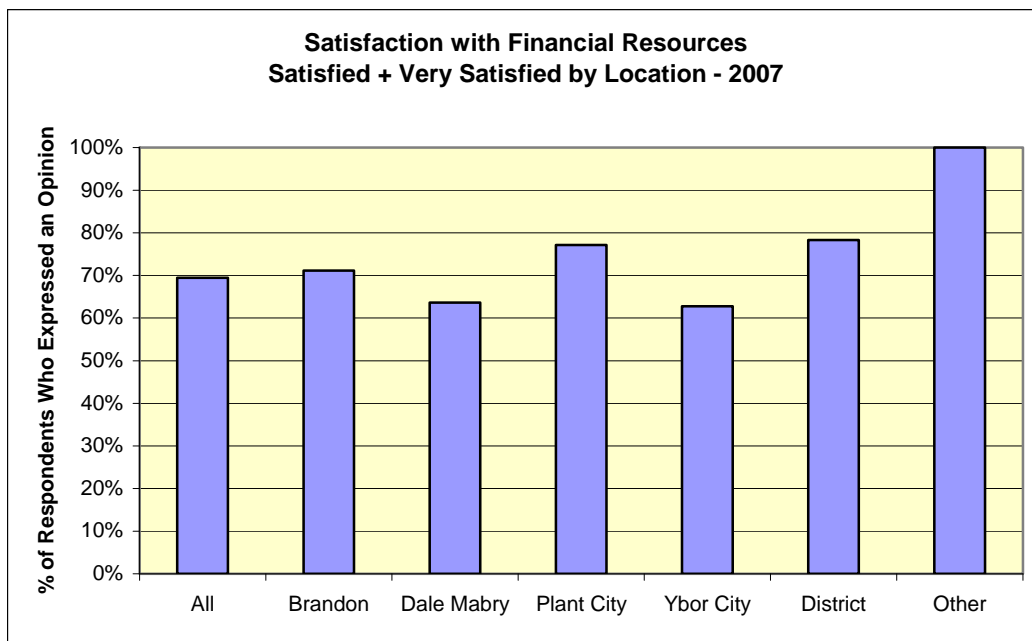
## Financial Resources

The adequacy of financial resources at HCC was rated by 311 faculty and staff members. The highest rate of satisfaction was in the category “Other” (100% of those who expressed an opinion) followed by District Office at 93.8%. The overall percentage who were satisfied or very satisfied was 69.5%. The lowest rates of satisfaction were among the faculty and staff at the Ybor City (62.7%) and Dale Mabry (63.6%) campuses. [Please note that if you add the percent VS + S for Ybor City, as shown in Table 8, the percentage totals 62.8%; the difference of 0.1% is due to rounding.]

Table 8

Q1	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
b. Financial resources	29	187	73	22	28	9.3%	60.1%	23.5%	7.1%	100.0%
Brandon	7	30	11	4	3	13.5%	57.7%	21.2%	7.7%	100.0%
Dale Mabry	11	59	30	10	7	10.0%	53.6%	27.3%	9.1%	100.0%
Plant City	2	25	7	1	4	5.7%	71.4%	20.0%	2.9%	100.0%
Ybor City	3	29	14	5	8	5.9%	56.9%	27.5%	9.8%	100.0%
District	6	41	11	2	4	10.0%	68.3%	18.3%	3.3%	100.0%
Other	0	3	0	0	2	0.0%	100.0%	0.0%	0.0%	100.0%

Chart 6



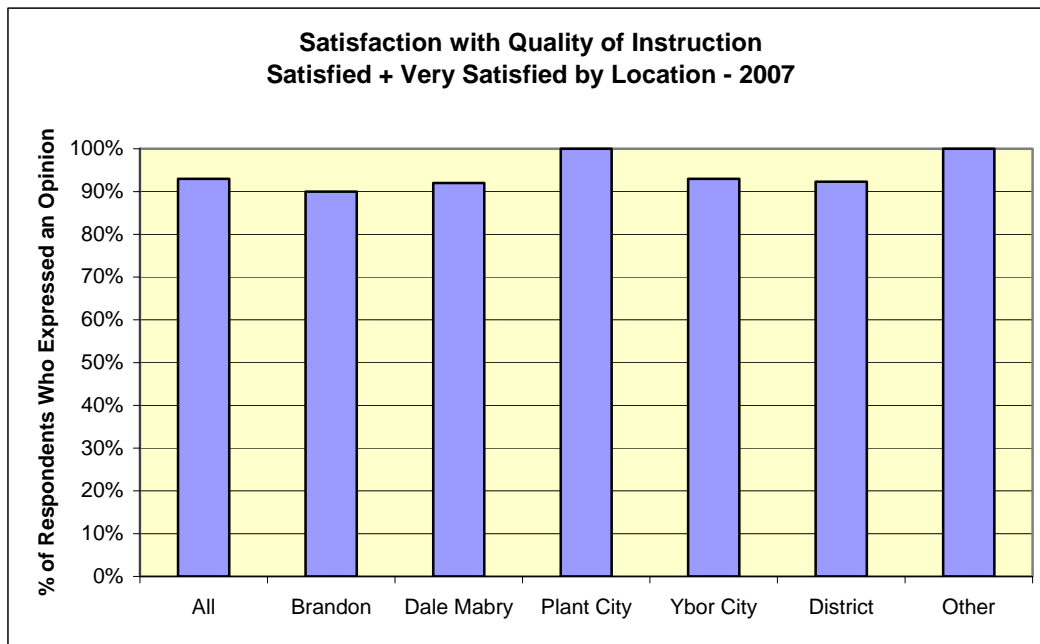
## Quality of Instruction

Quality of instruction was the highest rated item related to overall College qualities listed in Question 1. Overall, 93.0% of faculty and staff expressed satisfaction with the instructional quality provided at HCC. Chart 7 shows that there were some small differences between locations/campuses with the percentage at Brandon being the lowest (90.0%) while 100% of the respondents at Plant City expressed satisfaction with instructional quality.

Table 9

Q1	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
c. Quality of instruction	64	228	19	3	25	20.4%	72.6%	6.1%	1.0%	100.0%
Brandon	13	32	4	1	5	26.0%	64.0%	8.0%	2.0%	100.0%
Dale Mabry	27	77	8	1	4	23.9%	68.1%	7.1%	0.9%	100.0%
Plant City	7	31	0	0	1	18.4%	81.6%	0.0%	0.0%	100.0%
Ybor City	9	44	3	1	2	15.8%	77.2%	5.3%	1.8%	100.0%
District	6	42	4	0	12	11.5%	80.8%	7.7%	0.0%	100.0%
Other	2	2	0	0	1	50.0%	50.0%	0.0%	0.0%	100.0%

Chart 7



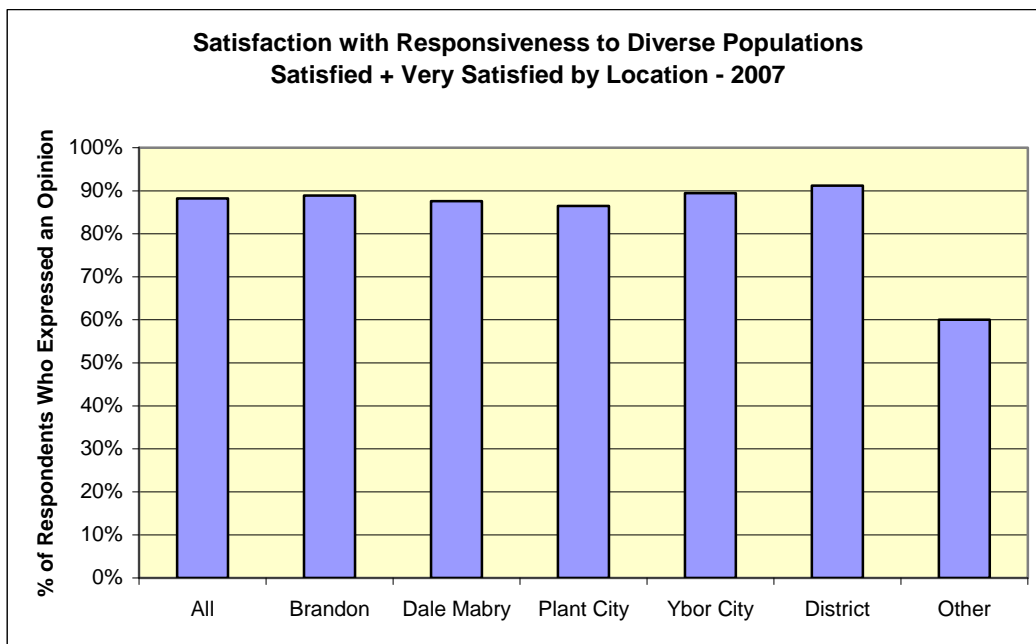
## Responsiveness to Diverse Populations

Responsiveness to diverse populations was the third highest rated College quality, with 88.2% of the respondents expressing satisfaction. This percentage was slightly lower in 2007 than on the 2005 survey; the percentage declined from 89.3% (a 1.1% change). Chart 8 shows that there was little variation between the campuses/locations with the exception of faculty/staff who self-identified as having an “Other” primary work location; this anomaly is attributable to the low number of faculty/staff in this category.

Table 10

Q1	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
d. Diverse populations	75	210	34	4	16	23.2%	65.0%	10.5%	1.2%	100.0%
Brandon	14	34	5	1	1	25.9%	63.0%	9.3%	1.9%	100.0%
Dale Mabry	24	75	11	3	4	21.2%	66.4%	9.7%	2.7%	100.0%
Plant City	9	23	5	0	2	24.3%	62.2%	13.5%	0.0%	100.0%
Ybor City	12	39	6	0	2	21.1%	68.4%	10.5%	0.0%	100.0%
District	14	38	5	0	7	24.6%	66.7%	8.8%	0.0%	100.0%
Other	2	1	2	0	0	40.0%	20.0%	40.0%	0.0%	100.0%

Chart 8



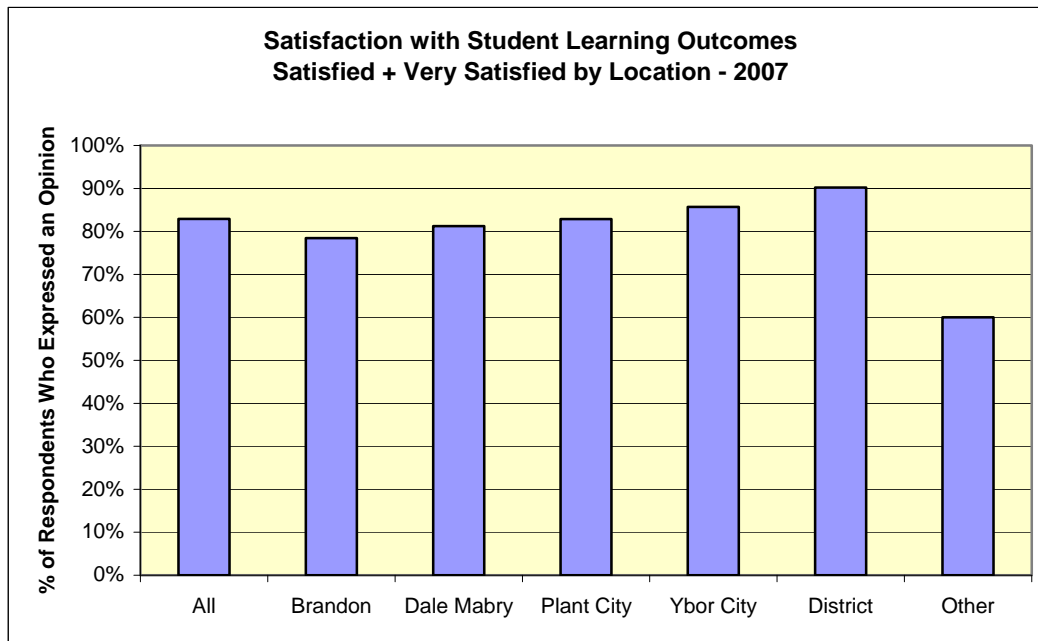
## Student Learning Outcomes

Satisfaction with student learning outcomes was the fourth highest rated item in Question 1. This item had the highest percentage increase in 2007 when compared to the 2005 survey. The percentage who expressed satisfaction increased from 79.3% in 2005 to 82.9% this year. Chart 9 shows that the highest level of satisfaction was among the respondents at District Office (90.2%); those at “Other” locations had the lowest level of satisfaction (60.0% or 3 of the 5 respondents). Among the campuses, the highest percentage of respondents who expressed satisfaction with student learning outcomes was at Ybor City (85.7%); those at the Brandon campus were the least satisfied (78.4%).

Table 11

Q1	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
e. Learning outcomes	32	225	48	5	29	10.3%	72.6%	15.5%	1.6%	100.0%
Brandon	6	34	9	2	4	11.8%	66.7%	17.6%	3.9%	100.0%
Dale Mabry	11	80	18	3	5	9.8%	71.4%	16.1%	2.7%	100.0%
Plant City	4	25	6	0	4	11.4%	71.4%	17.1%	0.0%	100.0%
Ybor City	4	44	8	0	3	7.1%	78.6%	14.3%	0.0%	100.0%
District	5	41	5	0	13	9.8%	80.4%	9.8%	0.0%	100.0%
Other	2	1	2	0	0	40.0%	20.0%	40.0%	0.0%	100.0%

Chart 9



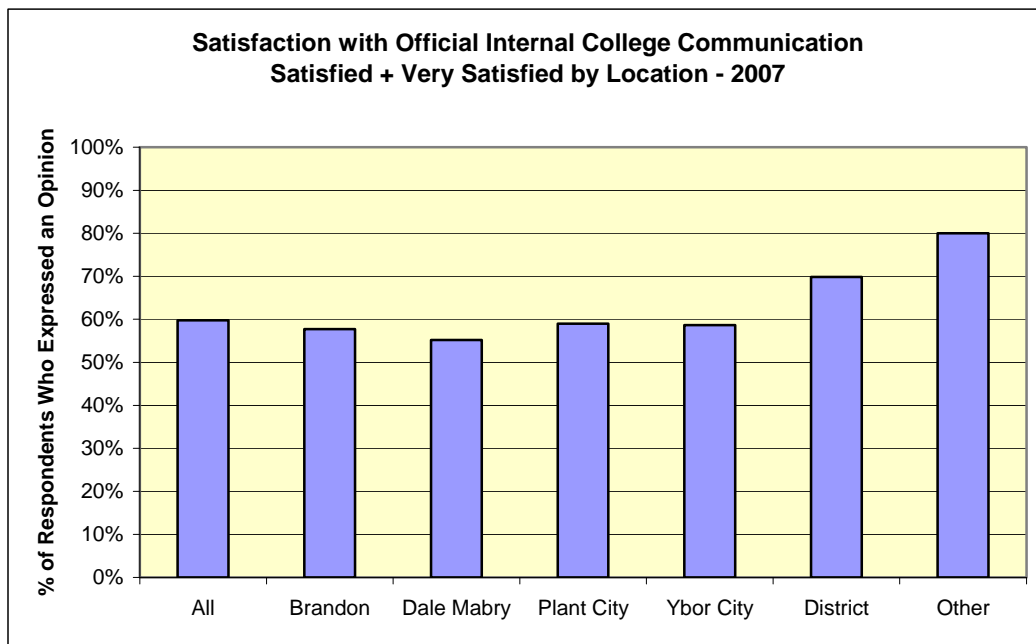
Official Internal College Communication

Satisfaction with official internal college communication was an item that was added in 2007 and, therefore, has no prior year's comparison. Relative to all other items on the survey, however, it was the second lowest rated item -- second only to parking. This item also elicited many comments among respondents who expressed dissatisfaction with internal communication but few recommendations on how to improve. The highest percentages of respondents who expressed satisfaction were in the "Other" category (80.0%) and at District Office (69.8%). The lowest percentage of respondents who were satisfied was at the Dale Mabry campus (55.2%). Overall, only 59.8% of faculty and staff expressed satisfaction with official internal college communication.

