

Faculty and Staff Satisfaction Survey

The purpose of this survey is to assess faculty and staff satisfaction with the quality of HCC's programs and services. Your survey responses are totally anonymous unless you choose to identify yourself. Survey results will be applied to the College review of programs and services with the goal of continuous improvement. Click on the 'Next' button at the bottom of each screen to continue to the next set of items.

Q1 For each College quality listed below, please rate your level of satisfaction.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Uncertain</i>
a. Academic standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Financial resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Quality of instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Responsiveness to diverse populations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Student learning outcomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Official internal college communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2 Please describe strengths for items that you rated 'Very Satisfied'. Note the item letter in your response.

Q3 Please describe weaknesses for items that you rated 'Very Dissatisfied'. Note the item letter in your response.

Q4 Please provide any recommendations to improve service quality.

Q5 For each District Office administrative area listed below, please rate your level of satisfaction.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Did Not Use</i>
a. Academic Affairs (A.A. Program, Technical Programs, Continuing Education)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Administration/Finance (Budget, Payroll, Purchasing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Administrative Technology (e.g. Datatel Colleague, WebAdvisor, Online Admissions, ImageNow, Campus Cruiser)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Alumni Affairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Grants Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. HCC Foundation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Marketing, Public Relations & Publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Networking & Telecommunications (e.g. email, help desk, desktop/laptop support, telephone service, network & data security)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Professional Development & Web Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Strategic Planning & Analysis/MIS/Institutional Research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Student Services (Admissions & Records, Financial Aid, Advising)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. The Corporate Training Center @ HCC (TCTC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6 Please describe strengths for items that you rated 'Very Satisfied'. Note the item letter in your response.

Q7 Please describe weaknesses for items that you rated 'Very Dissatisfied'. Note the item letter in your response.

Q8 Please provide any recommendations to improve service quality.

Q9 For each campus service listed below, please rate your level of satisfaction.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Did Not Use</i>
a. Academic advising and counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Admissions and records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Bookstore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Bursar office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Classroom equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Computer labs for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Course scheduling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Facilities and maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Financial aid services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Food service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Grades and transcripts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q1 Please describe strengths for items that you rated 'Very Satisfied'. Note the item letter in your response.

0

Q1 Please describe weaknesses for items that you rated 'Very Dissatisfied'. Note the item letter in your response.

1

Q1 Please provide any recommendations to improve service quality.

2

Q1 For each campus service listed below, please rate your level of satisfaction.

3

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Did Not Use</i>
a. Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Mail service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Mathematics labs for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Reading/writing labs for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Registration process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Printing/duplication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Services for students with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Student activities (clubs, government)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Test center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Tutoring services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q1 Please describe strengths for items that you rated 'Very Satisfied'. Note the item letter in your response.

4

Q1 Please describe weaknesses for items that you rated 'Very Dissatisfied'. Note the item letter in your response.

5

Q1 Please provide any recommendations to improve service quality.

6

Q1 What is your location for the majority of your time?

7

- Brandon Campus*
- Dale Mabry Campus*
- Plant City Campus*
- Ybor City Campus*
- MacDill Center*
- SouthShore Campus*
- District Office*
- Other*

*If 'Other', please
specify:*

Q1 How long have you been employed by HCC?

8

- Five years or less*
- More than five years*

Q1 What is your primary instructional program or area of service?

- 9
- Campus Administration/Operations
 - Corporate Training (TCTC) or Continuing Education
 - District Administration/Operations
 - Learning Resource Center/Library
 - Program/Project Management
 - Student Services
 - Technical Programs
 - University Transfer Program (A.A.)
 - Other

If 'Other', please specify:

Q2 Which one of the following best describes your primary position at HCC?

- 0
- Full-time faculty
 - Part-time faculty
 - Full-time staff
 - Part-time staff

Q2 For each program quality listed below, please rate your level of satisfaction in relation to your primary program of instruction.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Do Not Use</i>
a. Class size	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Course content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Instructional materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Resources to ensure quality of program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Be certain to click the 'Submit' button to complete the survey.
You will be directed to a "thank you" page.**

Thank you for your time!