

FACULTY/STAFF SATISFACTION SURVEY 2009

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 March 2009, the Office of Institutional Research conducted the third biennial survey of faculty and staff satisfaction. The wording of items remained the same as the 2007 version. The first survey, in 2005, was conducted in a paper-and-pencil scannable format, while the 2007 and 2009 administrations were conducted totally online. An initial email was sent from President Stephenson on March 31, 2009, to all faculty and staff who were listed in HCC's global address book. A reminder email was sent on April 8. The survey analyses were conducted using all responses received by noon on Wednesday, April 15. A total of 329 employees responded to the 2009 version, and 339 employees responded to the 2007 administration, compared to 622 in 2005. Because of the ease of completing the 2007 and 2009 surveys online, it is not apparent why the new method of survey administration resulted in the much lower response rate.

Respondents

All full-time and part-time faculty and staff were asked to indicate at which campus they spent the majority of their time. The number of respondents grouped by campus were: Brandon 56, Dale Mabry 105, Plant City 21, SouthShore 15, Ybor City 63, District Office 60, and Other 9. The category "Other" includes 3 at MacDill, and other miscellaneous and missing responses. 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	South Shore	Ybor City	District Office	Other	
Full-time Faculty	18	54	6	0	20	2	0	100
Part-time Faculty	10	16	1	4	9	1	2	43
Full-time Staff	24	32	13	11	33	54	7	174
Part-time Staff	4	3	1	0	1	3	0	12
TOTAL	56	105	21	15	63	60	9	329

Survey

The 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, respondents were asked 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

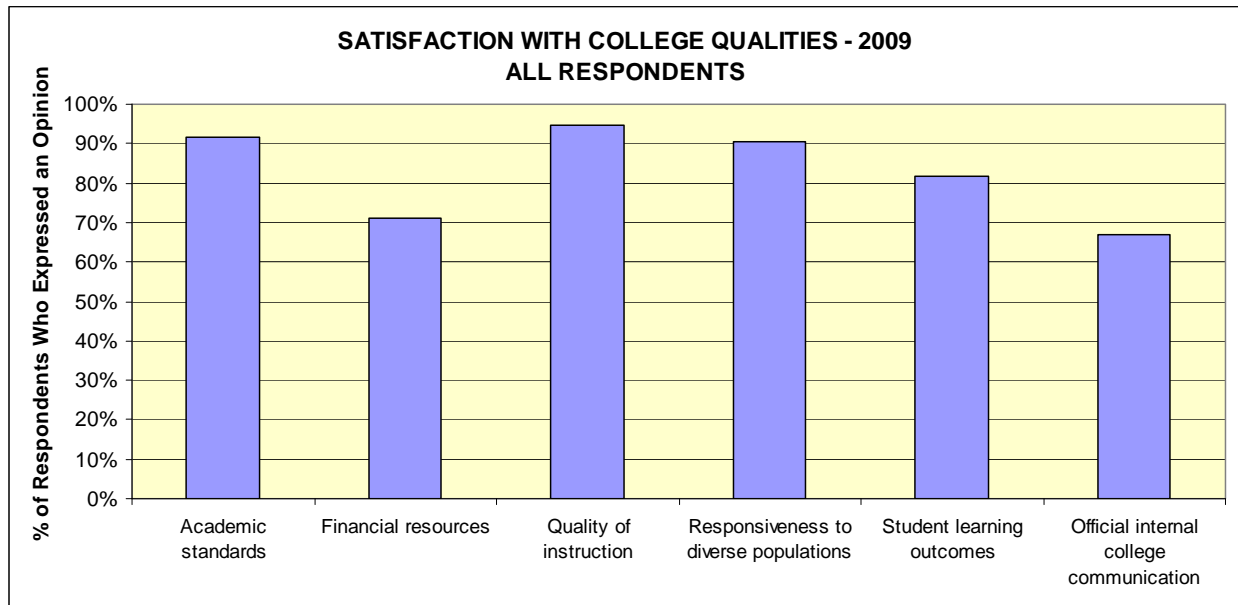
In the first section of the survey, faculty and staff were asked to indicate their level of satisfaction with overall College qualities. The percentages of employees who indicated that they were satisfied or very satisfied, after excluding those who were uncertain, are shown in Table 2 in descending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

Table 2

Rank	College Quality	%
1	Quality of instruction	94.6%
2	Academic standards	91.7%
3	Responsiveness to diverse populations	90.5%
4	Student learning outcomes	81.7%
5	Financial resources	71.3%
6	Official internal college communication	66.9%

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

Chart 1

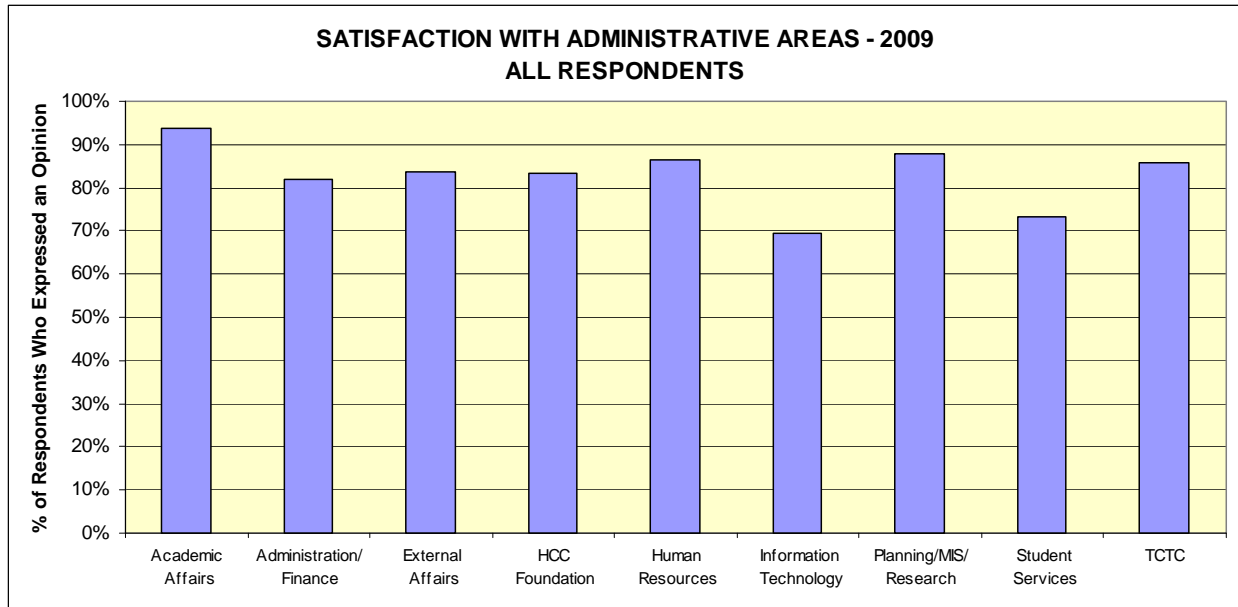


In the second section of the survey, employees were asked to rate administrative areas on a scale from “Very Satisfied” to “Very Dissatisfied.” Respondents were asked to choose “Did Not Use” if they were unfamiliar with this area or did not wish to express an opinion. Table 3 and Chart 2 display the 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	93.6%
2	Planning/MIS/Research	87.7%
3	Human Resources	86.6%
4	The Corporate Training Center	85.7%
5	External Affairs	83.7%
6	HCC Foundation	83.3%
7	Administration/Finance	81.9%
8	Student Services	73.2%
9	Information Technology	69.4%

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	96.0%
3	Services for students with disabilities	95.7%
4	Tutoring services	95.5%
5	Printing/duplication	95.2%
6	Mathematics labs for students	94.7%
7	Student activities	94.3%
8	Reading/writing labs for students	94.0%
8	Test center	94.0%
10	Computer labs for students	91.9%
11	Security	91.7%
12	Bursar office	91.3%
13	Classroom equipment	90.7%
14	Bookstore	89.6%
15	Course scheduling	87.0%
16	Grades and transcripts	85.6%
17	Admissions and records	78.6%
18	Facilities and maintenance	74.0%
19	Financial aid services	72.8%
20	Academic advising and counseling	72.6%
21	Parking	70.3%
22	Food service	69.7%
23	Registration process	64.3%

Chart 3

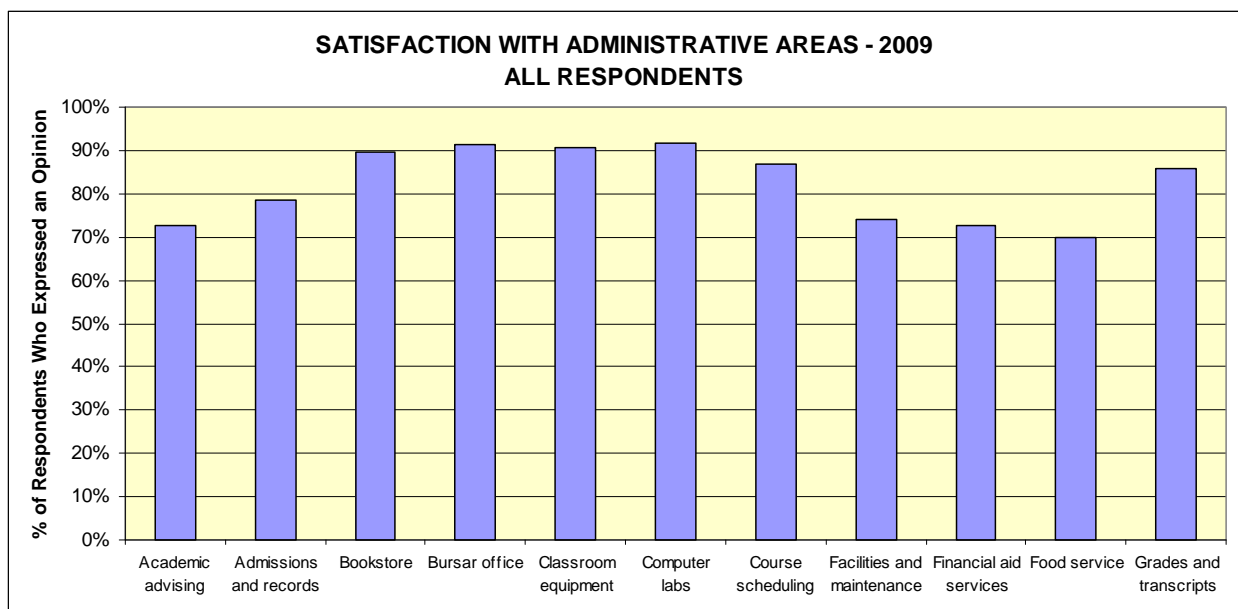
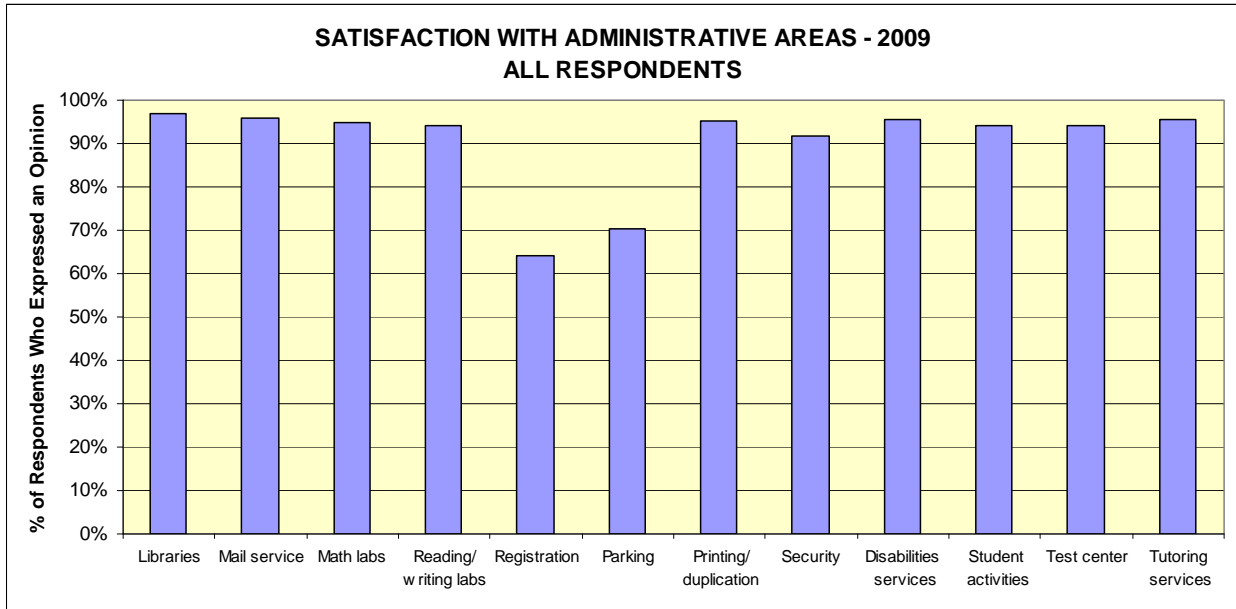


Chart 4



Four items were asked only of respondents who identified their primary position as faculty ($n=143$). The percentages of faculty members who expressed satisfaction with each program quality are shown in descending order in Table 5. The percent who were satisfied increased for three of the four items when compared with the 2007 results, as shown in Section 4 of Table 6. Satisfaction with course content decreased slightly from 96.4% in 2007 to 95.5% in 2009.