Table 12

Q1	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
f. Internal communication	31	168	82	52	6	9.3%	50.5%	24.6%	15.6%	100.0%
Brandon	8	22	10	12	3	15.4%	42.3%	19.2%	23.1%	100.0%
Dale Mabry	6	58	31	21	1	5.2%	50.0%	26.7%	18.1%	100.0%
Plant City	3	20	10	6	0	7.7%	51.3%	25.6%	15.4%	100.0%
Ybor City	7	27	17	7	1	12.1%	46.6%	29.3%	12.1%	100.0%
District	5	39	14	5	1	7.9%	61.9%	22.2%	7.9%	100.0%
Other	2	2	0	1	0	40.0%	40.0%	0.0%	20.0%	100.0%

Chart 10



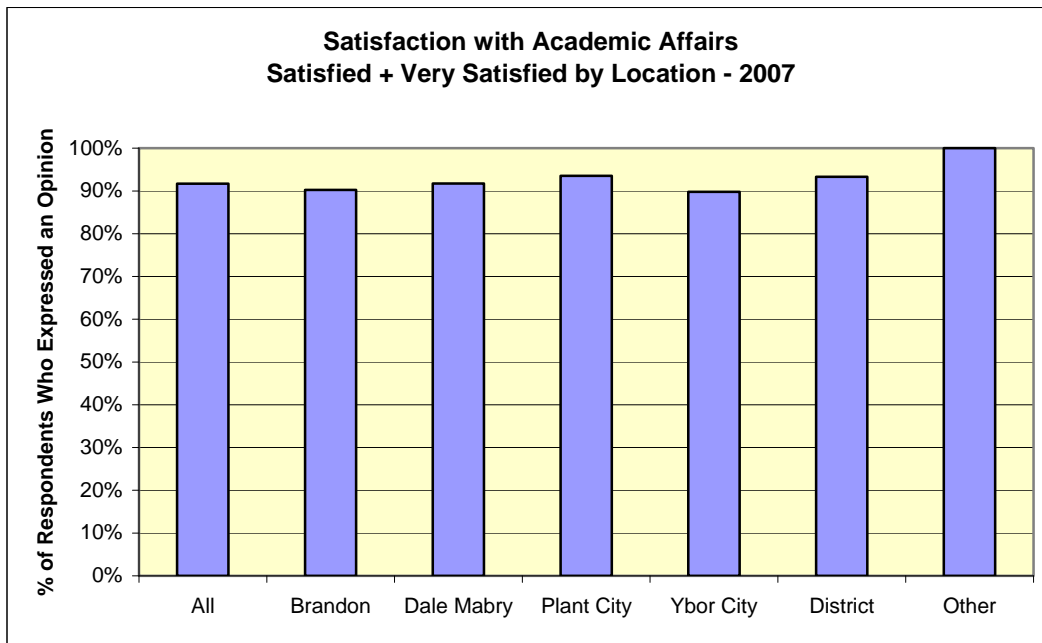
Academic Affairs (A.A. Program, Technical Programs, Continuing Education)

Question 5 asked faculty and staff to rate their satisfaction with nine District Office administrative areas. Academic Affairs was the area that received the highest percentage of responses of satisfied or very satisfied at 91.7%. There was no campus/location that varied substantially from the others. In 2005, this item and Student Services were combined. Therefore, the year-to-year ratings are not directly comparable.

Table 13

Q5	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
a. Academic Affairs	40	204	18	4	73	15.0%	76.7%	6.8%	1.5%	100.0%
Brandon	12	25	1	3	14	29.3%	61.0%	2.4%	7.3%	100.0%
Dale Mabry	10	79	8	0	20	10.3%	81.4%	8.2%	0.0%	100.0%
Plant City	4	25	2	0	8	12.9%	80.6%	6.5%	0.0%	100.0%
Ybor City	10	34	5	0	10	20.4%	69.4%	10.2%	0.0%	100.0%
District	3	39	2	1	19	6.7%	86.7%	4.4%	2.2%	100.0%
Other	1	2	0	0	2	33.3%	66.7%	0.0%	0.0%	100.0%

Chart 11



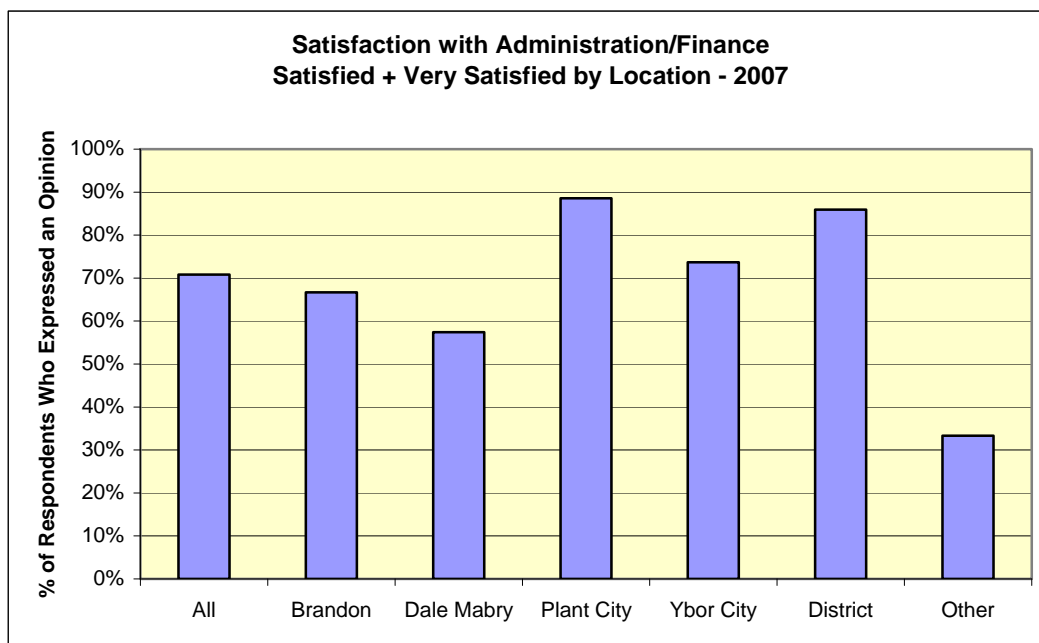
Administration/Finance (Budget, Payroll, Purchasing)

The District Office function labeled “Administration/Finance” included Budget, Payroll, and Purchasing. Overall, 70.8% of the respondents expressed satisfaction with this area. However, there were very large between-location differences: the highest percentage of respondents who were satisfied with Administration/Finance was at the Plant City campus (88.6%) while 57.4% of the faculty and staff at Dale Mabry were satisfied.

Table 14

Q5	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
b. Administration/Finance	32	191	63	29	24	10.2%	60.6%	20.0%	9.2%	100.0%
Brandon	7	25	10	6	7	14.6%	52.1%	20.8%	12.5%	100.0%
Dale Mabry	4	58	31	15	9	3.7%	53.7%	28.7%	13.9%	100.0%
Plant City	5	26	2	2	4	14.3%	74.3%	5.7%	5.7%	100.0%
Ybor City	4	38	12	3	2	7.0%	66.7%	21.1%	5.3%	100.0%
District	12	43	6	3	0	18.8%	67.2%	9.4%	4.7%	100.0%
Other	0	1	2	0	2	0.0%	33.3%	66.7%	0.0%	100.0%

Chart 12



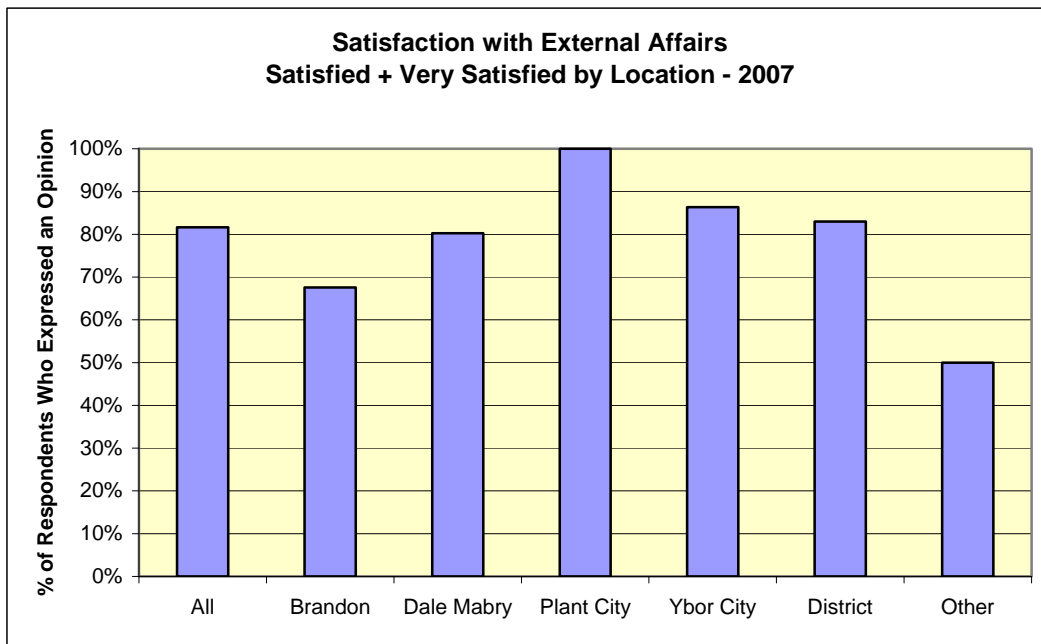
External Affairs (Alumni, Grants Management, Publications)

The District Office function of External Affairs included Alumni, Grants Management, and Publications. All of the respondents at the Plant City campus were satisfied or very satisfied with this area while only 67.6% of those at Brandon expressed satisfaction with External Affairs. Overall, 99 of the survey respondents did not express any opinion regarding this area; of those who did provide an opinion, 81.7% were satisfied or very satisfied.

Table 15

Q5	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
c. External Affairs	26	170	33	11	99	10.8%	70.8%	13.8%	4.6%	100.0%
Brandon	5	20	8	4	18	13.5%	54.1%	21.6%	10.8%	100.0%
Dale Mabry	8	57	12	4	36	9.9%	70.4%	14.8%	4.9%	100.0%
Plant City	1	26	0	0	12	3.7%	96.3%	0.0%	0.0%	100.0%
Ybor City	3	35	4	2	15	6.8%	79.5%	9.1%	4.5%	100.0%
District	9	30	8	0	17	19.1%	63.8%	17.0%	0.0%	100.0%
Other	0	2	1	1	1	0.0%	50.0%	25.0%	25.0%	100.0%

Chart 13



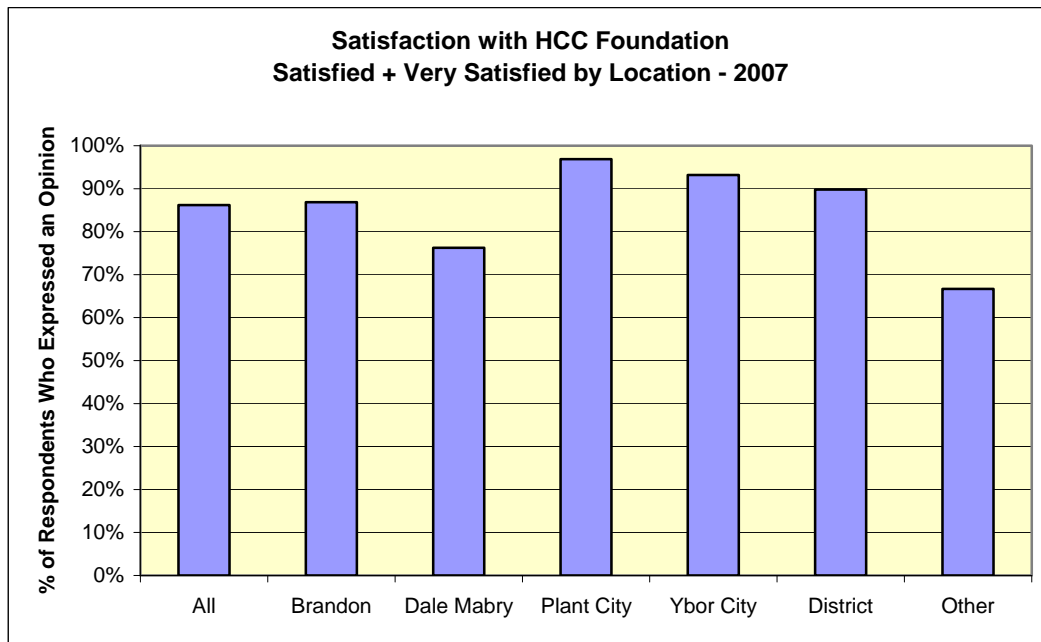
HCC Foundation

The percentage of respondents who expressed satisfaction with the HCC Foundation was the third highest among the District Office areas and increased by 5.6%, from 80.6% in 2005 to 86.2% in 2007. Similar to the responses to the prior item, many faculty and staff did not provide a rating for the Foundation. At the Plant City campus, 96.9% of the faculty and staff expressed satisfaction with the Foundation while 87.1% of the respondents at Dale Mabry were satisfied. The lowest percentage, 66.7% in the “Other” category, is an artifact of the small number of employees who expressed an opinion.

Table 16

Q5	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
d. HCC Foundation	39	173	23	11	93	15.9%	70.3%	9.3%	4.5%	100.0%
Brandon	8	25	3	2	17	21.1%	65.8%	7.9%	5.3%	100.0%
Dale Mabry	7	54	14	5	37	8.8%	67.5%	17.5%	6.3%	100.0%
Plant City	5	26	0	1	7	15.6%	81.3%	0.0%	3.1%	100.0%
Ybor City	8	33	2	1	15	18.2%	75.0%	4.5%	2.3%	100.0%
District	11	33	4	1	15	22.4%	67.3%	8.2%	2.0%	100.0%
Other	0	2	0	1	2	0.0%	66.7%	0.0%	33.3%	100.0%

Chart 14



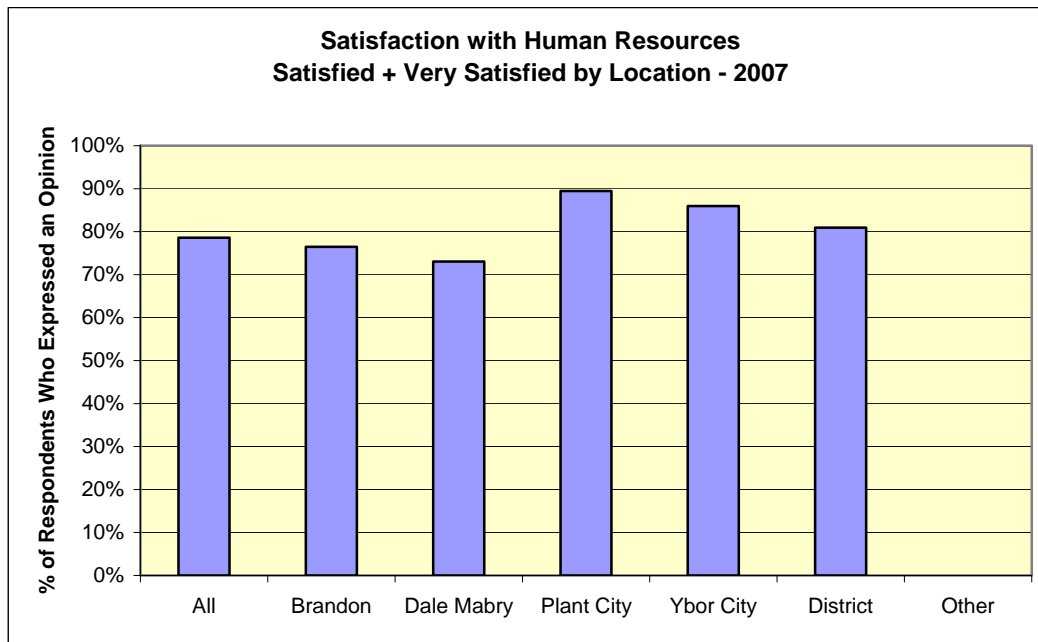
## Human Resources

The percentage of faculty and staff who were satisfied with Human Resources remained relatively stable when compared to the 2005 survey. This year, 78.6% of respondents expressed satisfaction with Human Resources; this percentage was down 0.8% from 79.4% in 2005. Of the three employees in the “Other” category who expressed an opinion, two were dissatisfied and one was very dissatisfied. The highest percentage of employees who were satisfied with Human Resources was at the Plant City campus (89.5%). There were 12 faculty/staff who stated that they “Did Not Use” Human Resources.

Table 17

Q5	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
e. Human Resources	47	210	51	19	12	14.4%	64.2%	15.6%	5.8%	100.0%
Brandon	12	27	7	5	4	23.5%	52.9%	13.7%	9.8%	100.0%
Dale Mabry	11	73	19	12	2	9.6%	63.5%	16.5%	10.4%	100.0%
Plant City	7	27	4	0	1	18.4%	71.1%	10.5%	0.0%	100.0%
Ybor City	7	42	7	1	2	12.3%	73.7%	12.3%	1.8%	100.0%
District	10	41	12	0	1	15.9%	65.1%	19.0%	0.0%	100.0%
Other	0	0	2	1	2	0.0%	0.0%	66.7%	33.3%	100.0%

Chart 15



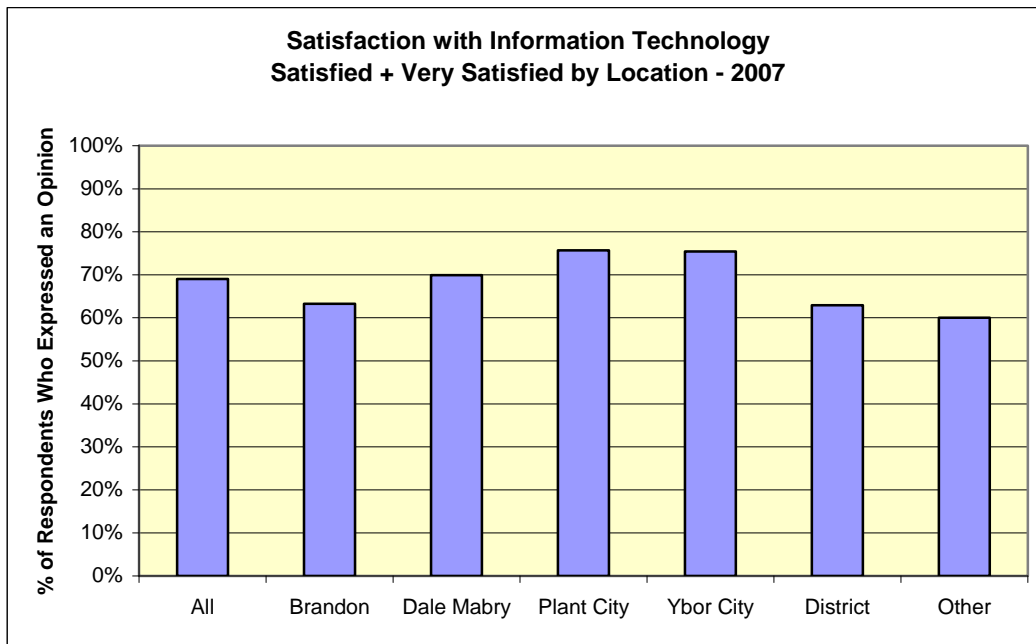
Information Technology (Computer Operations, Telecommunications, User Services)

Overall, 69.0% of the faculty and staff were satisfied with the area of Information Technology that included Computer Operations, Telecommunications, and User Services. This percentage declined 7.9% from 76.9% in 2005. In 2007, Information Technology received the second lowest percentage of satisfactory ratings in District Office areas. The ratings at Plant City and Ybor City were very similar – 75.7% and 75.4%, respectively. The lowest ratings were among employees at “Other” locations (60.0%) and at District Office (62.9%).

Table 18

Q5	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
f. Information Technology	26	197	68	32	16	8.0%	61.0%	21.1%	9.9%	100.0%
Brandon	4	27	12	6	6	8.2%	55.1%	24.5%	12.2%	100.0%
Dale Mabry	7	72	22	12	4	6.2%	63.7%	19.5%	10.6%	100.0%
Plant City	3	25	6	3	2	8.1%	67.6%	16.2%	8.1%	100.0%
Ybor City	6	37	9	5	2	10.5%	64.9%	15.8%	8.8%	100.0%
District	4	35	18	5	2	6.5%	56.5%	29.0%	8.1%	100.0%
Other	2	1	1	1	0	40.0%	20.0%	20.0%	20.0%	100.0%

Chart 16



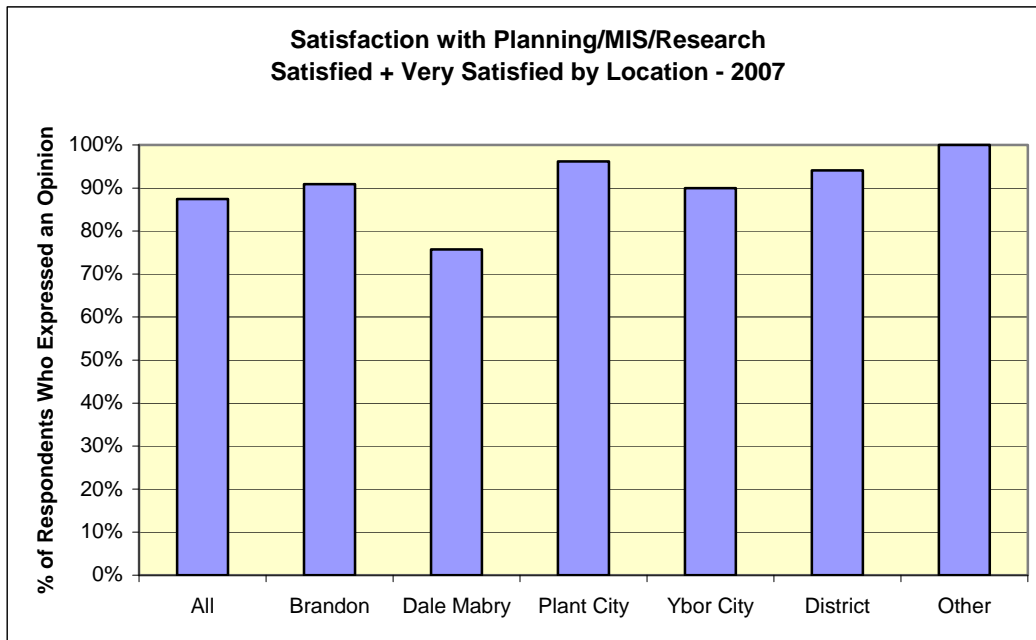
Planning/MIS/Research

The area of Planning/MIS/Research showed substantial differences across locations. Overall, this area received the second highest percentage of satisfaction ratings among District Office areas at 87.4%. However, the percentages ranged from 75.7% at the Dale Mabry campus to 100.0% at “Other” locations (of the 3 respondents) and 96.2% at Plant City. Over one-third (n = 116) of the faculty and staff who responded to the 2007 survey indicated that they “Did Not Use” this District Office function.

Table 19

Q5	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
g. Planning/MIS/Res.	40	155	20	8	116	17.9%	69.5%	9.0%	3.6%	100.0%
Brandon	10	20	1	2	22	30.3%	60.6%	3.0%	6.1%	100.0%
Dale Mabry	6	47	12	5	47	8.6%	67.1%	17.1%	7.1%	100.0%
Plant City	2	23	1	0	13	7.7%	88.5%	3.8%	0.0%	100.0%
Ybor City	7	29	4	0	19	17.5%	72.5%	10.0%	0.0%	100.0%
District	14	34	2	1	13	27.5%	66.7%	3.9%	2.0%	100.0%
Other	1	2	0	0	2	33.3%	66.7%	0.0%	0.0%	100.0%

Chart 17



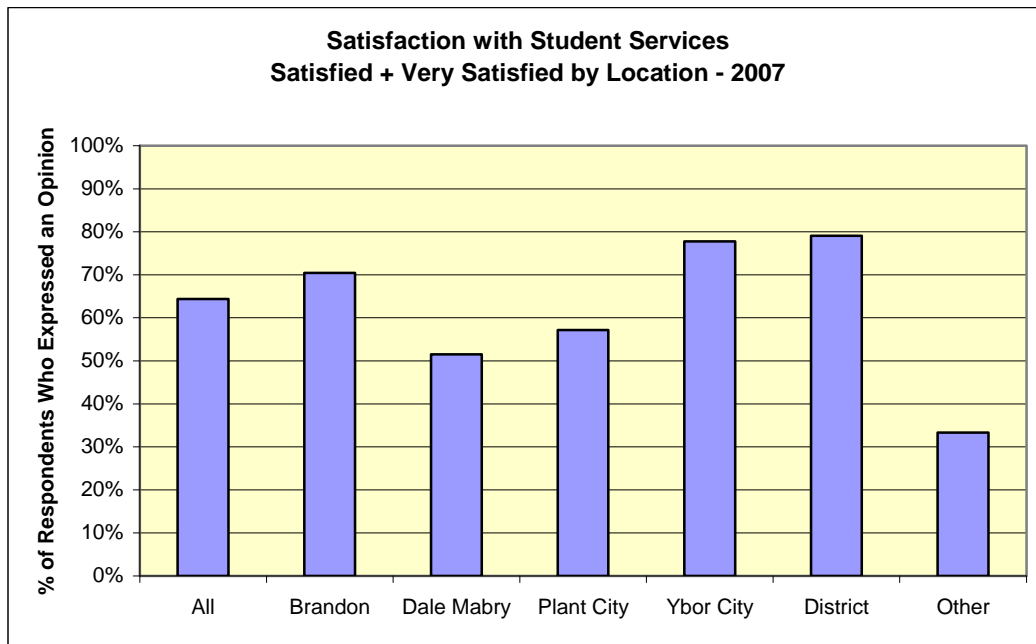
Student Services (Admissions & Records, Financial Aid, Advising)

In 2005, the Admissions & Records, Financial Aid, and Advising functions were included in an item labeled “Education/Student Development.” The item was divided in 2007 into “Academic Affairs” and “Student Services.” In 2007, the latter item received the lowest satisfaction ratings (64.4% satisfied or very satisfied) within the District Office areas. The percentages ranged from a low of 33.3% (1 out of 3 respondents at “Other” locations) and 51.5% at the Dale Mabry campus to 79.1% at District Office. No comparisons to the prior survey are possible due to the rewording of this item.

Table 20

Q5	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
<b>h. Student Services</b>	<b>24</b>	<b>155</b>	<b>74</b>	<b>25</b>	<b>61</b>	<b>8.6%</b>	<b>55.8%</b>	<b>26.6%</b>	<b>9.0%</b>	<b>100.0%</b>
Brandon	8	23	10	3	11	18.2%	52.3%	22.7%	6.8%	100.0%
Dale Mabry	2	49	36	12	18	2.0%	49.5%	36.4%	12.1%	100.0%
Plant City	3	17	12	3	4	8.6%	48.6%	34.3%	8.6%	100.0%
Ybor City	7	35	10	2	5	13.0%	64.8%	18.5%	3.7%	100.0%
District	4	30	5	4	21	9.3%	69.8%	11.6%	9.3%	100.0%
Other	0	1	1	1	2	0.0%	33.3%	33.3%	33.3%	100.0%

Chart 18



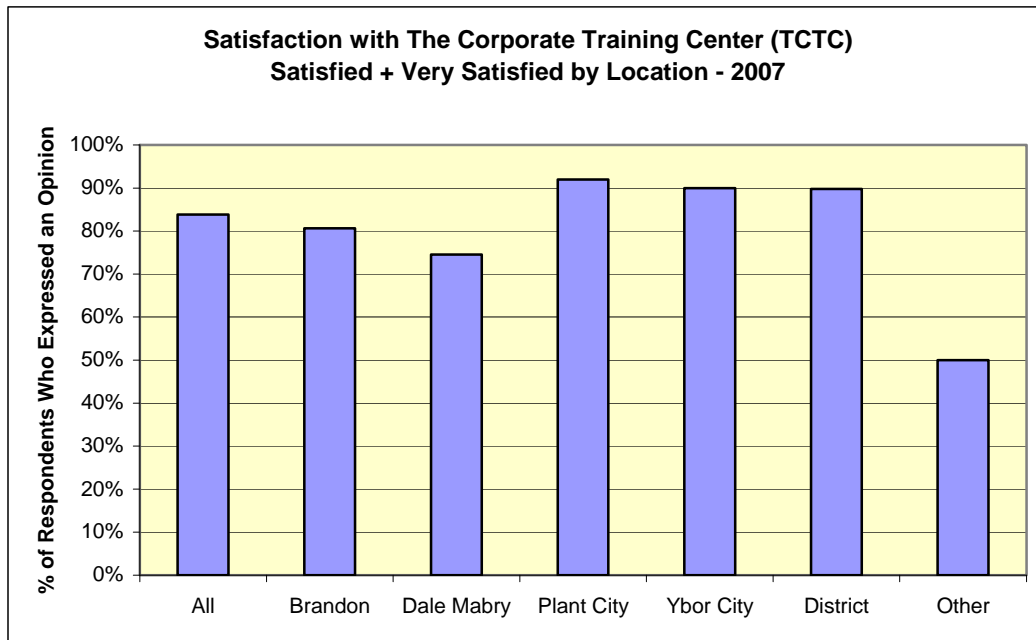
The Corporate Training Center @ HCC (TCTC)

The percentage of respondents who were satisfied with The Corporate Training Center increased 8.1% from 75.8% in 2005 to 83.9% in 2007. However, over 43% of the faculty and staff indicated on this year's survey that they had not used TCTC. The ratings were very similar at the Plant City and Ybor City campuses and at District – 92.0%, 90.0%, and 89.8%, respectively. The lowest ratings were 50.0% (1 of 2 respondents at “Other” locations) and 74.5% among Dale Mabry faculty and staff.