Table 5

Rank	Program Quality	%
1	Course content	95.5%
2	Class size	93.2%
3	Instructional materials	91.9%
4	Resources to ensure quality of program	86.8%

Table 6 presents a comparison of the percentages of respondents who were satisfied or very satisfied on the 2005, 2007, and 2009 surveys. The percentage change is displayed in green in those cases where the change was positive in 2009 when compared to 2007 and red where a smaller percentage expressed satisfaction with the area or service in 2009 versus 2007. Satisfaction with libraries remained the same, and the percent change is shown in black. The 2009 ratings were noticeably higher than in 2007, as evidenced by the number of changes highlighted in green. The three largest increases were in classroom equipment from 76.8% to 90.7% (a 13.9% change), security (from 79.6% to 91.7%), and computer labs that increased by 11.3%. The increased satisfaction with classroom equipment is especially remarkable in that this category received the lowest satisfaction rating among campus services in 2005. The largest decrease in satisfaction ratings was related to the registration process; the decline was from 69.6% to 64.3% (a 5.3% decrease).

Table 6

ITEM	2005 % S + VS	2007 % S + VS	2009 % S + VS	Percent Change
SECTION 1: COLLEGE QUALITY				
Academic standards	87.5%	88.6%	91.7%	3.1%
Financial resources	66.5%	69.5%	71.3%	1.8%
Quality of instruction	93.5%	93.0%	94.6%	1.6%
Responsiveness to diverse populations	89.3%	88.2%	90.5%	2.3%
Student learning outcomes	79.3%	82.9%	81.7%	-1.2%
Official internal college communication	N/A	59.8%	66.9%	7.1%
SECTION 2: ADMINISTRATIVE AREA				
Academic Affairs *	86.7%	91.7%	93.6%	1.9%
Administration/Finance	77.1%	70.8%	81.9%	11.1%
External Affairs	84.1%	81.7%	83.7%	2.0%
HCC Foundation	80.6%	86.2%	83.3%	-2.9%
Human Resources	79.4%	78.6%	86.6%	8.0%
Information Technology	76.9%	69.0%	69.4%	0.4%
Planning/MIS/Research	83.5%	87.4%	87.7%	0.3%
Student Services *	86.7%	64.4%	73.2%	8.8%
The Corporate Training Center	75.8%	83.9%	85.7%	1.8%
SECTION 3: CAMPUS SERVICES				
Academic advising and counseling	69.2%	71.6%	72.6%	1.0%
Admissions and records	71.1%	77.5%	78.6%	1.1%
Bookstore	89.8%	87.9%	89.6%	1.7%
Bursar office	89.0%	86.0%	91.3%	5.3%
Classroom equipment	64.0%	76.8%	90.7%	13.9%
Computer labs for students	76.2%	80.6%	91.9%	11.3%
Course scheduling	84.0%	85.8%	87.0%	1.2%
Facilities and maintenance	69.3%	73.3%	74.0%	0.7%
Financial aid services	64.5%	67.7%	72.8%	5.1%
Food service	69.0%	60.9%	69.7%	8.8%
Grades and transcripts	85.6%	88.2%	85.6%	-2.6%
Libraries	93.9%	96.8%	96.8%	0.0%
Mail service	92.8%	93.8%	96.0%	2.2%
Mathematics labs for students	84.2%	90.5%	94.7%	4.2%
Reading/writing labs for students	87.0%	91.7%	94.0%	2.3%
Registration process	65.5%	69.6%	64.3%	-5.3%
Parking	64.5%	59.2%	70.3%	11.1%

SECTION 3 (continued): CAMPUS SERVICES				
Printing/duplication	95.7%	93.3%	95.2%	1.9%
Security	83.6%	79.6%	91.7%	12.1%
Services for students with disabilities	76.9%	88.1%	95.7%	7.6%
Student activities	87.2%	88.6%	94.3%	5.7%
Test center	82.8%	84.2%	94.0%	9.8%
Tutoring services	80.1%	87.0%	95.5%	8.5%
SECTION 4: PROGRAM QUALITIES				
Class size	93.5%	85.1%	93.2%	8.1%
Course content	94.9%	96.4%	95.5%	-0.9%
Instructional materials	89.1%	91.5%	91.9%	0.4%
Resources to ensure quality of program	75.5%	77.9%	86.8%	8.9%
* The 2005 survey combined these two areas as "Education/Student Development"				

Detailed Results by Location

The next section of the report provides the raw data for all items on the 2009 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. Due to the low number of respondents at MacDill, these data were combined with responses from "Other" locations.

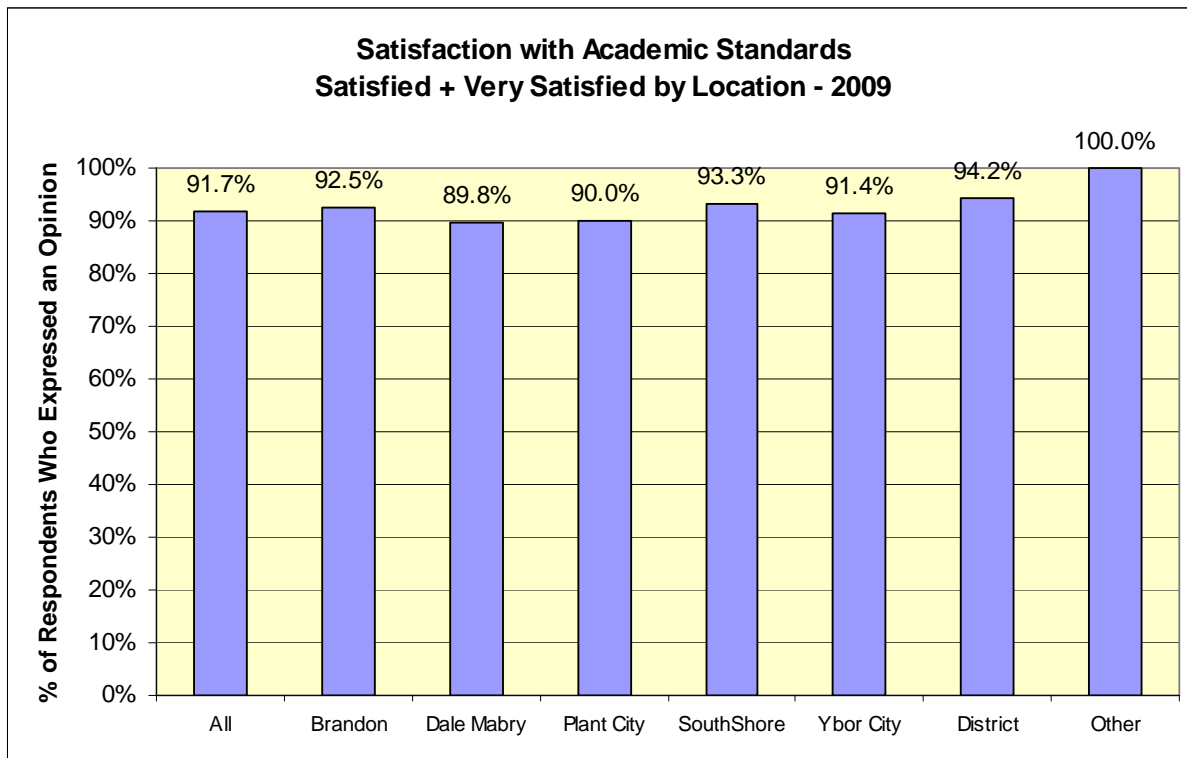
Academic Standards

Respondents were asked to rate how satisfied they were with HCC's academic standards. Table 7 shows that 56 employees were very satisfied (VS), 222 were satisfied (S), 21 were dissatisfied (D), 4 were very dissatisfied (VD), and 26 were uncertain (U). The first bar, labeled "All," in Chart 5 shows that 91.7% of the respondents who expressed an opinion were either "Very Satisfied" or "Satisfied" – that is, (56+222) divided by all responses except "Uncertain" (56+222+21+4). Chart 5 shows that the faculty and staff at "Other" locations were the most satisfied with HCC's academic standards. Those at the Dale Mabry and Plant City campuses were least satisfied with academic standards among faculty and staff who expressed an opinion on this item.

Table 7

Q1	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	U	VS	S	D	VD	Total
a. Academic standards	56	222	21	4	26	18.5%	73.3%	6.9%	1.3%	100.0%
Brandon	9	40	1	3	3	17.0%	75.5%	1.9%	5.7%	100.0%
Dale Mabry	21	67	9	1	7	21.4%	68.4%	9.2%	1.0%	100.0%
Plant City	0	18	2	0	1	0.0%	90.0%	10.0%	0.0%	100.0%
SouthShore	4	10	1	0	0	26.7%	66.7%	6.7%	0.0%	100.0%
Ybor City	8	45	5	0	5	13.8%	77.6%	8.6%	0.0%	100.0%
District	11	38	3	0	8	21.2%	73.1%	5.8%	0.0%	100.0%
Other	3	4	0	0	2	42.9%	57.1%	0.0%	0.0%	100.0%

Chart 5



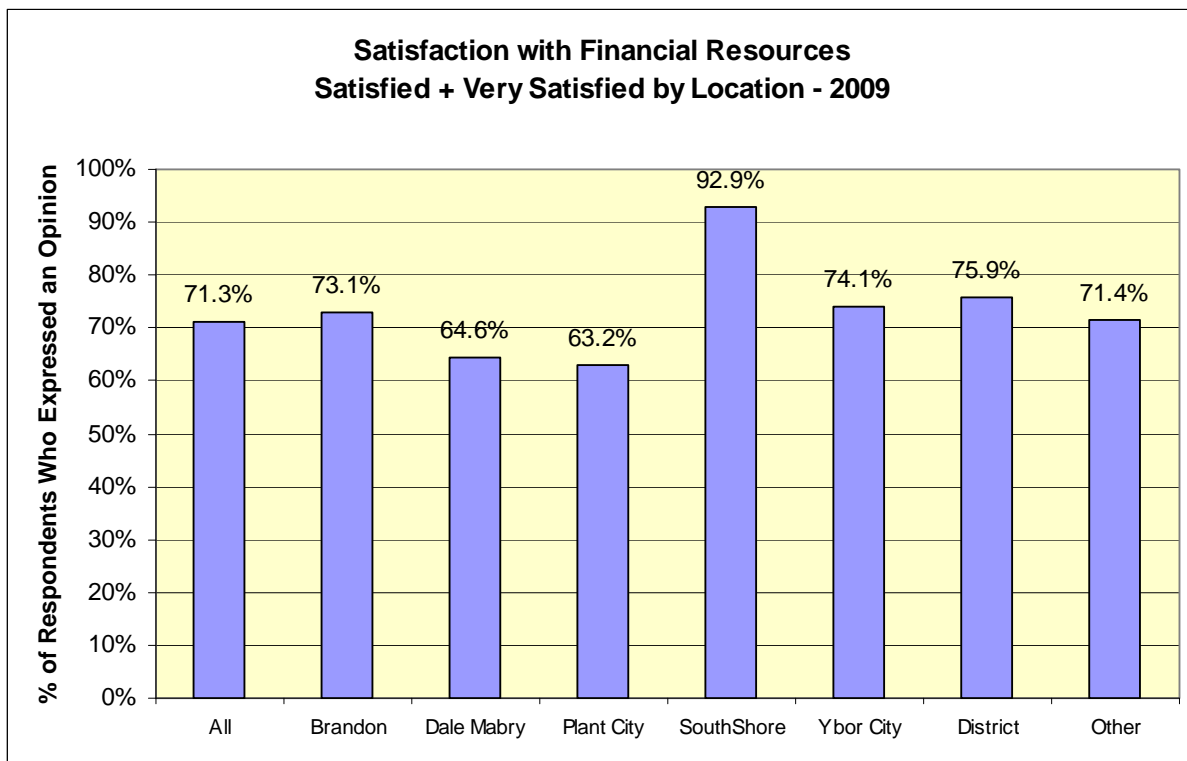
Financial Resources

The adequacy of financial resources at HCC was rated by 296 faculty and staff members. The highest rate of satisfaction was among employees at the SouthShore campus (92.9% of those who expressed an opinion), followed by District Office at 75.9%. The overall percentage of those who were satisfied or very satisfied was 71.3%. The lowest rates of satisfaction were among the faculty and staff at the Plant City (63.2%) and Dale Mabry (64.6%) campuses.

Table 8

Q1	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	U	VS	S	D	VD	Total
b. Financial resources	12	199	68	17	33	4.1%	67.2%	23.0%	5.7%	100.0%
Brandon	3	35	10	4	4	5.8%	67.3%	19.2%	7.7%	100.0%
Dale Mabry	1	61	30	4	9	1.0%	63.5%	31.3%	4.2%	100.0%
Plant City	1	11	4	3	2	5.3%	57.9%	21.1%	15.8%	100.0%
SouthShore	3	10	1	0	1	21.4%	71.4%	7.1%	0.0%	100.0%
Ybor City	1	39	12	2	9	1.9%	72.2%	22.2%	3.7%	100.0%
District	3	38	9	4	6	5.6%	70.4%	16.7%	7.4%	100.0%
Other	0	5	2	0	2	0.0%	71.4%	28.6%	0.0%	100.0%