Table 21

Q5	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
<b>i. TCTC</b>	21	140	16	15	147	10.9%	72.9%	8.3%	7.8%	100.0%
Brandon	4	21	4	2	24	12.9%	67.7%	12.9%	6.5%	100.0%
Dale Mabry	4	37	7	7	62	7.3%	67.3%	12.7%	12.7%	100.0%
Plant City	2	21	2	0	14	8.0%	84.0%	8.0%	0.0%	100.0%
Ybor City	3	24	2	1	29	10.0%	80.0%	6.7%	3.3%	100.0%
District	8	36	1	4	15	16.3%	73.5%	2.0%	8.2%	100.0%
Other	0	1	0	1	3	0.0%	50.0%	0.0%	50.0%	100.0%

Chart 19



Questions 9 and 13 included items related to campus services. The services were displayed on two screens for readability.

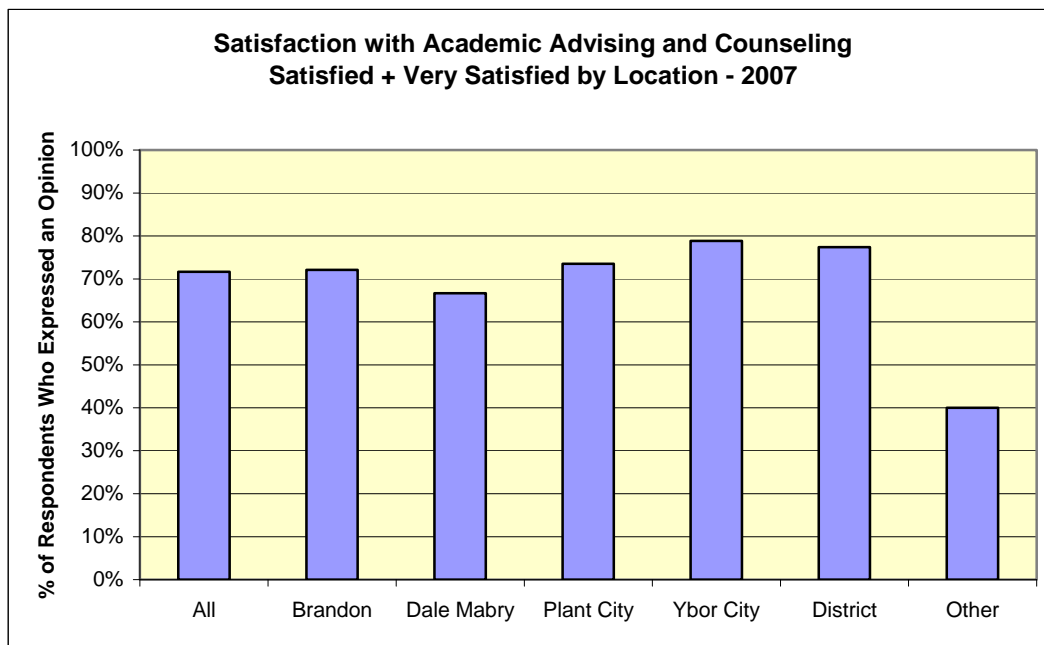
Academic Advising and Counseling

Across the four campuses, the highest percentage of faculty and staff who were satisfied with academic advising and counseling was at Ybor City (78.8%) and the lowest was at Dale Mabry (66.7%). The overall percentage for all faculty and staff was 71.6%. This item received slightly higher ratings in 2007 than in 2005; the percentage expressing satisfaction increased 2.4% from 69.2% to 71.6%.

Table 22

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
a. Advising	27	160	56	18	78	10.3%	61.3%	21.5%	6.9%	100.0%
Brandon	5	26	11	1	12	11.6%	60.5%	25.6%	2.3%	100.0%
Dale Mabry	7	57	26	6	21	7.3%	59.4%	27.1%	6.3%	100.0%
Plant City	5	20	5	4	5	14.7%	58.8%	14.7%	11.8%	100.0%
Ybor City	7	34	9	2	7	13.5%	65.4%	17.3%	3.8%	100.0%
District	2	22	4	3	33	6.5%	71.0%	12.9%	9.7%	100.0%
Other	1	1	1	2	0	20.0%	20.0%	20.0%	40.0%	100.0%

Chart 20



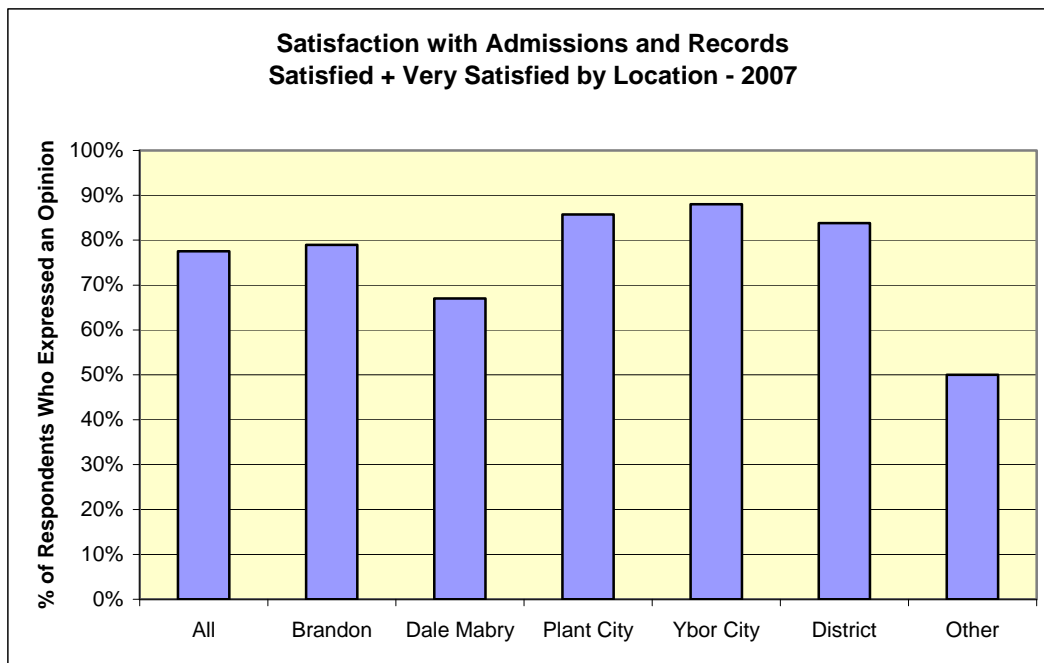
## Admissions and Records

The percentage of faculty and staff who indicated that they were satisfied or very satisfied with Admissions and Records increased substantially between 2005 and this year's survey. The overall percentage increased 6.4% from 71.1% to 77.5%. The campus ratings varied from 88.0% at Ybor City to a low of 67.0% at Dale Mabry. The overall percentage was 77.5% across all respondents who expressed an opinion about Admissions and Records.

Table 23

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
b. Admissions & records	24	176	45	13	81	9.3%	68.2%	17.4%	5.0%	100.0%
Brandon	6	24	6	2	17	15.8%	63.2%	15.8%	5.3%	100.0%
Dale Mabry	5	58	25	6	23	5.3%	61.7%	26.6%	6.4%	100.0%
Plant City	4	26	4	1	4	11.4%	74.3%	11.4%	2.9%	100.0%
Ybor City	6	38	5	1	9	12.0%	76.0%	10.0%	2.0%	100.0%
District	3	28	4	2	27	8.1%	75.7%	10.8%	5.4%	100.0%
Other	0	2	1	1	1	0.0%	50.0%	25.0%	25.0%	100.0%

Chart 21



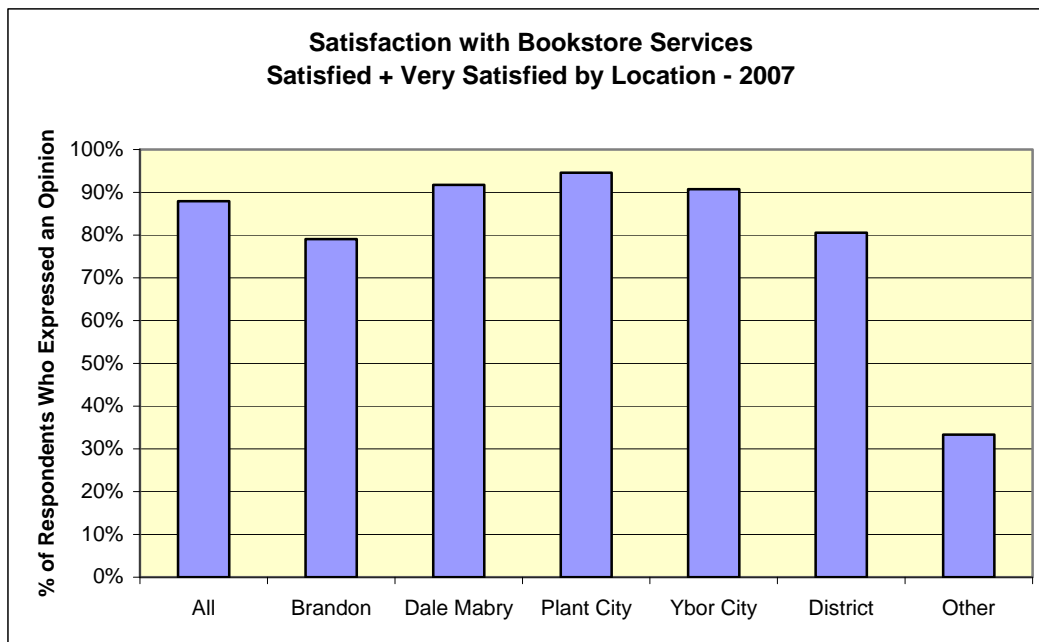
## Bookstore

The ratings and the comments related to the Bookstore services reflected the political nature of this issue in 2007. The ratings at three of the campuses were uniformly high: 94.6% at Plant City, 91.7% at Dale Mabry, and 90.7% at Ybor City. However, the overall ratings of Bookstore services declined 1.9% when compared to the 2005 survey: from 89.8% to 87.9%. The faculty and staff at the Brandon campus represented the lowest percentage of respondents (79.1%) who were satisfied or very satisfied with the Bookstore services in 2007.

Table 24

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
c. Bookstore	51	197	29	5	57	18.1%	69.9%	10.3%	1.8%	100.0%
Brandon	5	29	7	2	12	11.6%	67.4%	16.3%	4.7%	100.0%
Dale Mabry	26	74	8	1	8	23.9%	67.9%	7.3%	0.9%	100.0%
Plant City	5	30	2	0	2	13.5%	81.1%	5.4%	0.0%	100.0%
Ybor City	9	40	5	0	5	16.7%	74.1%	9.3%	0.0%	100.0%
District	6	23	6	1	28	16.7%	63.9%	16.7%	2.8%	100.0%
Other	0	1	1	1	2	0.0%	33.3%	33.3%	33.3%	100.0%

Chart 22



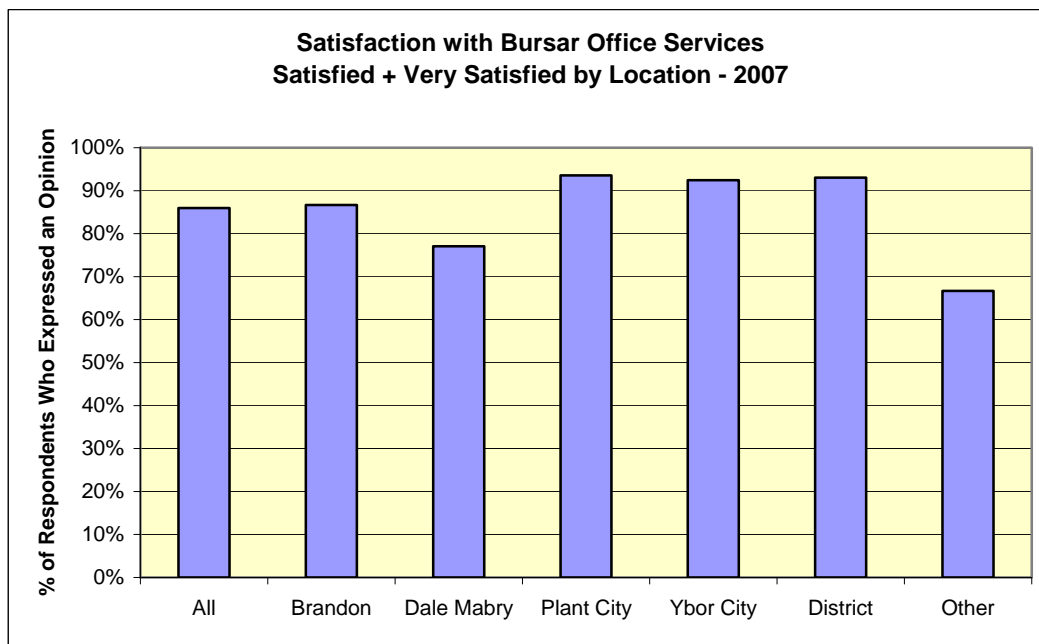
## Bursar Office

Although relatively high ratings were received by the Bursar's Office in 2007, the overall percentage of respondents who were satisfied with this campus service declined 3.0% from 89.0% in 2005 to 86.0%. The percentages of respondents who were satisfied with this service were very similar at the Plant City and Ybor City campuses – 93.5% and 92.5%, respectively. The percentage of District Office respondents who were satisfied with the Bursar's Office services was halfway between these at 93.0%. The lowest percentage at a campus was at Dale Mabry (77.1%).

Table 25

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
d. Bursar office	38	195	27	11	68	14.0%	72.0%	10.0%	4.1%	100.0%
Brandon	7	32	3	3	10	15.6%	71.1%	6.7%	6.7%	100.0%
Dale Mabry	8	66	16	6	21	8.3%	68.8%	16.7%	6.3%	100.0%
Plant City	4	25	2	0	8	12.9%	80.6%	6.5%	0.0%	100.0%
Ybor City	10	39	3	1	6	18.9%	73.6%	5.7%	1.9%	100.0%
District	8	32	3	0	21	18.6%	74.4%	7.0%	0.0%	100.0%
Other	1	1	0	1	2	33.3%	33.3%	0.0%	33.3%	100.0%

Chart 23



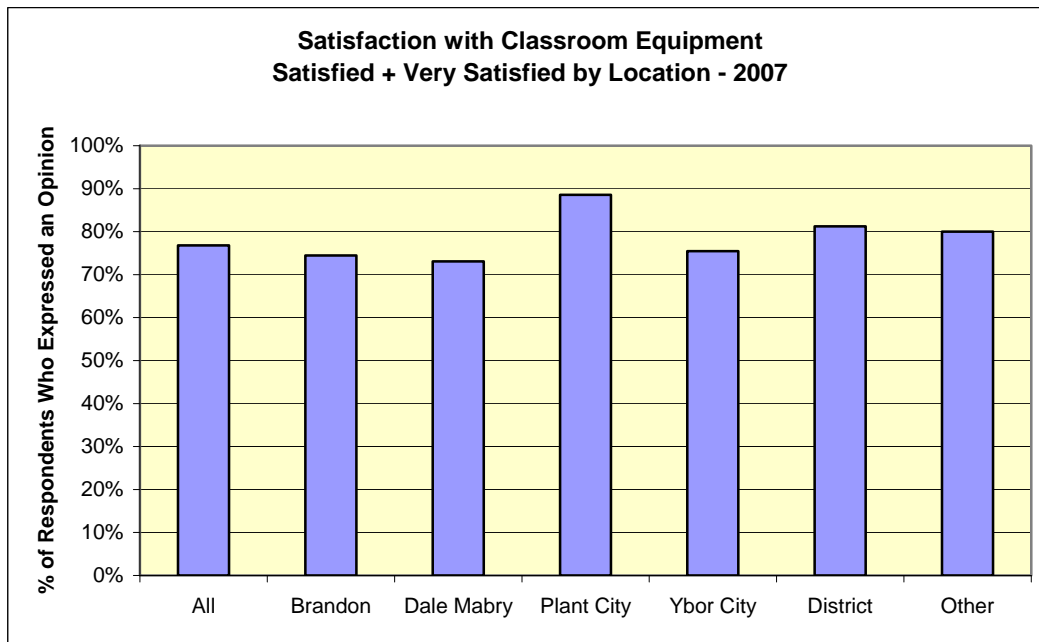
## Classroom Equipment

The ratings and comments for this item, Classroom Equipment, appeared to reflect an appreciation for the new 21<sup>st</sup> Century classroom upgrades. The percentage of respondents who were satisfied or very satisfied rose from 64.0% in 2005 to 76.8% this year. The highest satisfaction ratings among the campuses was at Plant City (88.6%) while the other three campuses' ratings were very similar: 75.5% at Ybor City, 74.5% at Brandon, and 73.1% at Dale Mabry. Half (50.0%) of the survey respondents at District Office did not express an opinion regarding classroom equipment.

Table 26

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
e. Classroom equipment	37	175	54	10	63	13.4%	63.4%	19.6%	3.6%	100.0%
Brandon	10	25	7	5	8	21.3%	53.2%	14.9%	10.6%	100.0%
Dale Mabry	10	66	25	3	13	9.6%	63.5%	24.0%	2.9%	100.0%
Plant City	8	23	2	2	4	22.9%	65.7%	5.7%	5.7%	100.0%
Ybor City	5	35	13	0	6	9.4%	66.0%	24.5%	0.0%	100.0%
District	3	23	6	0	32	9.4%	71.9%	18.8%	0.0%	100.0%
Other	1	3	1	0	0	20.0%	60.0%	20.0%	0.0%	100.0%

Chart 24



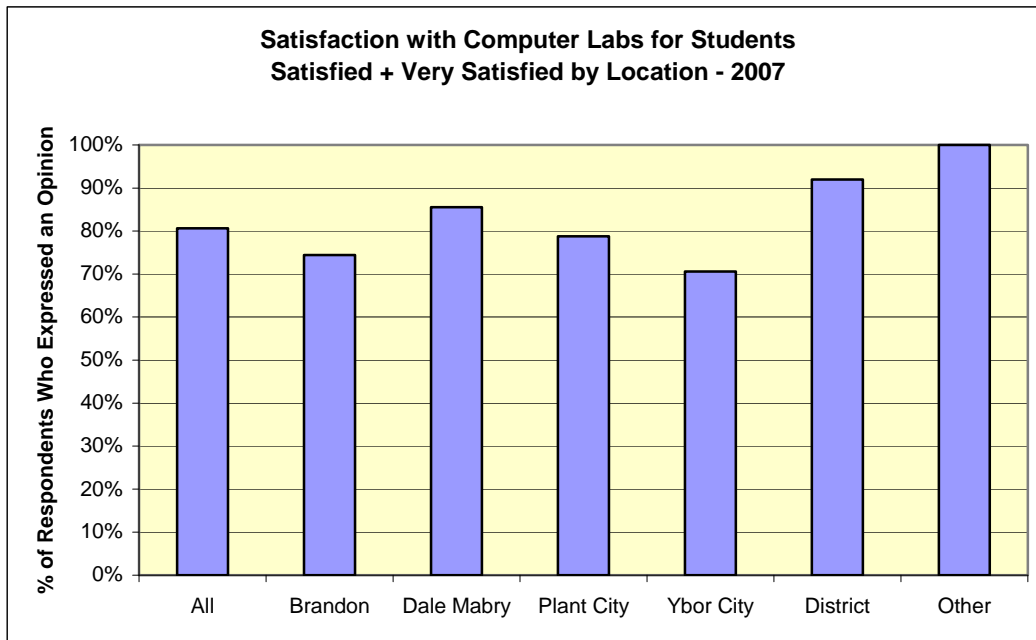
## Computer Labs for Students

The satisfaction ratings for Computer Labs for Students also increased when compared to the 2005 survey, although not as dramatically as the previous item. Overall, 76.2% of respondents expressed satisfaction with computer labs in 2005; this percentage increased to 80.6% (a 4.4% increase) in 2007. Among the campus ratings, the respondents at Dale Mabry expressed the highest rate of satisfaction at 85.6%, while the percentage was lowest at Ybor City (70.6%).

Table 27

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
f. Computer labs	28	176	42	7	86	11.1%	69.6%	16.6%	2.8%	100.0%
Brandon	4	28	9	2	12	9.3%	65.1%	20.9%	4.7%	100.0%
Dale Mabry	13	70	12	2	20	13.4%	72.2%	12.4%	2.1%	100.0%
Plant City	1	25	5	2	6	3.0%	75.8%	15.2%	6.1%	100.0%
Ybor City	5	31	14	1	8	9.8%	60.8%	27.5%	2.0%	100.0%
District	4	19	2	0	39	16.0%	76.0%	8.0%	0.0%	100.0%
Other	1	3	0	0	1	25.0%	75.0%	0.0%	0.0%	100.0%

Chart 25



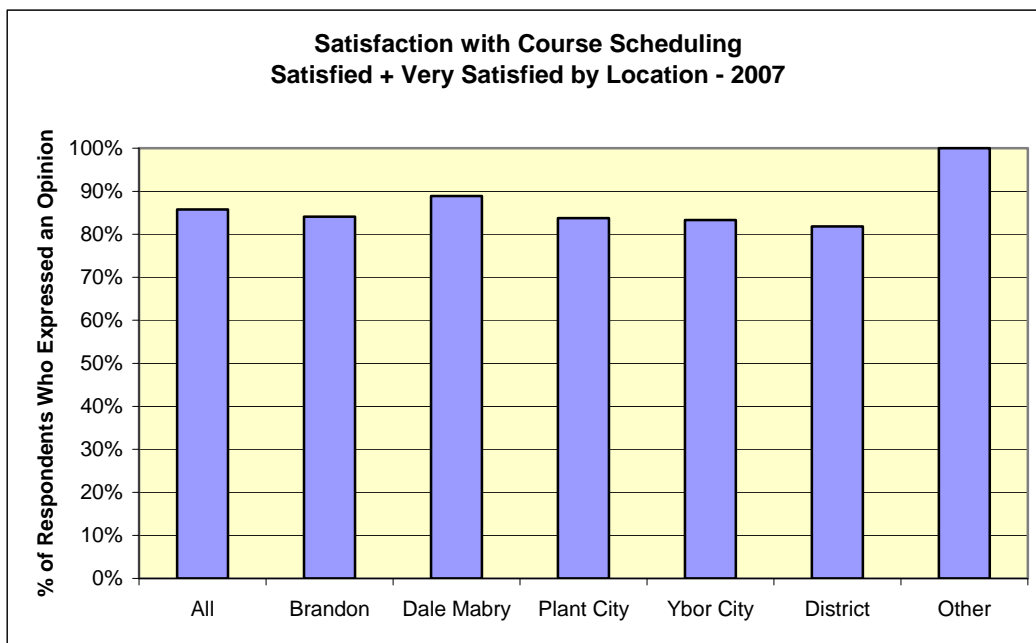
## Course Scheduling

Satisfaction with the Course Scheduling process was high at all four campuses. The percentages ranged from 88.9% at Dale Mabry to 83.3% at Ybor City. The lowest percentage was among the respondents at District Office (81.8%). The overall percentages were quite similar across the two survey administrations: 84.0% in 2005 and 85.8% in 2007 (an increase of 1.8%).

Table 28

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
g. Course scheduling	28	213	30	10	58	10.0%	75.8%	10.7%	3.6%	100.0%
Brandon	9	28	3	4	11	20.5%	63.6%	6.8%	9.1%	100.0%
Dale Mabry	9	87	8	4	9	8.3%	80.6%	7.4%	3.7%	100.0%
Plant City	2	29	6	0	2	5.4%	78.4%	16.2%	0.0%	100.0%
Ybor City	6	39	8	1	5	11.1%	72.2%	14.8%	1.9%	100.0%
District	2	25	5	1	31	6.1%	75.8%	15.2%	3.0%	100.0%
Other	0	5	0	0	0	0.0%	100.0%	0.0%	0.0%	100.0%

Chart 26



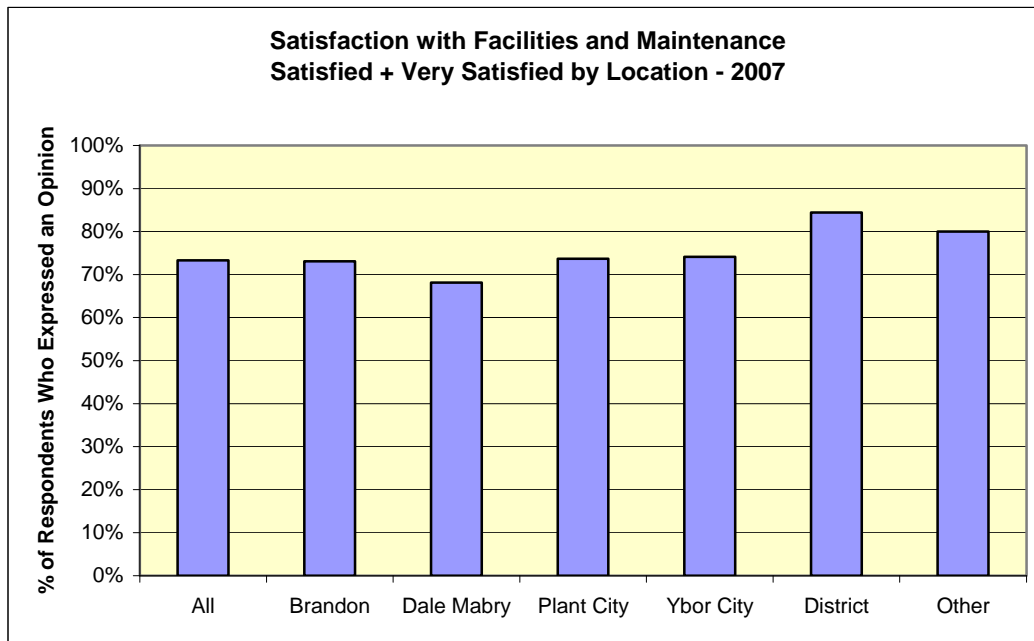
## Facilities and Maintenance

The overall satisfaction with Facilities and Maintenance remained quite low although the percentage of respondents who expressed satisfaction increased 4.0%, from 69.3% in 2005 to 73.3% this year. Very few survey respondents (n = 28) did not express an opinion regarding this service. The ratings at the Dale Mabry campus were the lowest; only 68.1% of respondents were satisfied or very satisfied. The other three campuses' ratings were very similar: 74.1% at Ybor City, 73.7% at Plant City, and 73.1% at Brandon. The District Office respondents expressed the highest satisfaction (84.4% were satisfied or very satisfied) with the services of Facilities and Maintenance.

Table 29

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
<b>h. Facilities/maintenance</b>	<b>29</b>	<b>199</b>	<b>65</b>	<b>18</b>	<b>28</b>	<b>9.3%</b>	<b>64.0%</b>	<b>20.9%</b>	<b>5.8%</b>	<b>100.0%</b>
Brandon	9	29	9	5	3	17.3%	55.8%	17.3%	9.6%	100.0%
Dale Mabry	7	70	27	9	4	6.2%	61.9%	23.9%	8.0%	100.0%
Plant City	1	27	7	3	1	2.6%	71.1%	18.4%	7.9%	100.0%
Ybor City	6	37	14	1	1	10.3%	63.8%	24.1%	1.7%	100.0%
District	6	32	7	0	19	13.3%	71.1%	15.6%	0.0%	100.0%
Other	0	4	1	0	0	0.0%	80.0%	20.0%	0.0%	100.0%

Chart 27



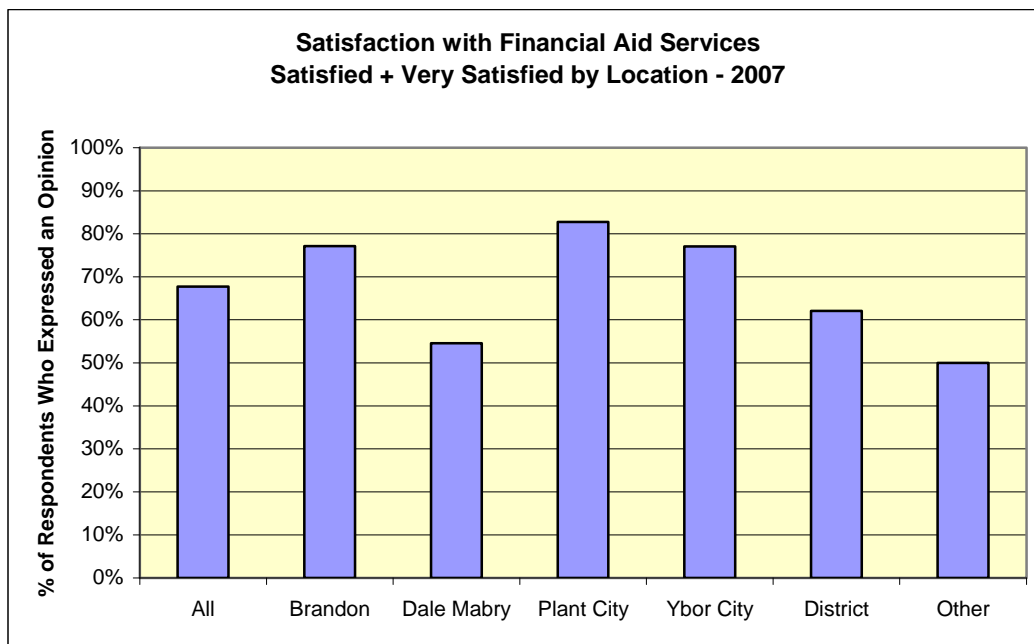
## Financial Aid Services

The percentage of respondents who expressed satisfaction with Financial Aid Services was the third lowest among the campus services on the 2007 survey although the percentage increased from 64.5% in 2005 to 67.7% (a 3.2% increase). The satisfaction ratings varied dramatically across the campuses. The percentage who were satisfied or very satisfied was lowest at the Dale Mabry campus (54.5%) while 82.8% of the Plant City respondents expressed satisfaction with these services. Only 62.1% of the District Office respondents were satisfied or very satisfied with Financial Aid Services.