Chart 6



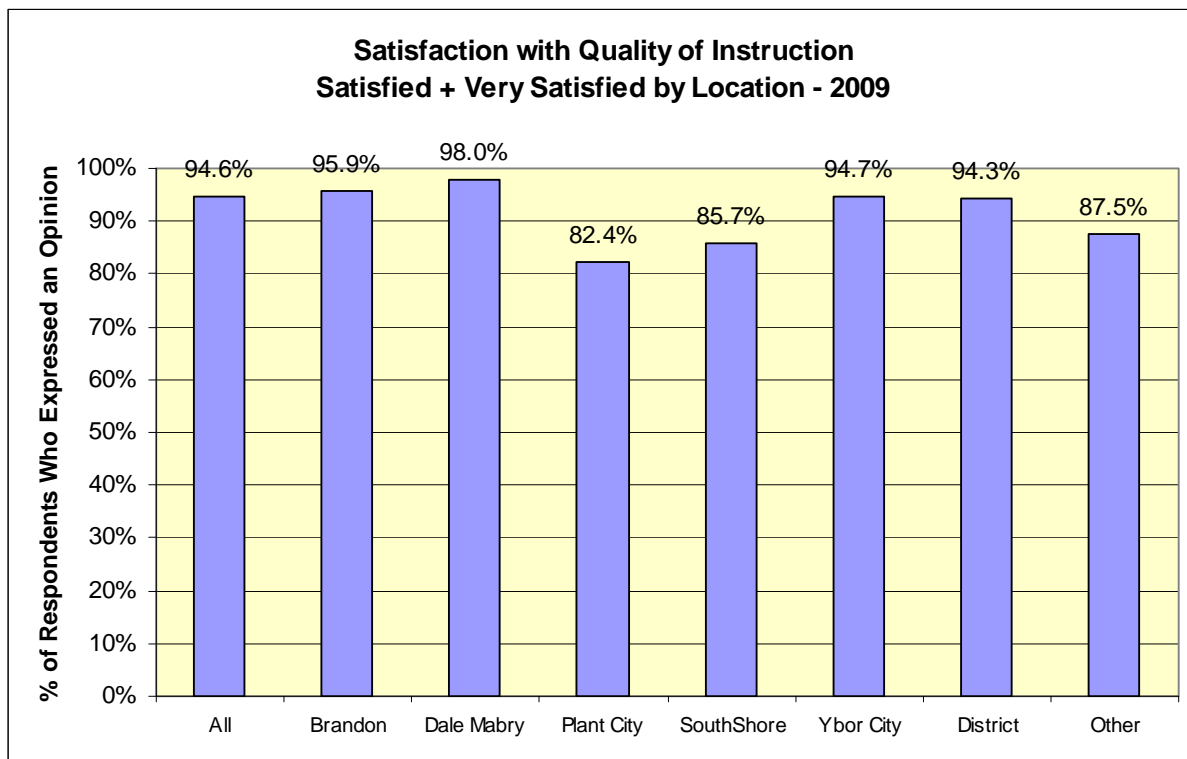
Quality of Instruction

Quality of instruction was the highest-rated item related to overall College qualities listed in Question 1. Overall, 94.6% 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 Plant City being the lowest (82.4%), a reversal of the 2007 findings in which 100% of the respondents at Plant City expressed satisfaction with quality of instruction. In 2009, the highest satisfaction rating was at Dale Mabry, where 98.0% of the respondents expressed satisfaction with instructional quality.

Table 9

Q1	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	U	VS	S	D	VD	Total
c. Quality of instruction	72	211	10	6	30	24.1%	70.6%	3.3%	2.0%	100.0%
Brandon	10	37	1	1	7	20.4%	75.5%	2.0%	2.0%	100.0%
Dale Mabry	32	67	2	0	4	31.7%	66.3%	2.0%	0.0%	100.0%
Plant City	1	13	0	3	4	5.9%	76.5%	0.0%	17.6%	100.0%
SouthShore	6	6	2	0	1	42.9%	42.9%	14.3%	0.0%	100.0%
Ybor City	10	44	3	0	6	17.5%	77.2%	5.3%	0.0%	100.0%
District	11	39	2	1	7	20.8%	73.6%	3.8%	1.9%	100.0%
Other	2	5	0	1	1	25.0%	62.5%	0.0%	12.5%	100.0%

Chart 7



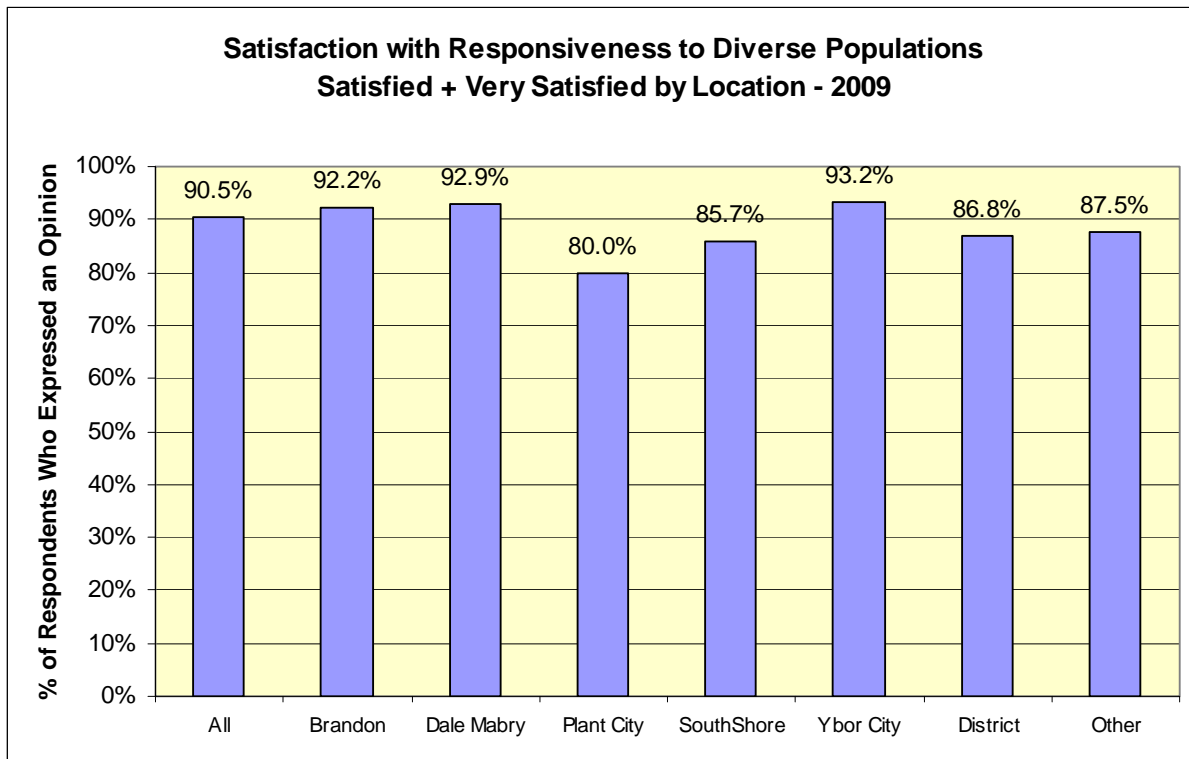
Responsiveness to Diverse Populations

Responsiveness to diverse populations was the third highest-rated College quality, with 90.5% of the respondents expressing satisfaction. This percentage was slightly higher in 2009 than on the 2007 survey; the percentage increased from 88.2%. Chart 8 shows that most faculty and staff were satisfied with the College's responsiveness to diverse populations. The lowest satisfaction rating was at Plant City (80.0%), and the highest ratings were expressed by faculty and staff at Ybor City (93.2%).

Table 10

Q1	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	U	VS	S	D	VD	Total
d. Diverse populations	75	200	25	4	25	24.7%	65.8%	8.2%	1.3%	100.0%
Brandon	14	33	2	2	5	27.5%	64.7%	3.9%	3.9%	100.0%
Dale Mabry	31	61	7	0	6	31.3%	61.6%	7.1%	0.0%	100.0%
Plant City	2	14	4	0	1	10.0%	70.0%	20.0%	0.0%	100.0%
SouthShore	3	9	1	1	1	21.4%	64.3%	7.1%	7.1%	100.0%
Ybor City	15	40	4	0	4	25.4%	67.8%	6.8%	0.0%	100.0%
District	9	37	6	1	7	17.0%	69.8%	11.3%	1.9%	100.0%
Other	1	6	1	0	1	12.5%	75.0%	12.5%	0.0%	100.0%

Chart 8



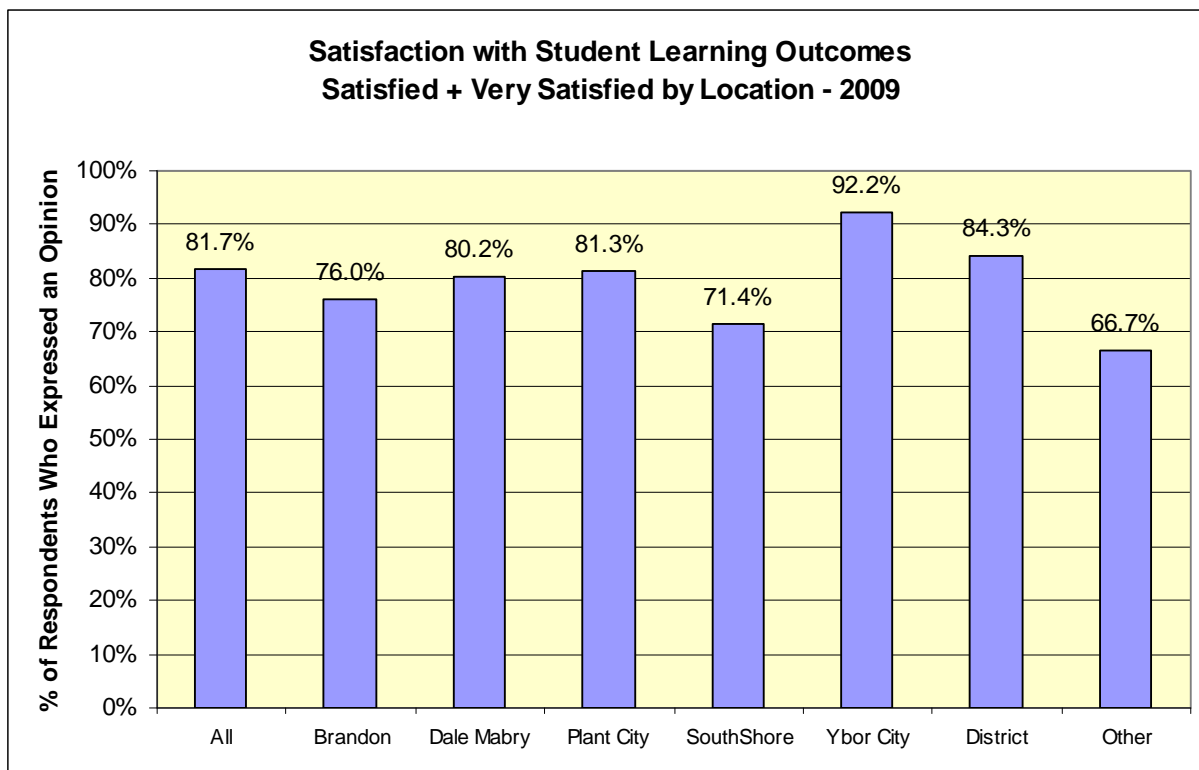
Student Learning Outcomes

Satisfaction with student learning outcomes was the fourth highest-rated item in Question 1. Overall, 81.7% expressed satisfaction with student learning outcomes. The ratings varied from 92.2% at the Ybor City campus to a low of 66.7% for those who indicated that they were at an “Other” location.

Table 11

Q1	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	U	VS	S	D	VD	Total
e. Learning outcomes	33	195	42	9	50	11.8%	69.9%	15.1%	3.2%	100.0%
Brandon	7	31	9	3	6	14.0%	62.0%	18.0%	6.0%	100.0%
Dale Mabry	12	61	16	2	14	13.2%	67.0%	17.6%	2.2%	100.0%
Plant City	0	13	2	1	5	0.0%	81.3%	12.5%	6.3%	100.0%
SouthShore	4	6	3	1	1	28.6%	42.9%	21.4%	7.1%	100.0%
Ybor City	3	44	4	0	12	5.9%	86.3%	7.8%	0.0%	100.0%
District	6	37	6	2	9	11.8%	72.5%	11.8%	3.9%	100.0%
Other	1	3	2	0	3	16.7%	50.0%	33.3%	0.0%	100.0%

Chart 9



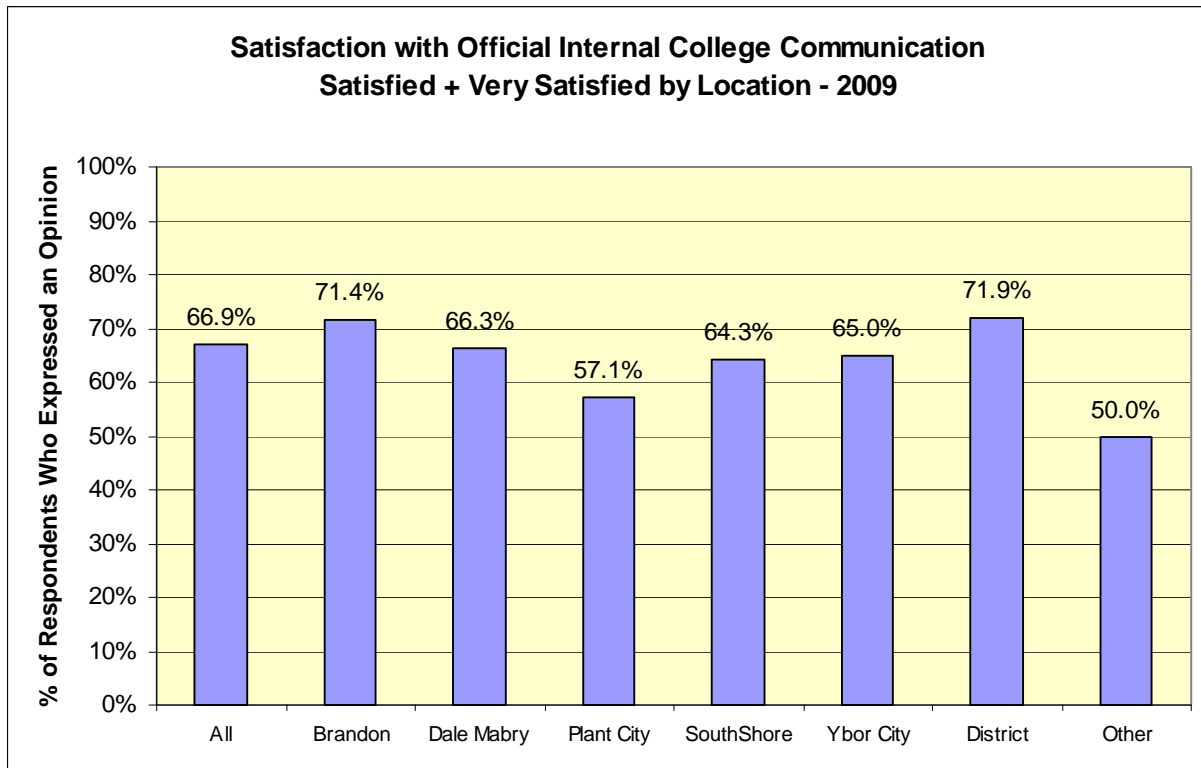
Official Internal College Communication

Satisfaction with official internal college communication was an item that was added in 2007 in response to a faculty member’s request. Relative to other items in the first section of the survey, communication received the lowest satisfaction ratings. However, the overall rating increased when compared to the 2007 survey – from 59.8% that year to 66.9% in 2009. This item also elicited many comments again in 2009 among respondents who expressed dissatisfaction with internal communication but few recommendations on how to improve. The highest percentages of respondents who expressed satisfaction were at District Office and Brandon – 71.9% and 71.4% respectively. The lowest percentages of respondents who were satisfied were among “Other” faculty and staff (50.0%) and those at Plant City (57.1%).