Table 30

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
i. Financial aid services	19	130	55	16	119	8.6%	59.1%	25.0%	7.3%	100.0%
Brandon	7	20	6	2	20	20.0%	57.1%	17.1%	5.7%	100.0%
Dale Mabry	5	37	26	9	40	6.5%	48.1%	33.8%	11.7%	100.0%
Plant City	1	23	3	2	10	3.4%	79.3%	10.3%	6.9%	100.0%
Ybor City	4	33	11	0	11	8.3%	68.8%	22.9%	0.0%	100.0%
District	2	16	9	2	35	6.9%	55.2%	31.0%	6.9%	100.0%
Other	0	1	0	1	3	0.0%	50.0%	0.0%	50.0%	100.0%

Chart 28



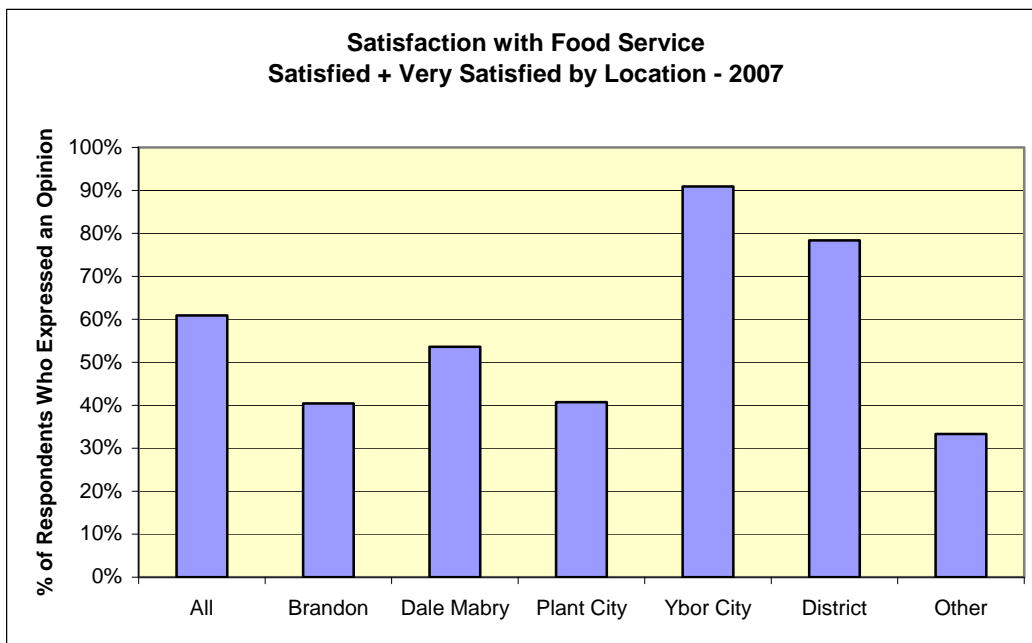
## Food Service

Food Service was the second lowest campus-based item on the 2007 Satisfaction Survey. This service also represented the largest drop in satisfaction ratings across the two survey administrations. Satisfaction with Food Service declined from 69.0% in 2005 to 60.9% (an 8.1% decrease). The differences in ratings across the campuses were very disparate, ranging from 40.4% at the Brandon campus and 40.7% at Plant City to 90.9% at the Ybor City campus.

Table 31

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
j. Food service	20	142	59	45	73	7.5%	53.4%	22.2%	16.9%	100.0%
Brandon	5	14	15	13	8	10.6%	29.8%	31.9%	27.7%	100.0%
Dale Mabry	6	46	25	20	20	6.2%	47.4%	25.8%	20.6%	100.0%
Plant City	1	10	11	5	12	3.7%	37.0%	40.7%	18.5%	100.0%
Ybor City	6	44	4	1	4	10.9%	80.0%	7.3%	1.8%	100.0%
District	2	27	3	5	27	5.4%	73.0%	8.1%	13.5%	100.0%
Other	0	1	1	1	2	0.0%	33.3%	33.3%	33.3%	100.0%

Chart 29



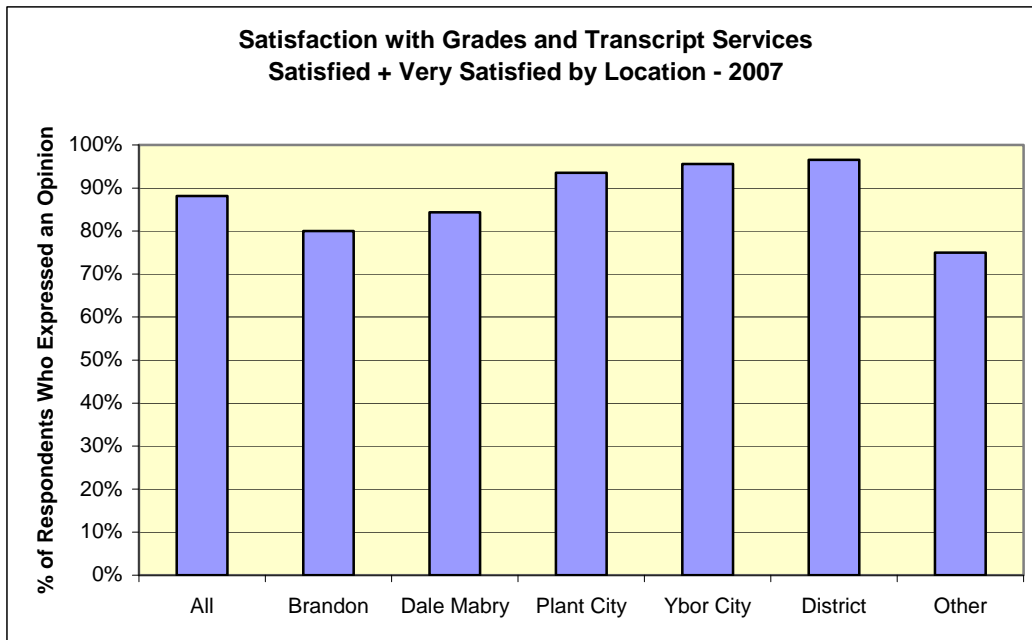
## Grades and Transcripts

The percentage of respondents who expressed satisfaction with Grades and Transcripts increased slightly from 85.6% in 2005 to 88.2% in 2007. Two campuses were quite similar to each other at both ends of the ratings: 95.6% of the Ybor City respondents and 93.5% of those at Plant City expressed satisfaction while 84.4% of the faculty and staff at Dale Mabry and 80.0% at Brandon were satisfied or very satisfied with Grades and Transcripts. District Office had the highest percentage (96.6%) of respondents who expressed their satisfaction with this service.

Table 32

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
k. Grades & transcripts	28	188	21	8	94	11.4%	76.7%	8.6%	3.3%	100.0%
Brandon	9	23	5	3	15	22.5%	57.5%	12.5%	7.5%	100.0%
Dale Mabry	6	75	12	3	21	6.3%	78.1%	12.5%	3.1%	100.0%
Plant City	3	26	2	0	8	9.7%	83.9%	6.5%	0.0%	100.0%
Ybor City	6	37	2	0	14	13.3%	82.2%	4.4%	0.0%	100.0%
District	3	25	0	1	35	10.3%	86.2%	0.0%	3.4%	100.0%
Other	1	2	0	1	1	25.0%	50.0%	0.0%	25.0%	100.0%

Chart 30



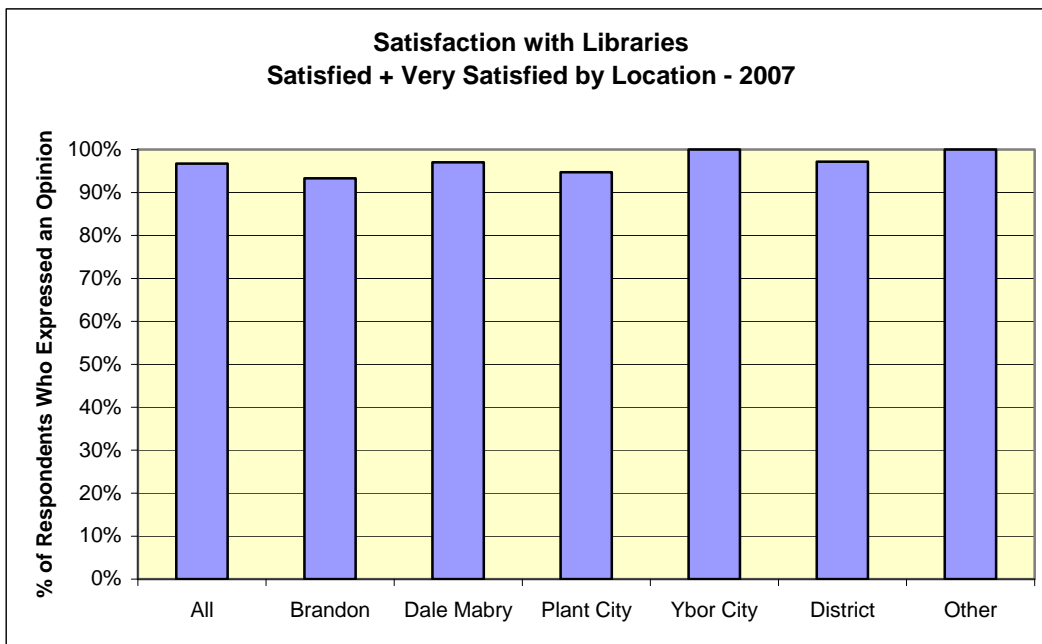
## Libraries

Libraries was the highest rated item on the 2007 Satisfaction Survey. The overall percentage of faculty and staff who were satisfied or very satisfied with Libraries increased 2.9% from 93.9% (ranked #2 of the campus-based services in 2005) to 96.8% this year. Fully 100% of the Ybor City faculty and staff expressed satisfaction with Library services; the campus with the lowest percentage was Plant City at 94.7%.

Table 33

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
a. Libraries	69	199	7	2	62	24.9%	71.8%	2.5%	0.7%	100.0%
Brandon	14	28	3	0	10	31.1%	62.2%	6.7%	0.0%	100.0%
Dale Mabry	27	72	2	1	15	26.5%	70.6%	2.0%	1.0%	100.0%
Plant City	9	27	1	1	1	23.7%	71.1%	2.6%	2.6%	100.0%
Ybor City	10	41	0	0	8	19.6%	80.4%	0.0%	0.0%	100.0%
District	8	27	1	0	28	22.2%	75.0%	2.8%	0.0%	100.0%
Other	1	4	0	0	0	20.0%	80.0%	0.0%	0.0%	100.0%

Chart 31



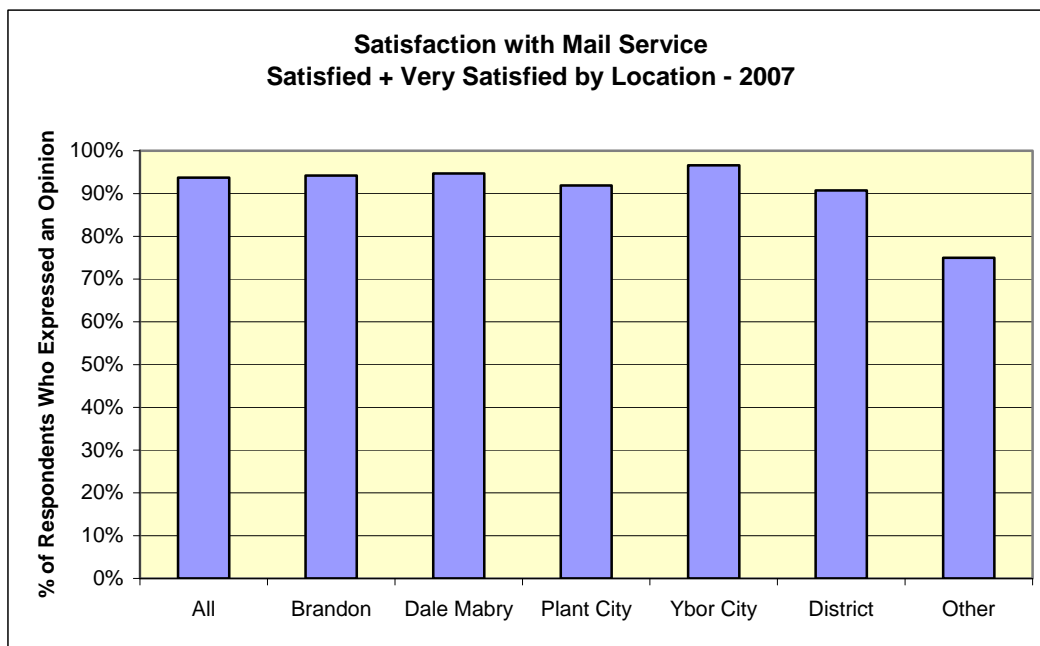
## Mail Service

Satisfaction with Mail Service was very similar across all respondent groups except those at “Other” locations. The overall satisfaction with this service increased from 92.8% in 2005 to 93.8%. The campus ratings varied only slightly, from a high of 96.6% at Ybor City to the lowest percentage (94.2%) at Brandon. District Office respondents were somewhat less satisfied (90.7% were satisfied or very satisfied) with Mail Service.