Table 12

Q1	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	U	VS	S	D	VD	Total
f. Internal communication	37	175	66	39	12	11.7%	55.2%	20.8%	12.3%	100.0%
Brandon	7	33	10	6	0	12.5%	58.9%	17.9%	10.7%	100.0%
Dale Mabry	18	49	20	14	4	17.8%	48.5%	19.8%	13.9%	100.0%
Plant City	1	11	6	3	0	4.8%	52.4%	28.6%	14.3%	100.0%
SouthShore	4	5	4	1	1	28.6%	35.7%	28.6%	7.1%	100.0%
Ybor City	3	36	13	8	3	5.0%	60.0%	21.7%	13.3%	100.0%
District	3	38	12	4	3	5.3%	66.7%	21.1%	7.0%	100.0%
Other	1	3	1	3	1	12.5%	37.5%	12.5%	37.5%	100.0%

Chart 10



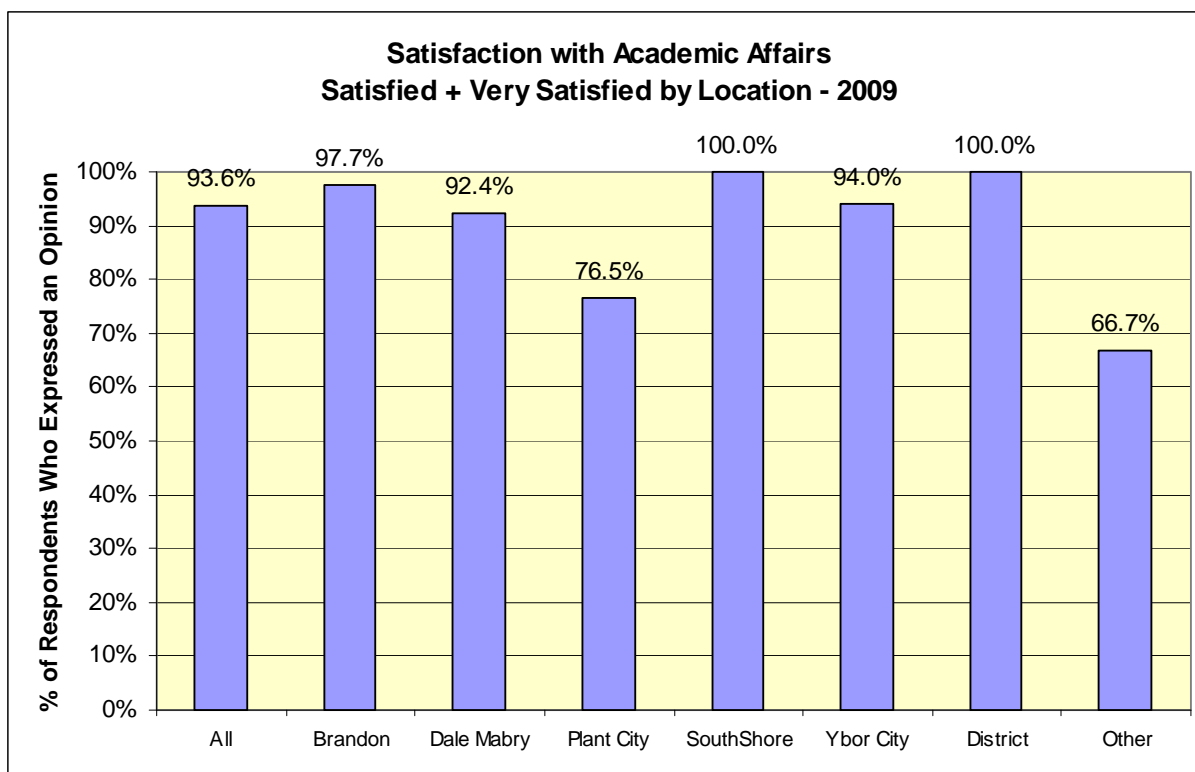
Academic Affairs (A.A. Program, Technical Programs, Continuing Education)

In Question 5, faculty and staff were asked 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 93.6%. Four campus’s ratings and that for District Office were above 90%; the exceptions were Plant City at 76.5% and “Other” at 66.7%.

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	39	211	16	1	62	14.6%	79.0%	6.0%	0.4%	100.0%
Brandon	6	36	1	0	13	14.0%	83.7%	2.3%	0.0%	100.0%
Dale Mabry	14	71	6	1	13	15.2%	77.2%	6.5%	1.1%	100.0%
Plant City	2	11	4	0	4	11.8%	64.7%	23.5%	0.0%	100.0%
SouthShore	0	12	0	0	3	0.0%	100.0%	0.0%	0.0%	100.0%
Ybor City	8	39	3	0	13	16.0%	78.0%	6.0%	0.0%	100.0%
District	7	40	0	0	13	14.9%	85.1%	0.0%	0.0%	100.0%
Other	2	2	2	0	3	33.3%	33.3%	33.3%	0.0%	100.0%

Chart 11



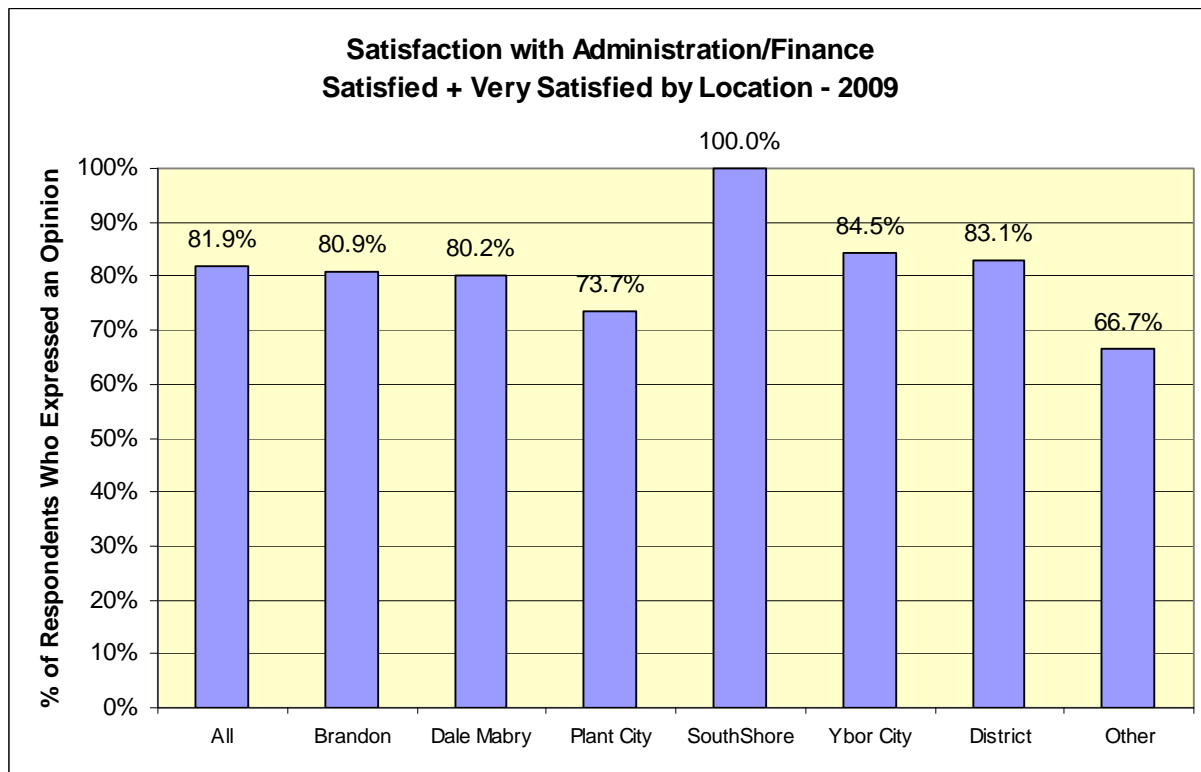
Administration/Finance (Budget, Payroll, Purchasing)

The District Office function labeled “Administration/Finance” included Budget, Payroll, and Purchasing. Overall, 81.9% of the respondents expressed satisfaction with this area; this percentage was substantially higher than in 2007 (70.8%). However, there were large differences across locations: the highest percentage of respondents who were satisfied with Administration/Finance was at the SouthShore campus (100.0%), whereas 66.7% of “Other” faculty and staff 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	35	210	43	11	30	11.7%	70.2%	14.4%	3.7%	100.0%
Brandon	2	36	6	3	9	4.3%	76.6%	12.8%	6.4%	100.0%
Dale Mabry	12	65	16	3	9	12.5%	67.7%	16.7%	3.1%	100.0%
Plant City	1	13	3	2	2	5.3%	68.4%	15.8%	10.5%	100.0%
SouthShore	4	10	0	0	1	28.6%	71.4%	0.0%	0.0%	100.0%
Ybor City	6	43	8	1	5	10.3%	74.1%	13.8%	1.7%	100.0%
District	9	40	9	1	1	15.3%	67.8%	15.3%	1.7%	100.0%
Other	1	3	1	1	3	16.7%	50.0%	16.7%	16.7%	100.0%

Chart 12



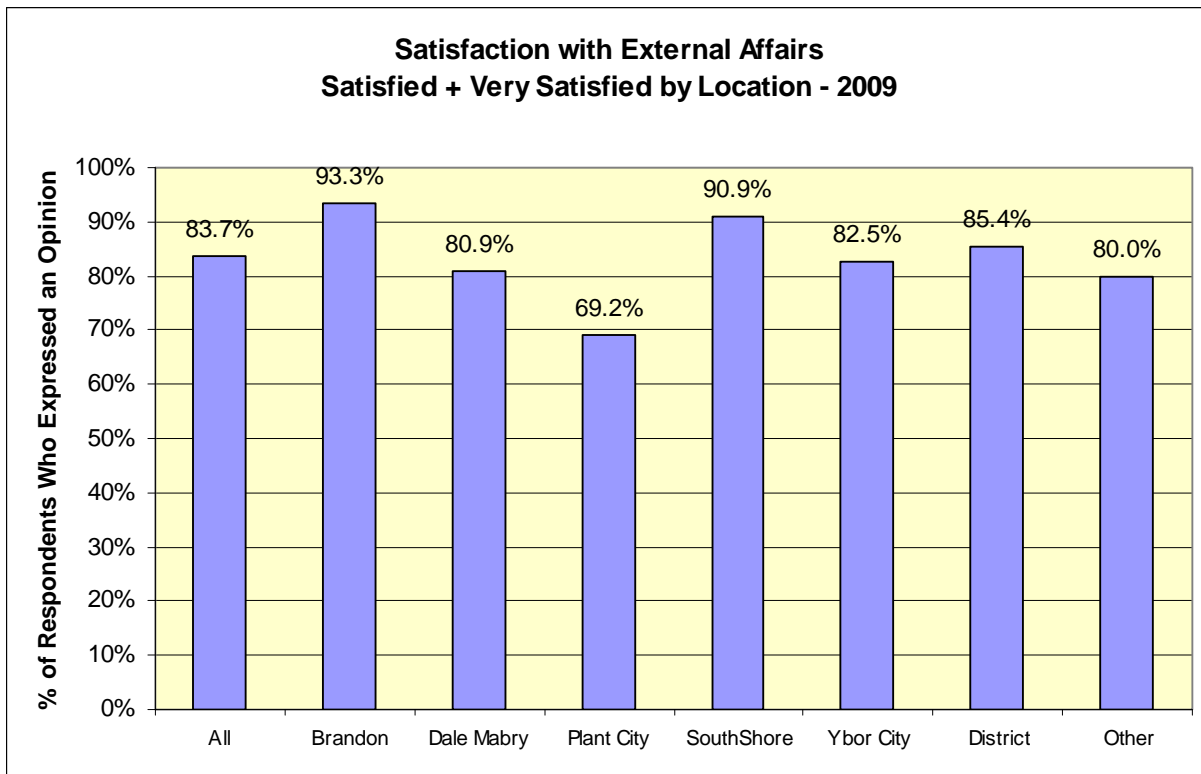
External Affairs (Alumni, Grants Management, Publications)

The District Office function of External Affairs included Alumni, Grants Management, and Publications on the 2009 survey. Over 90% of the respondents at the Brandon (93.3%) and SouthShore (90.9%) campuses were satisfied or very satisfied with this area, while only 69.2% of those at Plant City expressed satisfaction with External Affairs. Overall, 114 of the survey respondents did not express any opinion regarding this area; of those who did provide an opinion, 83.7% 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	18	162	28	7	114	8.4%	75.3%	13.0%	3.3%	100.0%
Brandon	1	27	1	1	26	3.3%	90.0%	3.3%	3.3%	100.0%
Dale Mabry	5	50	9	4	37	7.4%	73.5%	13.2%	5.9%	100.0%
Plant City	1	8	4	0	8	7.7%	61.5%	30.8%	0.0%	100.0%
SouthShore	1	9	1	0	4	9.1%	81.8%	9.1%	0.0%	100.0%
Ybor City	4	29	6	1	23	10.0%	72.5%	15.0%	2.5%	100.0%
District	6	35	6	1	12	12.5%	72.9%	12.5%	2.1%	100.0%
Other	0	4	1	0	4	0.0%	80.0%	20.0%	0.0%	100.0%

Chart 13



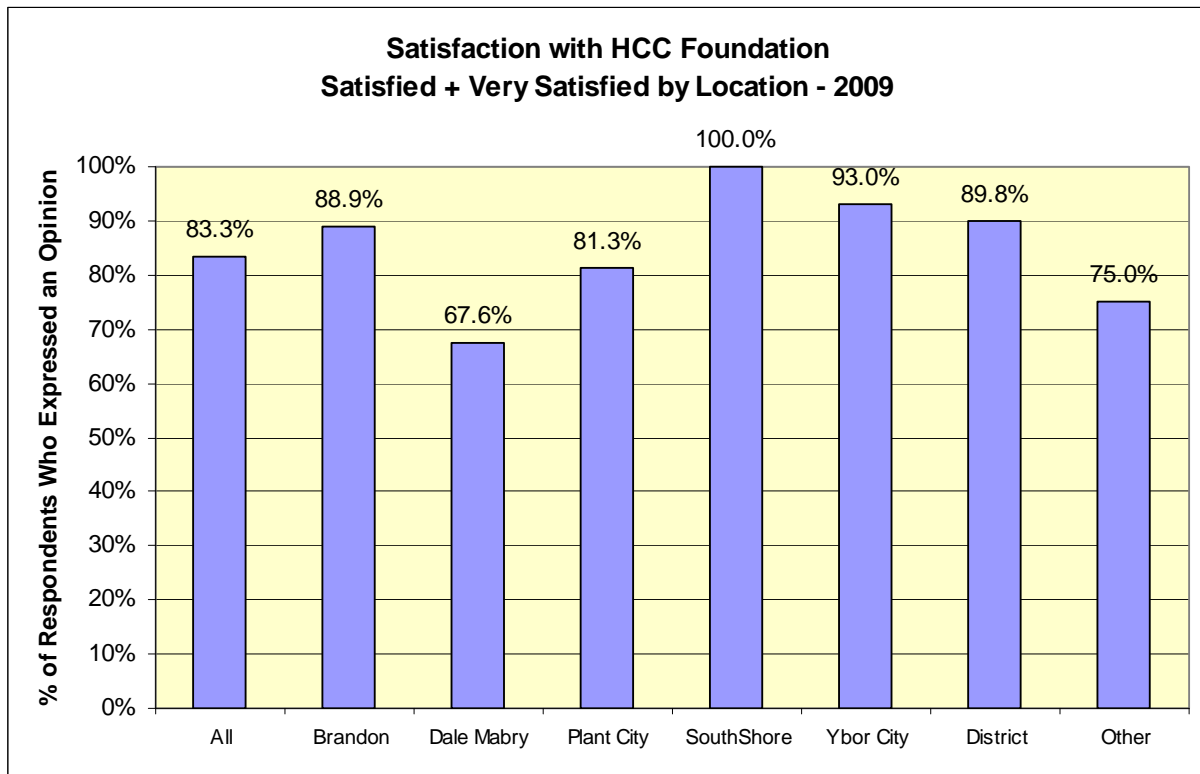
HCC Foundation

The percentage of respondents who expressed satisfaction with the HCC Foundation was the sixth highest among the District Office areas with a slight decline from 86.2% in 2007 to 83.3% in 2009. Similar to the responses to the prior item, many faculty and staff did not provide a rating for the Foundation. At the SouthShore campus, 100.0% of the faculty and staff expressed satisfaction with the Foundation, while only 67.6% of the respondents at Dale Mabry were satisfied or very satisfied.

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	20	169	31	7	102	8.8%	74.4%	13.7%	3.1%	100.0%
Brandon	4	28	2	2	20	11.1%	77.8%	5.6%	5.6%	100.0%
Dale Mabry	3	43	19	3	37	4.4%	63.2%	27.9%	4.4%	100.0%
Plant City	2	11	2	1	5	12.5%	68.8%	12.5%	6.3%	100.0%
SouthShore	1	10	0	0	4	9.1%	90.9%	0.0%	0.0%	100.0%
Ybor City	3	37	3	0	20	7.0%	86.0%	7.0%	0.0%	100.0%
District	6	38	5	0	11	12.2%	77.6%	10.2%	0.0%	100.0%
Other	1	2	0	1	5	25.0%	50.0%	0.0%	25.0%	100.0%

Chart 14



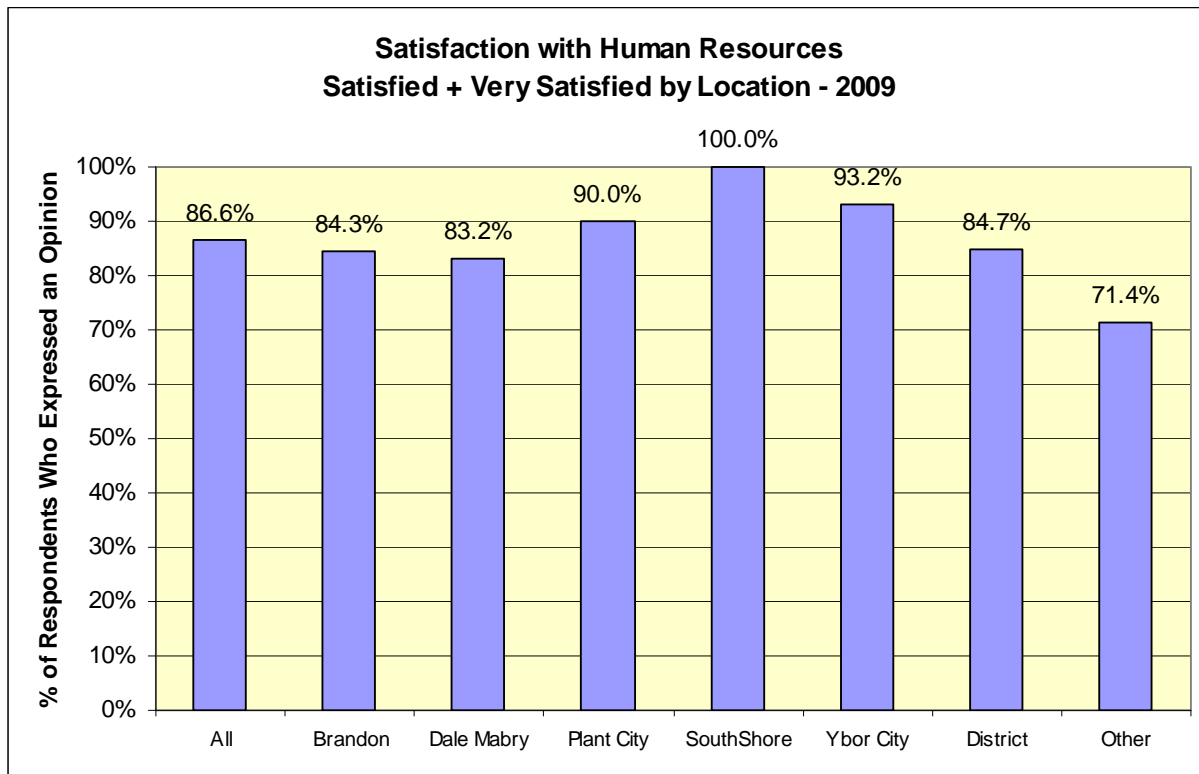
Human Resources

The percentage of faculty and staff who were satisfied with Human Resources increased by 8.0% when compared to the 2007 survey. This year, 86.6% of respondents expressed satisfaction with Human Resources. The highest percentage of employees who were satisfied was at the SouthShore campus (100.0%). There were 23 faculty/staff who stated that they “Did Not Use” Human Resources in 2009.

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	43	222	33	8	23	14.1%	72.5%	10.8%	2.6%	100.0%
Brandon	4	39	7	1	5	7.8%	76.5%	13.7%	2.0%	100.0%
Dale Mabry	13	66	14	2	10	13.7%	69.5%	14.7%	2.1%	100.0%
Plant City	6	12	0	2	1	30.0%	60.0%	0.0%	10.0%	100.0%
SouthShore	0	15	0	0	0	0.0%	100.0%	0.0%	0.0%	100.0%
Ybor City	9	46	3	1	4	15.3%	78.0%	5.1%	1.7%	100.0%
District	9	41	7	2	1	15.3%	69.5%	11.9%	3.4%	100.0%
Other	2	3	2	0	2	28.6%	42.9%	28.6%	0.0%	100.0%

Chart 15



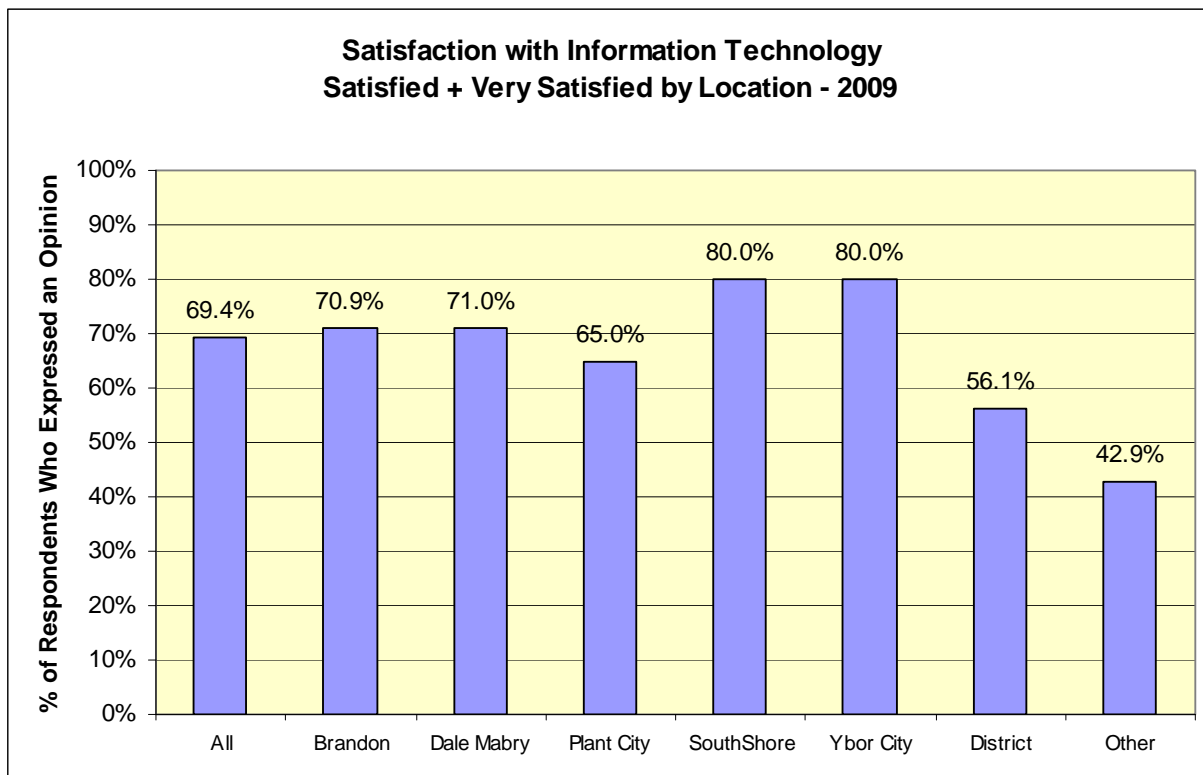
Information Technology (Computer Operations, Telecommunications, User Services)

Overall, 69.4% of faculty and staff were satisfied with the area of Information Technology that included Computer Operations, Telecommunications, and User Services. This percentage remained stable when compared to 2007 (69.0% in 2007). However, Information Technology received the second lowest percentage of satisfactory ratings among District Office areas in 2007 and was lowest in 2009. The highest ratings were among faculty and staff at SouthShore and Ybor City (80.0%) and lowest among “Other” employees (42.9%).