Table 34

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
b. Mail service	66	234	14	6	19	20.6%	73.1%	4.4%	1.9%	100.0%
Brandon	9	40	2	1	3	17.3%	76.9%	3.8%	1.9%	100.0%
Dale Mabry	31	77	5	1	3	27.2%	67.5%	4.4%	0.9%	100.0%
Plant City	5	29	2	1	2	13.5%	78.4%	5.4%	2.7%	100.0%
Ybor City	11	46	1	1	0	18.6%	78.0%	1.7%	1.7%	100.0%
District	10	39	4	1	10	18.5%	72.2%	7.4%	1.9%	100.0%
Other	0	3	0	1	1	0.0%	75.0%	0.0%	25.0%	100.0%

Chart 32



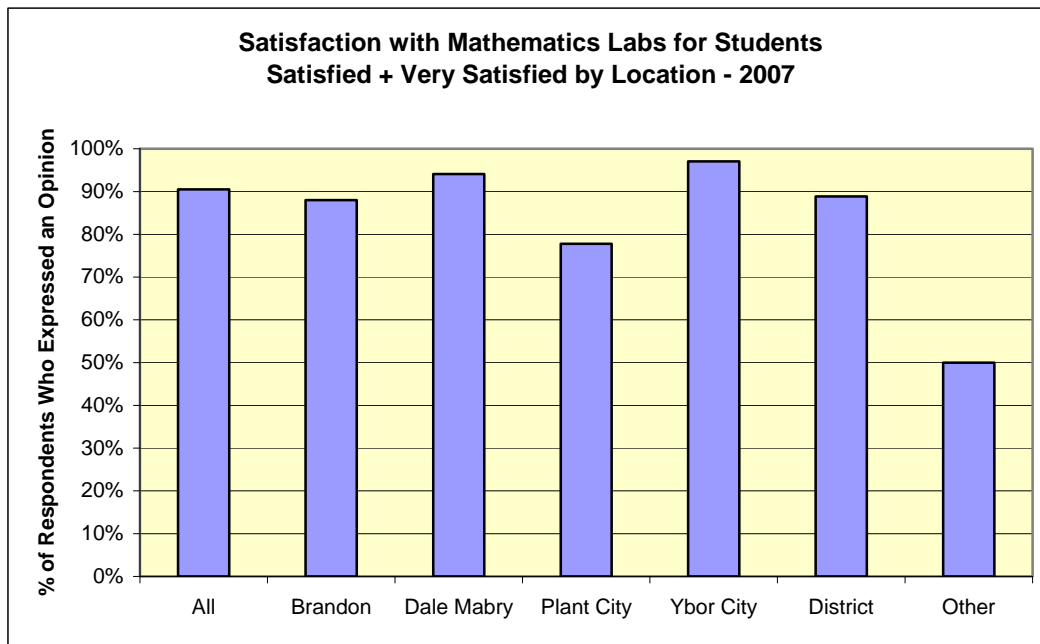
## Mathematics Labs for Students

The ratings for Mathematics Labs for Students increased substantially from 84.2% in 2005 to 90.5% in 2007, representing a 6.3% increase in the percentage of faculty and staff who expressed satisfaction on this item. With the exception of faculty and staff at the Plant City campus, the other campuses' ratings were very high. While only 77.8% at Plant City expressed satisfaction with the mathematics labs, 97.1% were satisfied or very satisfied at the Ybor City campus.

Table 35

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
c. Math labs	15	119	9	5	191	10.1%	80.4%	6.1%	3.4%	100.0%
Brandon	5	17	3	0	30	20.0%	68.0%	12.0%	0.0%	100.0%
Dale Mabry	5	43	1	2	66	9.8%	84.3%	2.0%	3.9%	100.0%
Plant City	0	14	2	2	21	0.0%	77.8%	11.1%	11.1%	100.0%
Ybor City	2	31	1	0	25	5.9%	91.2%	2.9%	0.0%	100.0%
District	3	13	1	1	46	16.7%	72.2%	5.6%	5.6%	100.0%
Other	0	1	1	0	3	0.0%	50.0%	50.0%	0.0%	100.0%

Chart 33



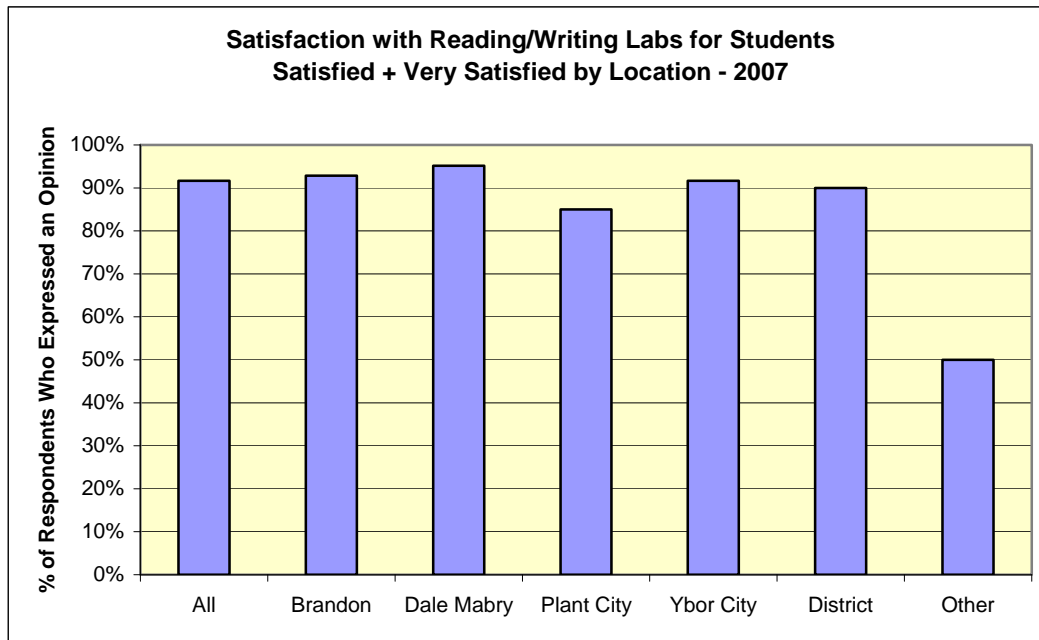
Reading/Writing Labs for Students

The percentage of respondents who expressed satisfaction with the Reading/Writing Labs for Students was higher than the ratings of the Mathematics Labs in 2007. The overall percentage rose from 87.0% in 2005 to 91.7% this year. Similar to the satisfaction ratings of the previous item, the Plant City faculty and staff expressed the least satisfaction with the reading/writing labs (85.0%). However, 95.2% of the respondents at Dale Mabry were satisfied or very satisfied with these labs.

Table 36

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
d. Reading/writing labs	33	121	11	3	171	19.6%	72.0%	6.5%	1.8%	100.0%
Brandon	11	15	2	0	27	39.3%	53.6%	7.1%	0.0%	100.0%
Dale Mabry	14	45	2	1	55	22.6%	72.6%	3.2%	1.6%	100.0%
Plant City	1	16	2	1	19	5.0%	80.0%	10.0%	5.0%	100.0%
Ybor City	4	29	3	0	23	11.1%	80.6%	8.3%	0.0%	100.0%
District	3	15	1	1	44	15.0%	75.0%	5.0%	5.0%	100.0%
Other	0	1	1	0	3	0.0%	50.0%	50.0%	0.0%	100.0%

Chart 34



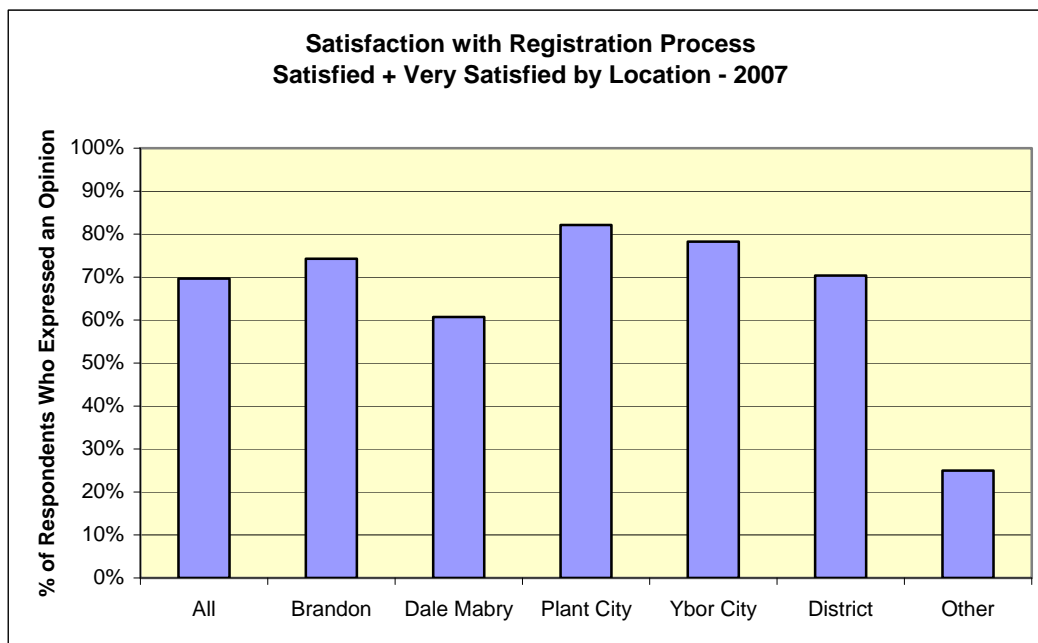
## Registration Process

Although the percentage of faculty and staff who were satisfied with the Registration Process remained low, this item increased 4.1% from 65.5% in 2005 to 69.6% on the 2007 Satisfaction Survey. Across each of the campuses, faculty and staff at Plant City expressed the highest level of satisfaction (82.1% were either satisfied or very satisfied) while the lowest percentage was at the Dale Mabry campus (60.7%).

Table 37

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
e. Registration process	17	139	48	20	115	7.6%	62.1%	21.4%	8.9%	100.0%
Brandon	6	20	5	4	20	17.1%	57.1%	14.3%	11.4%	100.0%
Dale Mabry	3	48	23	10	33	3.6%	57.1%	27.4%	11.9%	100.0%
Plant City	2	21	5	0	11	7.1%	75.0%	17.9%	0.0%	100.0%
Ybor City	3	33	8	2	13	6.5%	71.7%	17.4%	4.3%	100.0%
District	3	16	6	2	37	11.1%	59.3%	22.2%	7.4%	100.0%
Other	0	1	1	2	1	0.0%	25.0%	25.0%	50.0%	100.0%

Chart 35



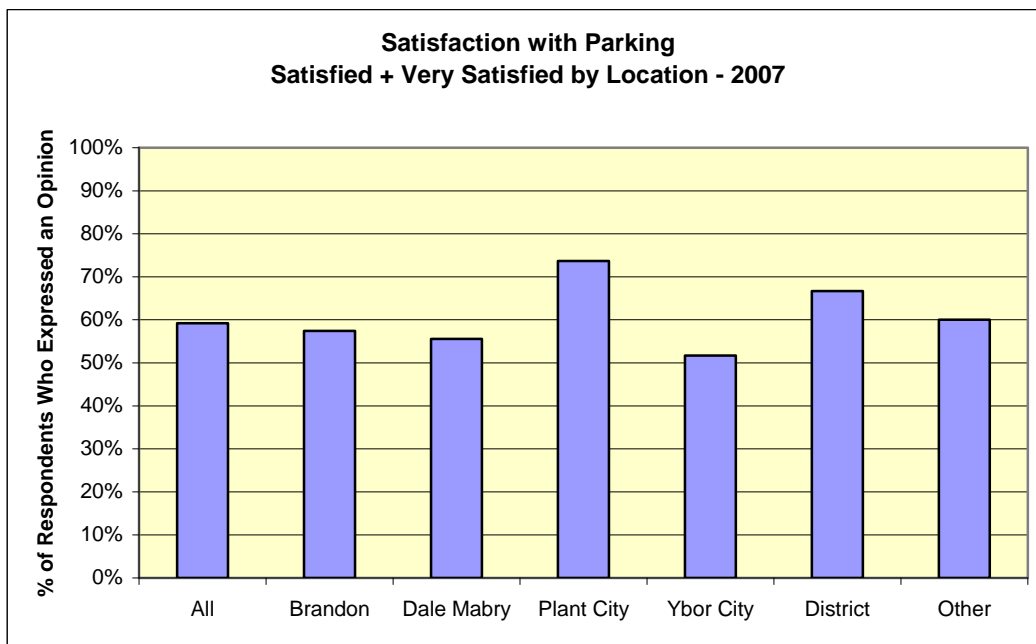
## Parking

Similar to the findings of many internal surveys conducted by Institutional Research offices, Parking was the lowest rated item on the 2007 survey. Only 59.2% of faculty and staff expressed satisfaction with Parking, and the percentage declined from 64.5% in 2005 (a 5.3% decrease). The percentages at Brandon, Dale Mabry, and Ybor City were lower than the overall level – 57.4%, 55.6%, and 51.7%, respectively. The highest rating was at the Plant City campus (73.7%). Ten employees at District Office indicated that they didn't use Parking services; among those who did express an opinion, 66.7% were either satisfied or very satisfied.

Table 38

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
f. Parking	25	168	86	47	13	7.7%	51.5%	26.4%	14.4%	100.0%
Brandon	5	26	18	5	1	9.3%	48.1%	33.3%	9.3%	100.0%
Dale Mabry	7	58	30	22	0	6.0%	49.6%	25.6%	18.8%	100.0%
Plant City	6	22	9	1	1	15.8%	57.9%	23.7%	2.6%	100.0%
Ybor City	4	26	13	15	1	6.9%	44.8%	22.4%	25.9%	100.0%
District	3	33	15	3	10	5.6%	61.1%	27.8%	5.6%	100.0%
Other	0	3	1	1	0	0.0%	60.0%	20.0%	20.0%	100.0%

Chart 36



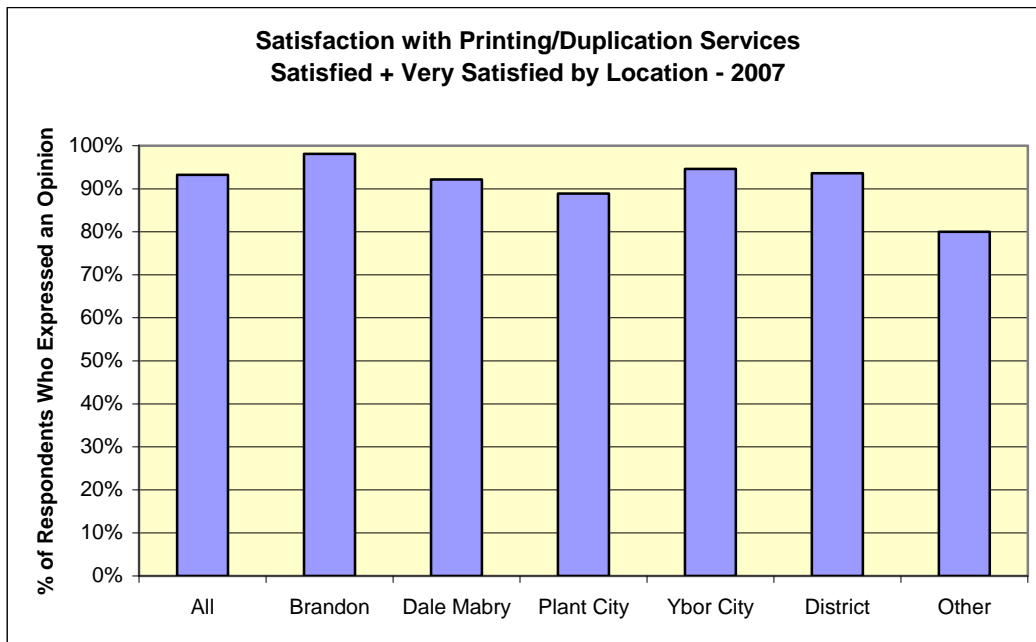
## Printing/Duplication

Printing/Duplication received the third highest rating of all campus-based services. The overall percentage of faculty and staff who were satisfied with this service was 93.3% in 2007 which was down slightly from the previous survey administration (95.7% in 2005). With the exception of Plant City's ratings, the percentages at the other three campuses were above 90%. The highest percentage was found at the Brandon campus (98.1%); 88.9% of the faculty and staff at Plant City were satisfied or very satisfied with Printing/Duplication services.