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	29	189	64	32	15	9.2%	60.2%	20.4%	10.2%	100.0%
Brandon	5	34	8	8	1	9.1%	61.8%	14.5%	14.5%	100.0%
Dale Mabry	7	64	22	7	5	7.0%	64.0%	22.0%	7.0%	100.0%
Plant City	2	11	4	3	1	10.0%	55.0%	20.0%	15.0%	100.0%
SouthShore	3	9	1	2	0	20.0%	60.0%	6.7%	13.3%	100.0%
Ybor City	8	40	10	2	3	13.3%	66.7%	16.7%	3.3%	100.0%
District	3	29	18	7	3	5.3%	50.9%	31.6%	12.3%	100.0%
Other	1	2	1	3	2	14.3%	28.6%	14.3%	42.9%	100.0%

Chart 16



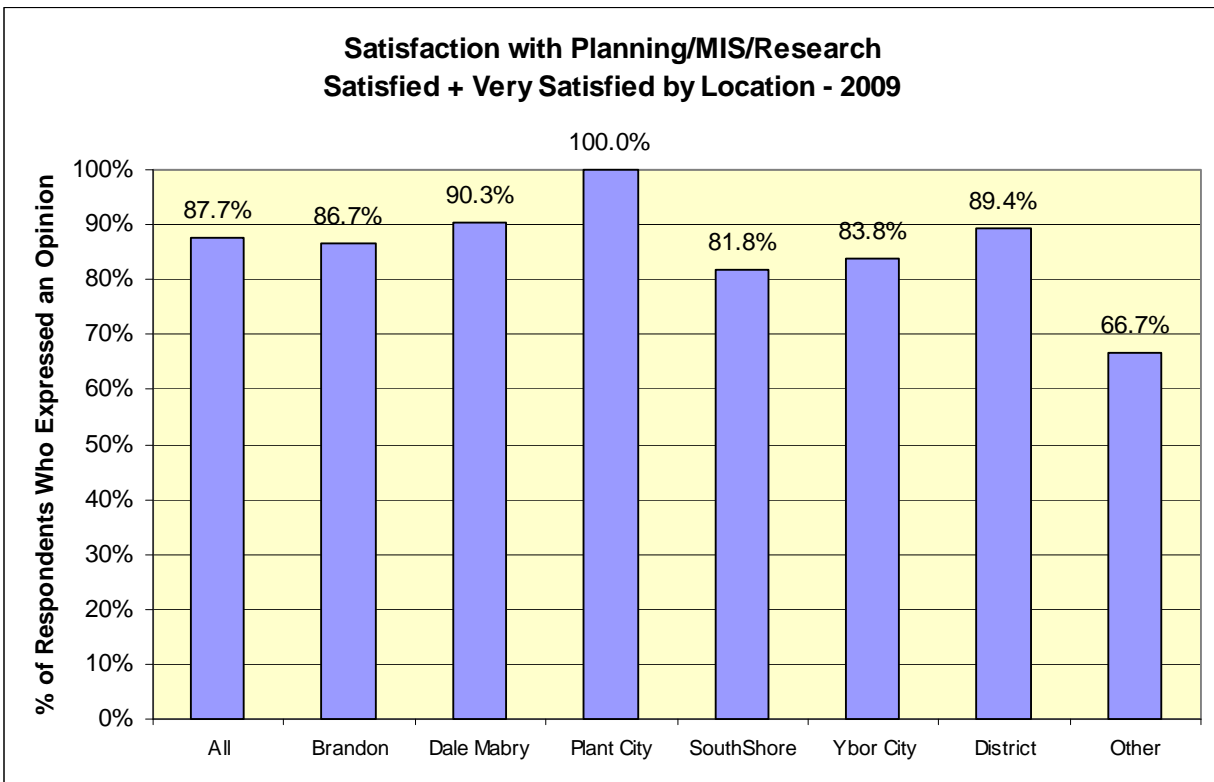
Planning/MIS/Research

The area of Planning/MIS/Research received the second highest percentage of satisfaction ratings in both 2007 and 2009 (87.4% and 87.7% respectively). The highest ratings of satisfaction were among faculty and staff at the Plant City campus (100.0%); only 66.7% of “Other” employees were satisfied or very satisfied with these areas. Approximately 38% (125 of the 329 respondents) of the faculty and staff who responded to the 2009 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.	22	157	20	5	125	10.8%	77.0%	9.8%	2.5%	100.0%
Brandon	1	25	2	2	26	3.3%	83.3%	6.7%	6.7%	100.0%
Dale Mabry	5	51	5	1	43	8.1%	82.3%	8.1%	1.6%	100.0%
Plant City	2	9	0	0	10	18.2%	81.8%	0.0%	0.0%	100.0%
SouthShore	0	9	2	0	4	0.0%	81.8%	18.2%	0.0%	100.0%
Ybor City	2	29	4	2	26	5.4%	78.4%	10.8%	5.4%	100.0%
District	10	32	5	0	13	21.3%	68.1%	10.6%	0.0%	100.0%
Other	2	2	2	0	3	33.3%	33.3%	33.0%	0.0%	100.0%

Chart 17



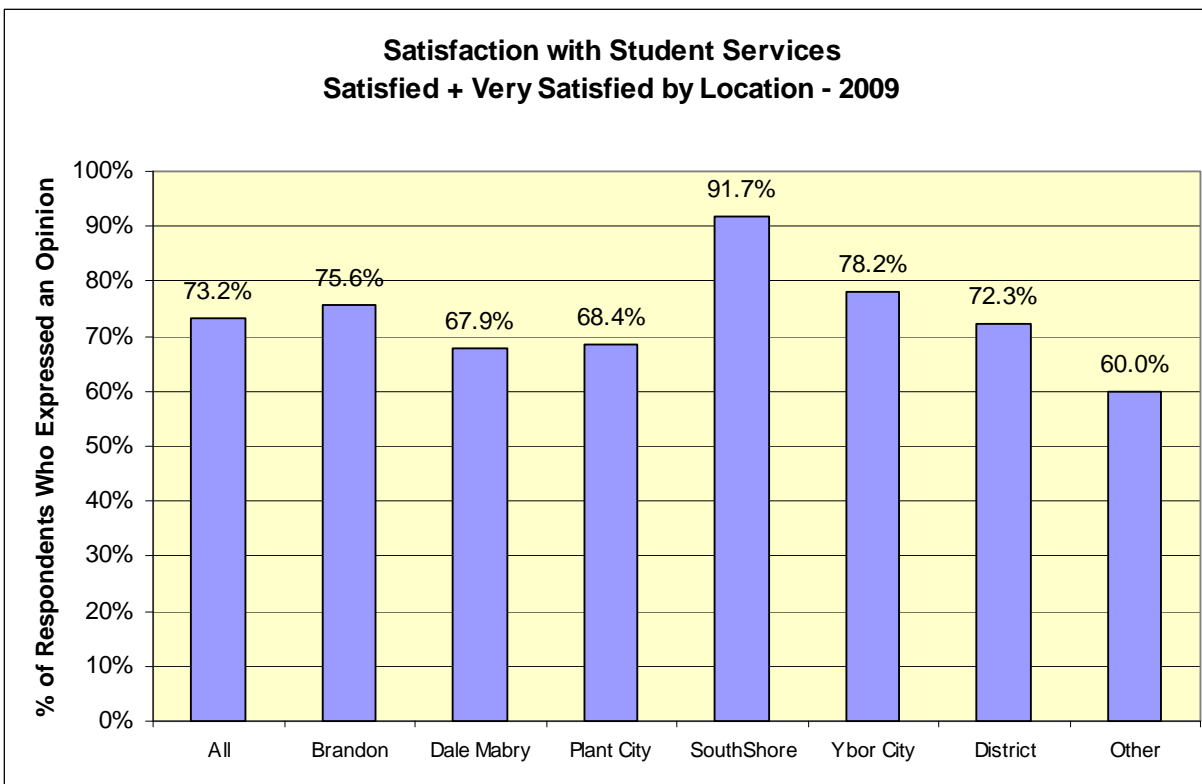
Student Services (Admissions & Records, Financial Aid, Advising)

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. However, Student Services’s ratings increased 8.8% in 2009 to 73.2%. The percentages ranged from a low of 60.0% at “Other” locations to 91.7% at the SouthShore campus.

Table 20

Q5	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
h. Student Services	21	170	48	22	68	8.0%	65.1%	18.4%	8.4%	100.0%
Brandon	3	31	5	6	11	6.7%	68.9%	11.1%	13.3%	100.0%
Dale Mabry	6	47	14	11	27	7.7%	60.3%	17.9%	14.1%	100.0%
Plant City	1	12	4	2	2	5.3%	63.2%	21.1%	10.5%	100.0%
SouthShore	2	9	1	0	3	16.7%	75.0%	8.3%	0.0%	100.0%
Ybor City	3	40	10	2	8	5.5%	72.7%	18.2%	3.6%	100.0%
District	5	29	12	1	13	10.6%	61.7%	25.5%	2.1%	100.0%
Other	1	2	2	0	4	20.0%	40.0%	40.0%	0.0%	100.0%

Chart 18



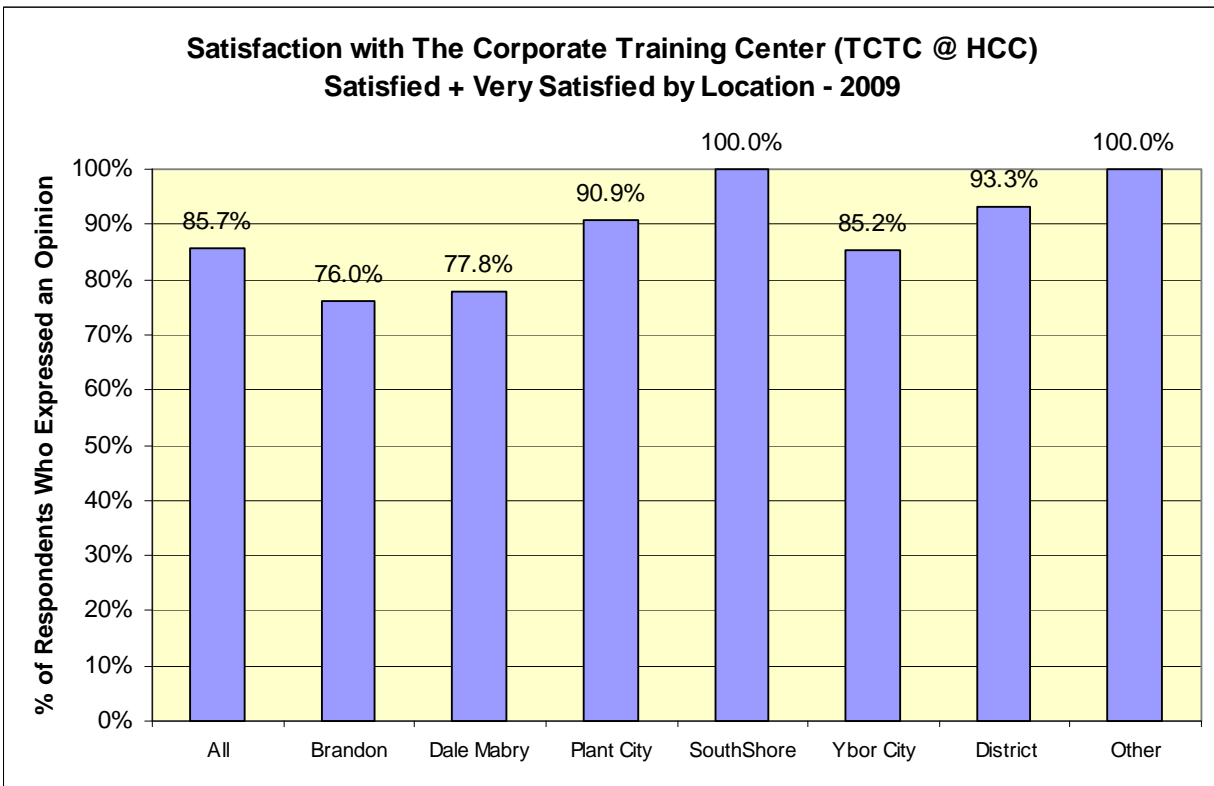
The Corporate Training Center @ HCC (TCTC)

The percentage of respondents who were satisfied with The Corporate Training Center increased slightly from 83.9% in 2007 to 85.7% in 2009. The satisfaction ratings increased almost 10% when compared to 2005 (75.8%). However, over 43% of the faculty and staff indicated on the 2007 survey that they had not used TCTC, and this percentage increased to 53% in 2009. All respondents at the SouthShore campus and “Other” employees were satisfied or very satisfied with TCTC. The lowest ratings were 76.0% at Brandon and 77.8% at the Dale Mabry campus.

Table 21

Q5	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
i. TCTC	15	117	15	7	175	9.7%	76.0%	9.7%	4.5%	100.0%
Brandon	0	19	3	3	31	0.0%	76.0%	12.0%	12.0%	100.0%
Dale Mabry	2	26	5	3	69	5.6%	72.2%	13.9%	8.3%	100.0%
Plant City	0	10	1	0	10	0.0%	90.9%	9.1%	0.0%	100.0%
SouthShore	0	7	0	0	8	0.0%	100.0%	0.0%	0.0%	100.0%
Ybor City	1	22	4	0	36	3.7%	81.5%	14.8%	0.0%	100.0%
District	10	32	2	1	15	22.2%	71.1%	4.4%	2.2%	100.0%
Other	2	1	0	0	6	66.7%	33.3%	0.0%	0.0%	100.0%

Chart 19



Questions 9 and 13 included items related to campus services. The services were displayed on two screens for readability. Across the 23 items, library services received the highest ratings (96.8% of faculty and staff were satisfied or very satisfied); the registration process received the lowest ratings at 64.3%.

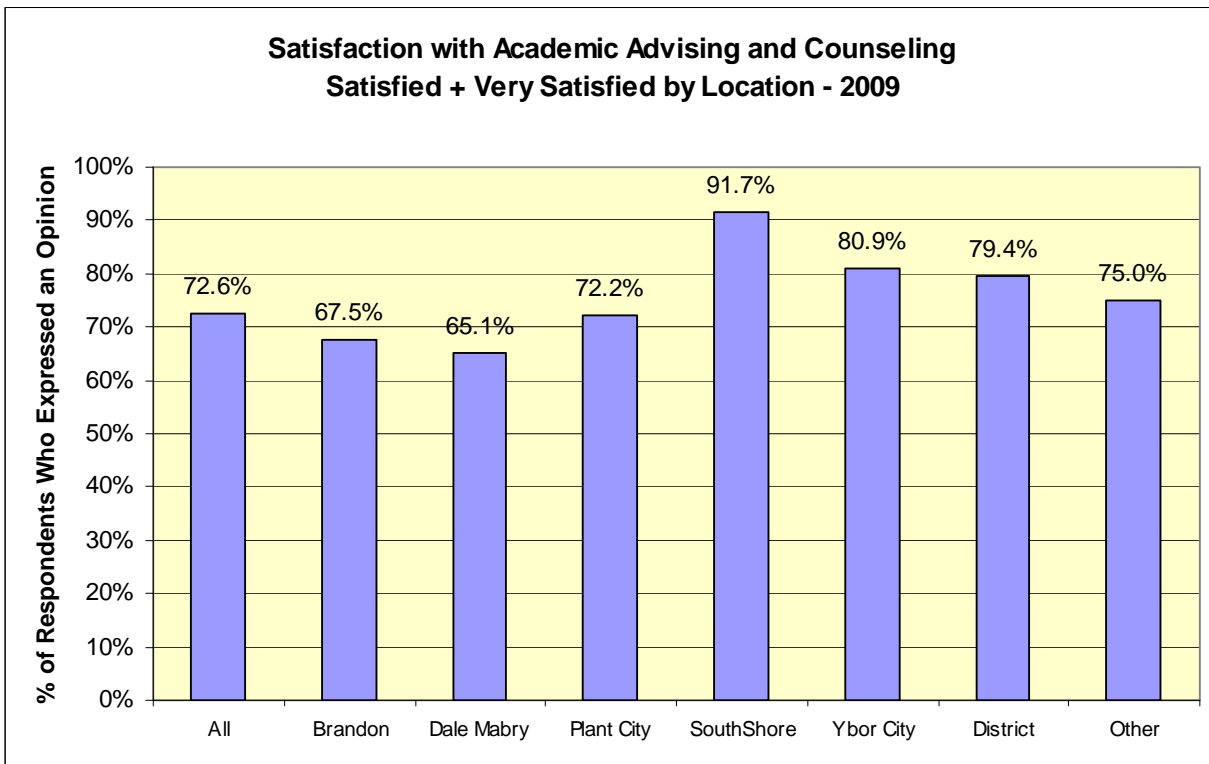
Academic Advising and Counseling

Over 90% (91.7%) of faculty and staff at the SouthShore campus were satisfied or very satisfied with academic advising and counseling. The next highest percentage was 80.9% among respondents at Ybor City. The lowest ratings were at Dale Mabry (65.1%) and Brandon (67.5%). The overall percentage for all faculty and staff was 72.6%.

Table 22

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
a. Advising	32	143	50	16	88	13.3%	59.3%	20.7%	6.6%	100.0%
Brandon	6	21	9	4	16	15.0%	52.5%	22.5%	10.0%	100.0%
Dale Mabry	11	45	22	8	19	12.8%	52.3%	25.6%	9.3%	100.0%
Plant City	3	10	5	0	3	16.7%	55.6%	27.8%	0.0%	100.0%
SouthShore	2	9	1	0	3	16.7%	75.0%	8.3%	0.0%	100.0%
Ybor City	4	34	6	3	16	8.5%	72.3%	12.8%	6.4%	100.0%
District	6	21	6	1	26	17.6%	61.8%	17.6%	2.9%	100.0%
Other	0	3	1	0	5	0.0%	75.0%	25.0%	0.0%	100.0%

Chart 20



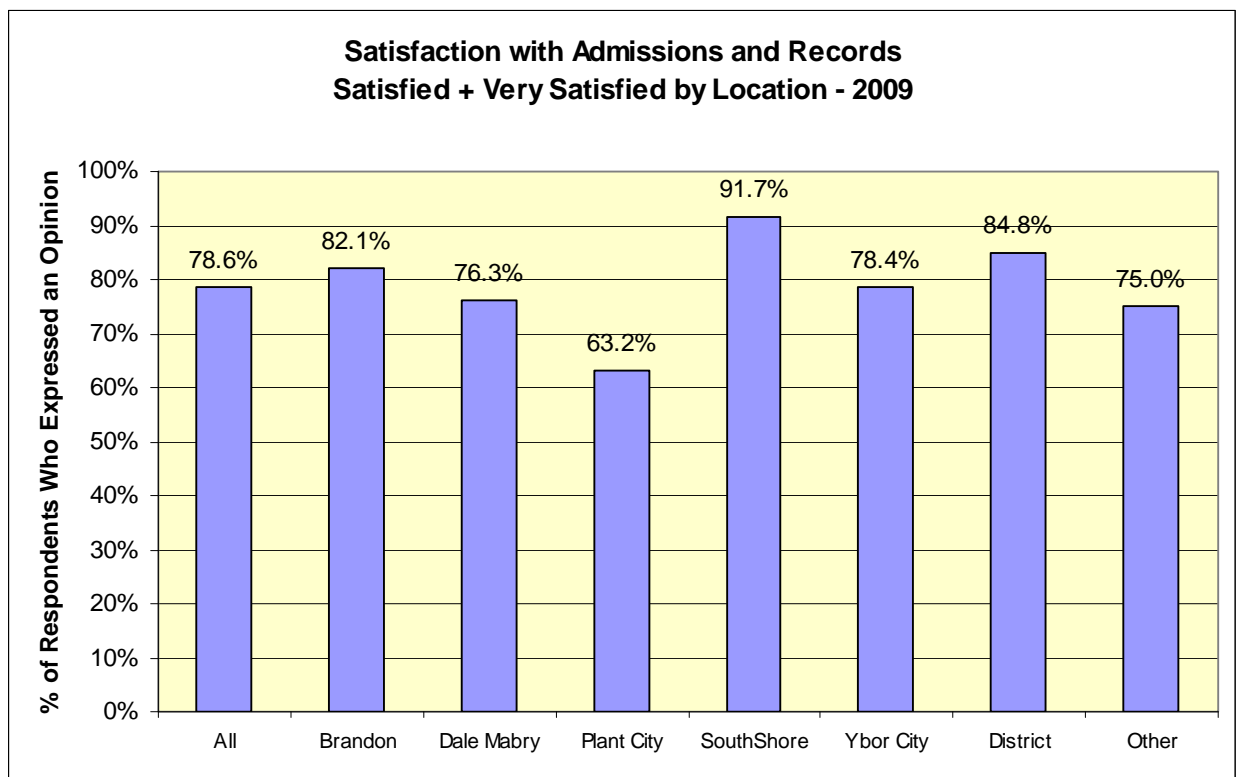
Admissions and Records

The percentage of faculty and staff who indicated that they were satisfied or very satisfied with the services of Admissions and Records increased slightly, from 77.5% in 2007 to 78.6% in 2009. The campus ratings varied from 63.2% at the Plant City campus to 91.7% at SouthShore.

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	21	166	44	7	91	8.8%	69.7%	18.5%	2.9%	100.0%
Brandon	3	29	4	3	17	7.7%	74.4%	10.3%	7.7%	100.0%
Dale Mabry	7	54	17	2	25	8.8%	67.5%	21.3%	2.5%	100.0%
Plant City	1	11	6	1	2	5.3%	57.9%	31.6%	5.3%	100.0%
SouthShore	1	10	1	0	3	8.3%	83.3%	8.3%	0.0%	100.0%
Ybor City	6	34	10	1	12	11.8%	66.7%	19.6%	2.0%	100.0%
District	2	26	5	0	27	6.1%	78.8%	15.2%	0.0%	100.0%
Other	1	2	1	0	5	25.0%	50.0%	25.0%	0.0%	100.0%

Chart 21



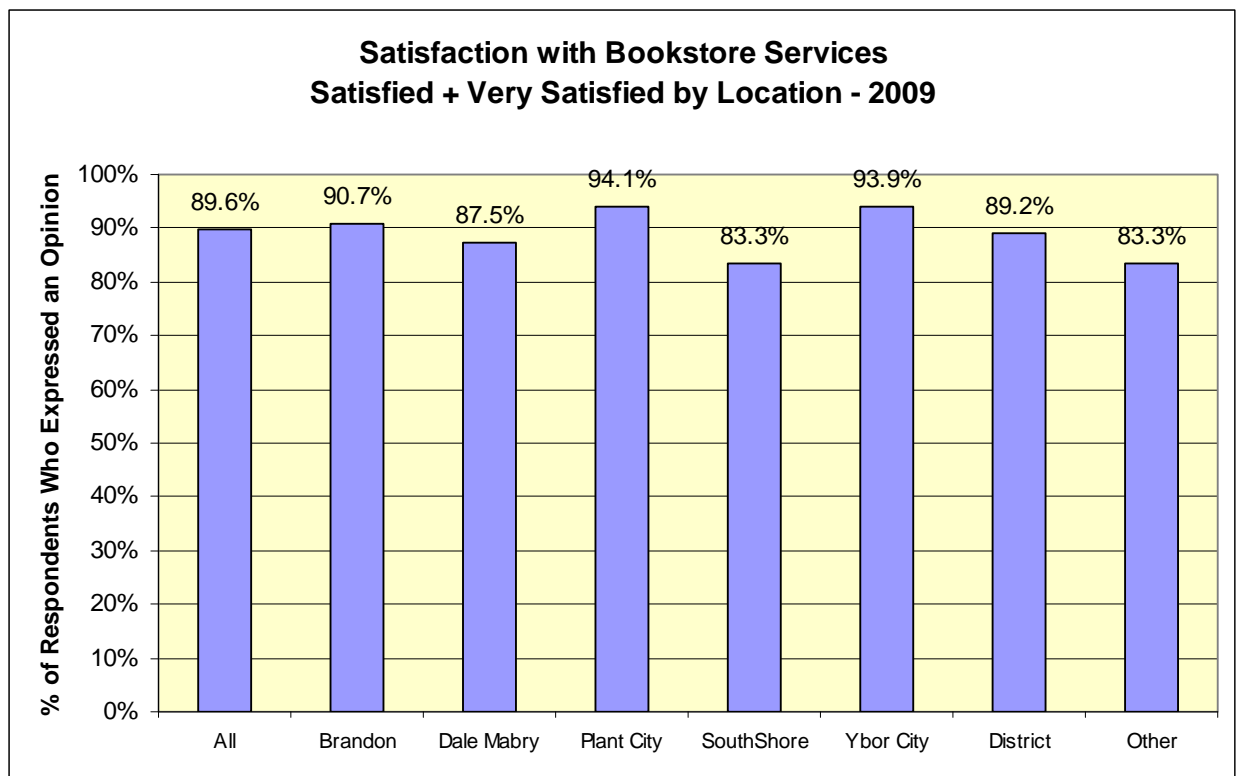
Bookstore

The ratings related to bookstore services increased slightly in 2009 when compared to the 2007 survey. The ratings remained high and did not vary substantially across the campuses. The faculty and staff at Plant City provided the highest ratings at 94.1%. SouthShore campus and “Other” respondents were the least satisfied with bookstore services – 83.3%.

Table 24

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
c. Bookstore	37	196	22	5	69	14.2%	75.4%	8.5%	1.9%	100.0%
Brandon	5	34	2	2	13	11.6%	79.1%	4.7%	4.7%	100.0%
Dale Mabry	16	68	10	2	9	16.7%	70.8%	10.4%	2.1%	100.0%
Plant City	2	14	1	0	4	11.8%	82.4%	5.9%	0.0%	100.0%
SouthShore	2	8	2	0	3	16.7%	66.7%	16.7%	0.0%	100.0%
Ybor City	7	39	3	0	14	14.3%	79.6%	6.1%	0.0%	100.0%
District	3	30	4	0	23	8.1%	81.1%	10.8%	0.0%	100.0%
Other	2	3	0	1	3	33.3%	50.0%	0.0%	16.7%	100.0%

Chart 22



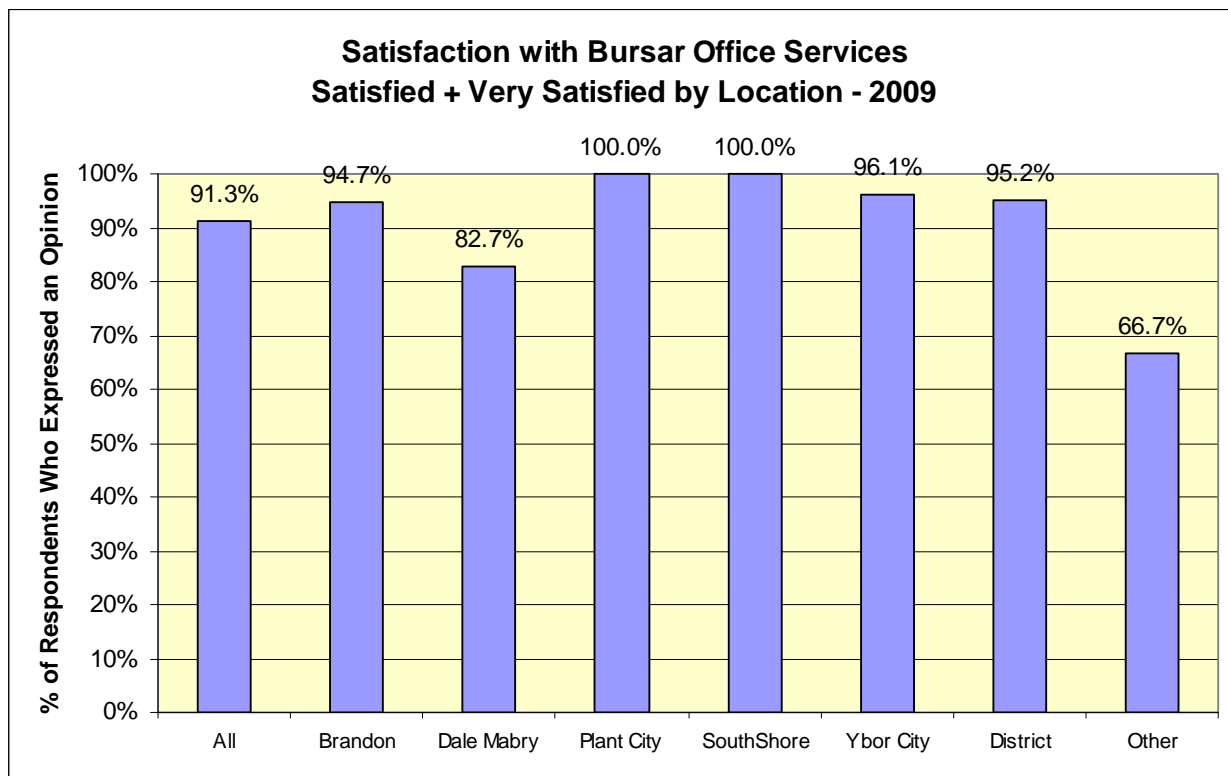
Bursar Office

Although the 2007 ratings had declined 3.0% when compared to 2005, bursar office services increased to 91.3% of the respondents expressing that they were satisfied or very satisfied with these services on the 2009 survey. With the exception of “Other” respondents (66.7% expressed satisfaction) and Dale Mabry employees (at 82.7%), the ratings for the remaining locations were all above 90%; 100% of the respondents at Plant City and SouthShore expressed satisfaction with this District Office function.