Table 39

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
g. Printing/duplication	102	189	17	4	27	32.7%	60.6%	5.4%	1.3%	100.0%
Brandon	22	30	0	1	2	41.5%	56.6%	0.0%	1.9%	100.0%
Dale Mabry	37	69	6	3	2	32.2%	60.0%	5.2%	2.6%	100.0%
Plant City	8	24	4	0	3	22.2%	66.7%	11.1%	0.0%	100.0%
Ybor City	21	32	3	0	3	37.5%	57.1%	5.4%	0.0%	100.0%
District	13	31	3	0	17	27.7%	66.0%	6.4%	0.0%	100.0%
Other	1	3	1	0	0	20.0%	60.0%	20.0%	0.0%	100.0%

Chart 37



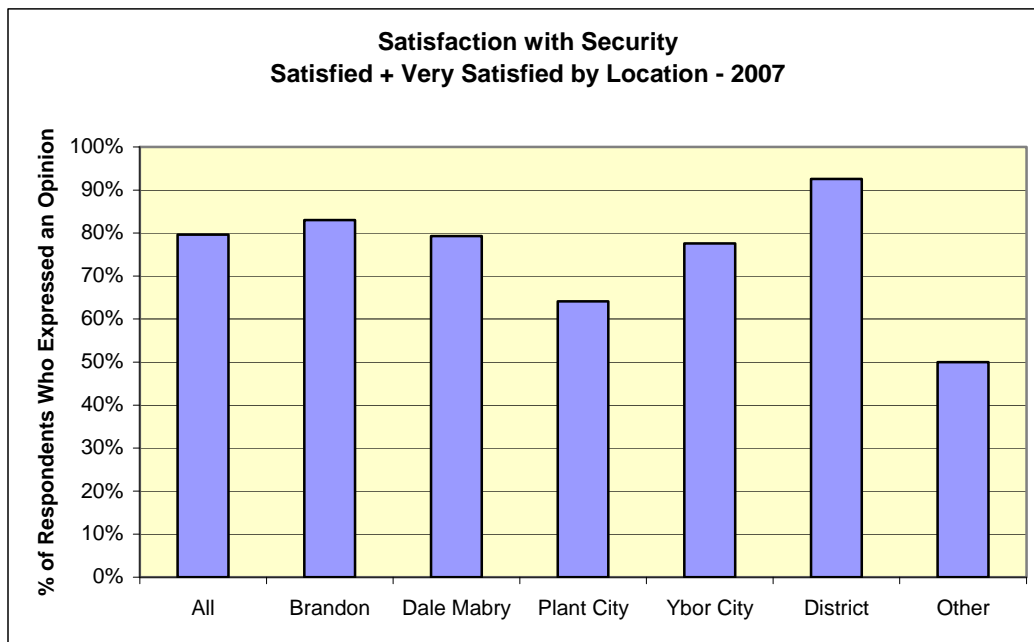
## Security

The satisfaction ratings for Security slipped 4.0% between 2005 and the latest survey administration. In 2005, 83.6% of faculty and staff expressed satisfaction with this area compared to 79.6% in 2007. Although 92.6% of District Office personnel were satisfied with Security services, the campus ratings were substantially lower. Brandon campus had the highest satisfaction level among the campuses (at 83.0%) while at Plant City, only 64.1% of faculty and staff indicated that were satisfied or very satisfied.

Table 40

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
<b>h. Security</b>	41	217	48	18	15	12.7%	67.0%	14.8%	5.6%	100.0%
Brandon	9	35	5	4	2	17.0%	66.0%	9.4%	7.5%	100.0%
Dale Mabry	12	80	17	7	1	10.3%	69.0%	14.7%	6.0%	100.0%
Plant City	6	19	10	4	0	15.4%	48.7%	25.6%	10.3%	100.0%
Ybor City	7	38	12	1	1	12.1%	65.5%	20.7%	1.7%	100.0%
District	7	43	3	1	10	13.0%	79.6%	5.6%	1.9%	100.0%
Other	0	2	1	1	1	0.0%	50.0%	25.0%	25.0%	100.0%

Chart 38



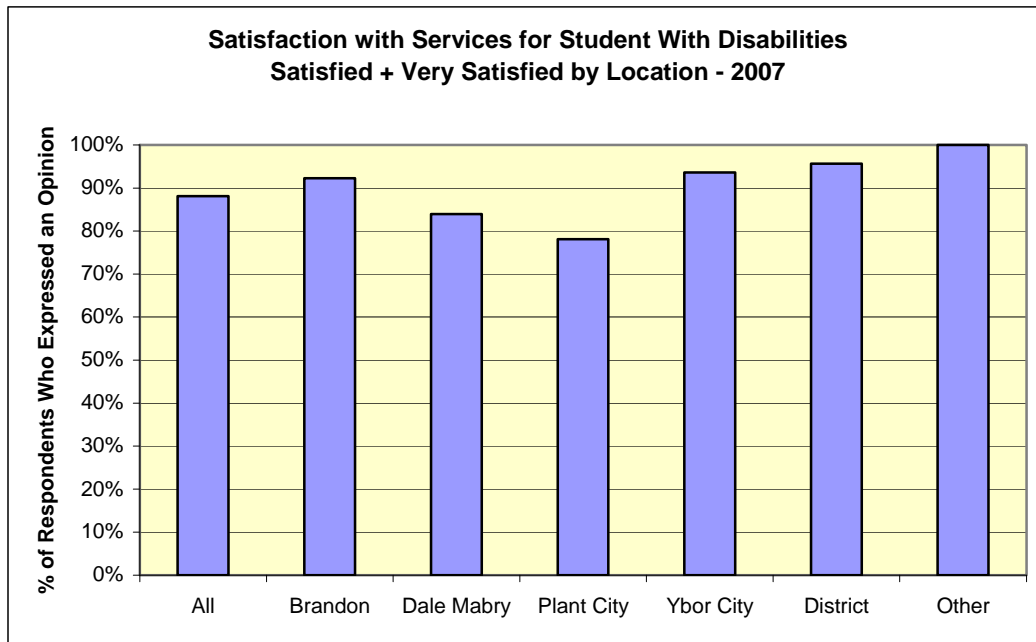
Services for Students With Disabilities

In 2007, 88.1% of respondents expressed satisfaction with Services for Students With Disabilities. The comparable percentage on the 2005 survey was 76.9%. The Ybor City and Brandon campus percentages were very similar to each other – 93.6% and 92.3%, respectively. The lowest level of satisfaction with this area was at the Plant City campus (78.1%). District Office employees were the most satisfied with disabilities services at 95.7%.

Table 41

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
i. Students w/ disabilities	29	171	16	11	112	12.8%	75.3%	7.0%	4.8%	100.0%
Brandon	11	25	1	2	16	28.2%	64.1%	2.6%	5.1%	100.0%
Dale Mabry	7	61	9	4	36	8.6%	75.3%	11.1%	4.9%	100.0%
Plant City	2	23	3	4	7	6.3%	71.9%	9.4%	12.5%	100.0%
Ybor City	6	38	3	0	12	12.8%	80.9%	6.4%	0.0%	100.0%
District	2	20	0	1	41	8.7%	87.0%	0.0%	4.3%	100.0%
Other	1	4	0	0	0	20.0%	80.0%	0.0%	0.0%	100.0%

Chart 39



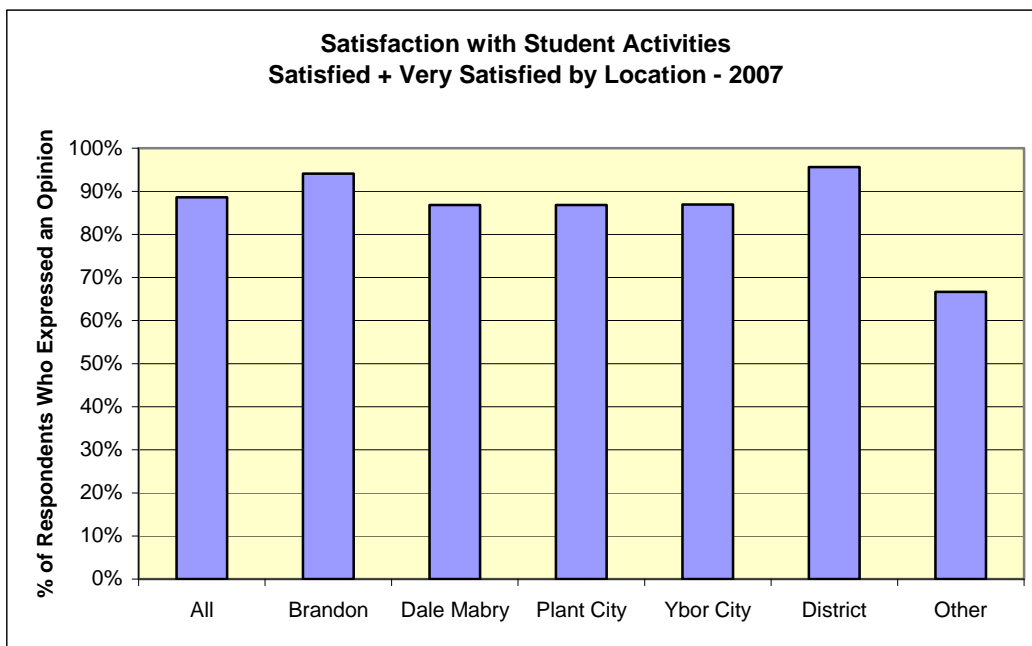
## Student Activities

The percentages of faculty and staff who expressed satisfaction with Student Activities were identical at the Dale Mabry and Plant City campuses (86.8%), and 87.0% at Ybor City were satisfied or very satisfied. The ratings at the Brandon campus and District Office were very similar to each other – 94.1% and 95.7%, respectively. The overall percentage of 88.6% was 1.4% higher than that in 2005.

Table 42

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
j. Student activities	39	156	17	8	119	17.7%	70.9%	7.7%	3.6%	100.0%
Brandon	13	19	1	1	21	38.2%	55.9%	2.9%	2.9%	100.0%
Dale Mabry	11	55	7	3	41	14.5%	72.4%	9.2%	3.9%	100.0%
Plant City	7	26	3	2	1	18.4%	68.4%	7.9%	5.3%	100.0%
Ybor City	4	36	5	1	13	8.7%	78.3%	10.9%	2.2%	100.0%
District	4	18	0	1	41	17.4%	78.3%	0.0%	4.3%	100.0%
Other	0	2	1	0	2	0.0%	66.7%	33.3%	0.0%	100.0%

Chart 40



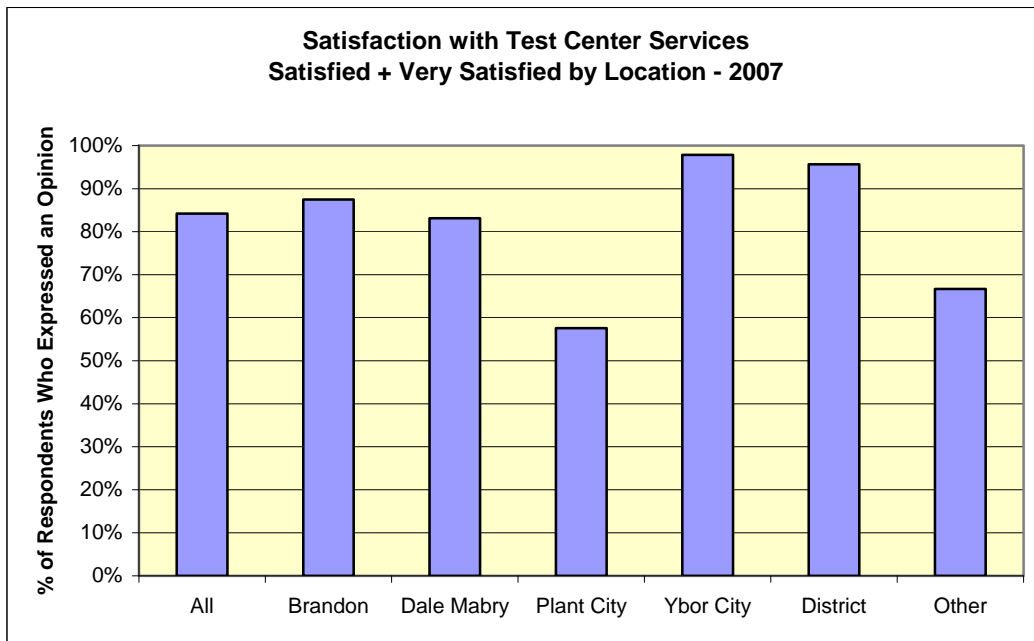
Test Center

Overall, 84.2% of faculty and staff expressed satisfaction with HCC’s Test Centers; this percentage was slightly higher than in 2005 (an increase of 1.4%). However, in 2007 the percentages varied widely by campus ranging from 97.8% at Ybor City to 57.6% at Plant City.

Table 43

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
k. Test center	32	160	23	13	111	14.0%	70.2%	10.1%	5.7%	100.0%
Brandon	13	22	3	2	15	32.5%	55.0%	7.5%	5.0%	100.0%
Dale Mabry	8	61	11	3	34	9.6%	73.5%	13.3%	3.6%	100.0%
Plant City	2	17	7	7	6	6.1%	51.5%	21.2%	21.2%	100.0%
Ybor City	5	40	1	0	13	10.9%	87.0%	2.2%	0.0%	100.0%
District	4	18	0	1	41	17.4%	78.3%	0.0%	4.3%	100.0%
Other	0	2	1	0	2	0.0%	66.7%	33.3%	0.0%	100.0%

Chart 41



## Tutoring Services

Satisfaction with Tutoring Services increased substantially over the 2005 survey administration results. The overall percentage of 87.0% was 6.9% higher than that in 2005 (80.1%). The Ybor City and Brandon campus ratings were very similar to each other; 90.3% of faculty and staff at Brandon expressed satisfaction with Tutoring Services while 89.7% at Ybor City were satisfied or very satisfied with these services. Plant City had the lowest level of satisfaction across the four campuses at 79.4%.

Table 44

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
I. Tutoring services	26	141	21	4	147	13.5%	73.4%	10.9%	2.1%	100.0%
Brandon	10	18	3	0	24	32.3%	58.1%	9.7%	0.0%	100.0%
Dale Mabry	7	50	7	2	51	10.6%	75.8%	10.6%	3.0%	100.0%
Plant City	2	25	6	1	5	5.9%	73.5%	17.6%	2.9%	100.0%
Ybor City	4	31	3	1	20	10.3%	79.5%	7.7%	2.6%	100.0%
District	3	15	1	0	45	15.8%	78.9%	5.3%	0.0%	100.0%
Other	0	2	1	0	2	0.0%	66.7%	33.3%	0.0%	100.0%

Chart 42