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	32	188	11	10	88	13.3%	78.0%	4.6%	4.1%	100.0%
Brandon	6	30	1	1	18	15.8%	78.9%	2.6%	2.6%	100.0%
Dale Mabry	5	57	8	5	30	6.7%	76.0%	10.7%	6.7%	100.0%
Plant City	4	13	0	0	4	23.5%	76.5%	0.0%	0.0%	100.0%
SouthShore	2	10	0	0	3	16.7%	83.3%	0.0%	0.0%	100.0%
Ybor City	10	39	1	1	12	19.6%	76.5%	2.0%	2.0%	100.0%
District	4	36	1	1	18	9.5%	85.7%	2.4%	2.4%	100.0%
Other	1	3	0	2	3	16.7%	50.0%	0.0%	33.3%	100.0%

Chart 23



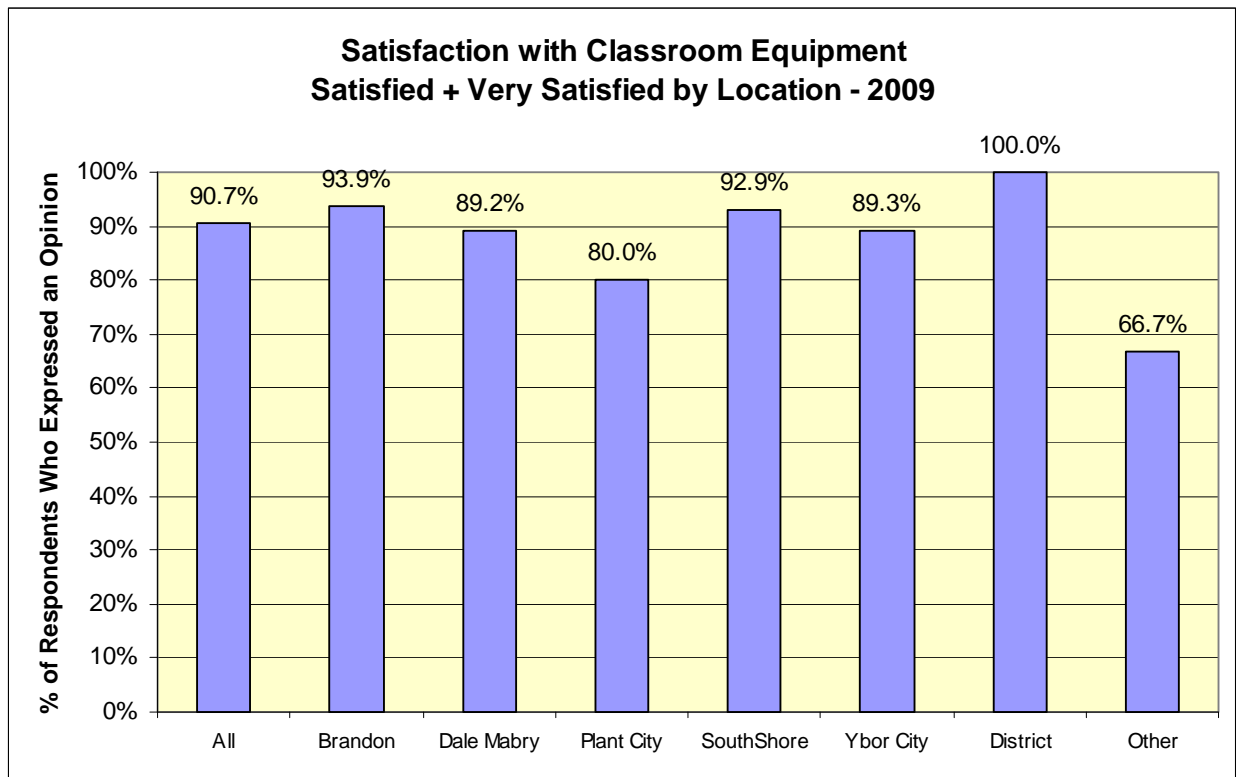
Classroom Equipment

The ratings for classroom equipment increased substantially across the 2005, 2007, and 2009 surveys, and comments appeared to reflect an appreciation for the new 21st Century classroom upgrades. The percentage of respondents who were satisfied or very satisfied rose from 64.0% in 2005, to 76.8% in 2007, and to 90.7% in 2009. The highest satisfaction ratings among the campuses were at Brandon (93.9%) and SouthShore (92.9%). Among District Office respondents, 100% expressed satisfaction with classroom equipment; however, 25 of the District's 60 respondents did not express an opinion on this item. The lowest ratings were among "Other" respondents and those at the Plant City campus (80.0%).

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	50	193	21	4	61	18.7%	72.0%	7.8%	1.5%	100.0%
Brandon	10	36	3	0	7	20.4%	73.5%	6.1%	0.0%	100.0%
Dale Mabry	19	64	8	2	12	20.4%	68.8%	8.6%	2.2%	100.0%
Plant City	3	9	2	1	6	20.0%	60.0%	13.3%	6.7%	100.0%
SouthShore	6	7	1	0	1	42.9%	50.0%	7.1%	0.0%	100.0%
Ybor City	6	44	5	1	7	10.7%	78.6%	8.9%	1.8%	100.0%
District	5	30	0	0	25	14.3%	85.7%	0.0%	0.0%	100.0%
Other	1	3	2	0	3	16.7%	50.0%	33.3%	0.0%	100.0%

Chart 24



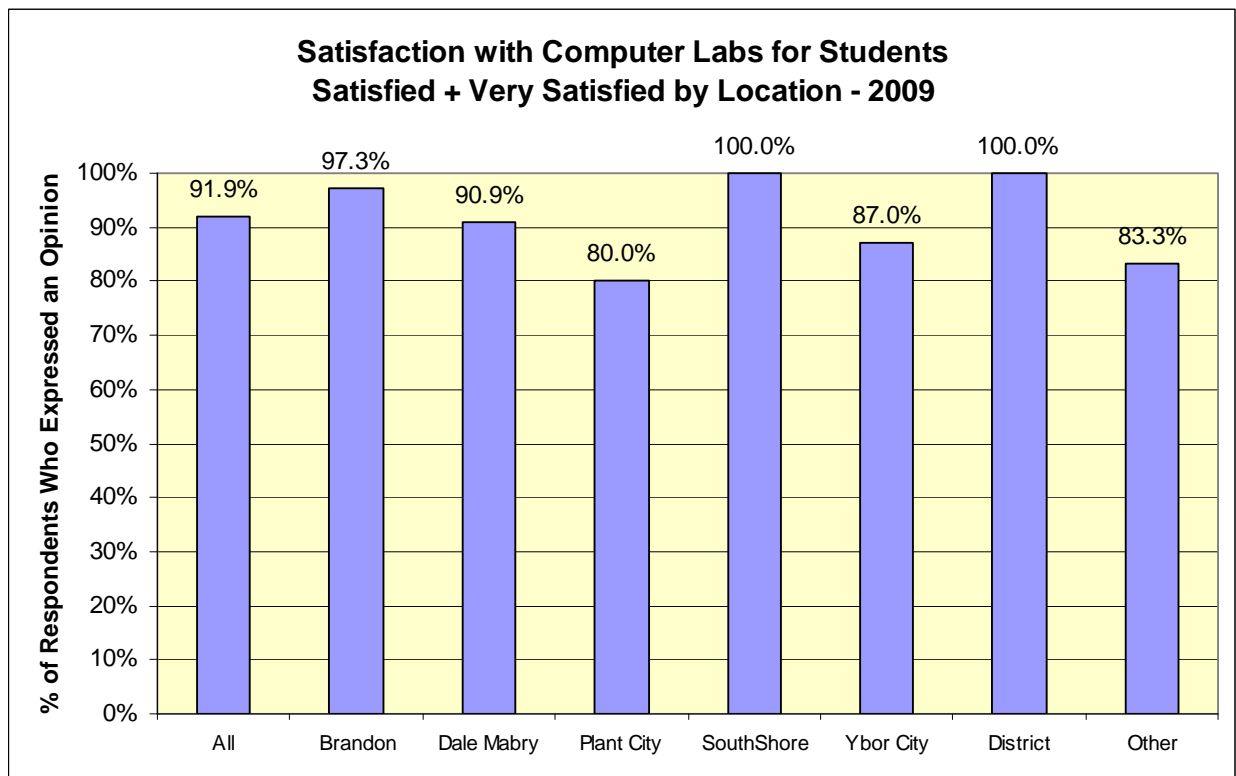
Computer Labs for Students

The satisfaction ratings for computer labs for students increased substantially when compared to the 2007 survey. Overall, 80.6% of respondents expressed satisfaction with computer labs in 2007; this percentage increased to 91.9% (11.3% increase) in 2009. One hundred percent (100.0%) of the faculty and staff at SouthShore and the District Offices expressed satisfaction with computer labs. The percentage was lowest at Plant City (80.0%).

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	34	169	16	2	108	15.4%	76.5%	7.2%	0.9%	100.0%
Brandon	5	31	1	0	19	13.5%	83.8%	2.7%	0.0%	100.0%
Dale Mabry	16	54	7	0	28	20.8%	70.1%	9.1%	0.0%	100.0%
Plant City	1	11	2	1	6	6.7%	73.3%	13.3%	6.7%	100.0%
SouthShore	4	9	0	0	2	30.8%	69.2%	0.0%	0.0%	100.0%
Ybor City	3	37	6	0	17	6.5%	80.4%	13.0%	0.0%	100.0%
District	5	22	0	0	33	18.5%	81.5%	0.0%	0.0%	100.0%
Other	0	5	0	1	3	0.0%	83.3%	0.0%	16.7%	100.0%

Chart 25



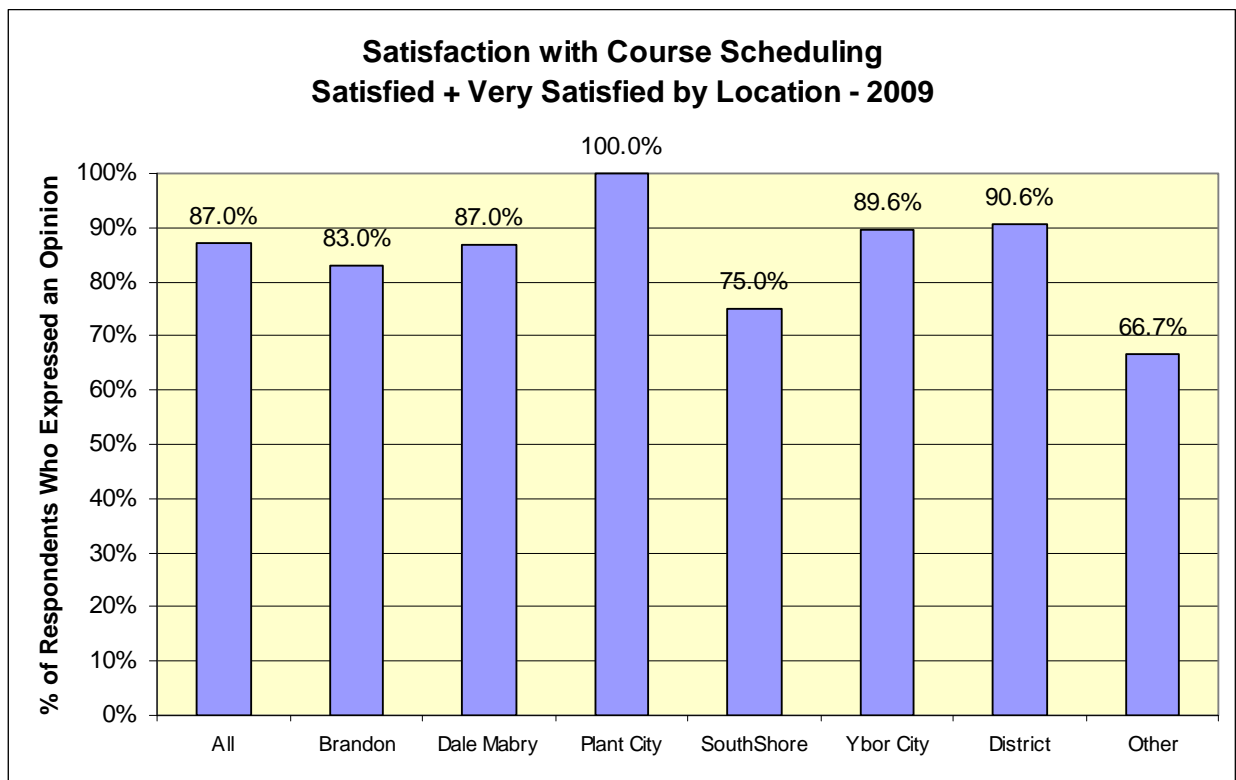
Course Scheduling

Satisfaction with the course scheduling process was high at all campuses with the exception of SouthShore at 75.0%. The other campus percentages ranged from 83.0% at Brandon to 100.0% at Plant City. The lowest percentage was among the “Other” respondents (66.7%). The overall percentages were quite similar across the three survey administrations: 84.0% in 2005, 85.8% in 2007, and 87.0% in 2009.

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	36	185	30	3	75	14.2%	72.8%	11.8%	1.2%	100.0%
Brandon	6	33	7	1	9	12.8%	70.2%	14.9%	2.1%	100.0%
Dale Mabry	19	61	12	0	13	20.7%	66.3%	13.0%	0.0%	100.0%
Plant City	1	16	0	0	4	5.9%	94.1%	0.0%	0.0%	100.0%
SouthShore	3	6	2	1	3	25.0%	50.0%	16.7%	8.3%	100.0%
Ybor City	4	39	5	0	15	8.3%	81.3%	10.4%	0.0%	100.0%
District	2	27	3	0	28	6.3%	84.4%	9.4%	0.0%	100.0%
Other	1	3	1	1	3	16.7%	50.0%	16.7%	16.7%	100.0%

Chart 26



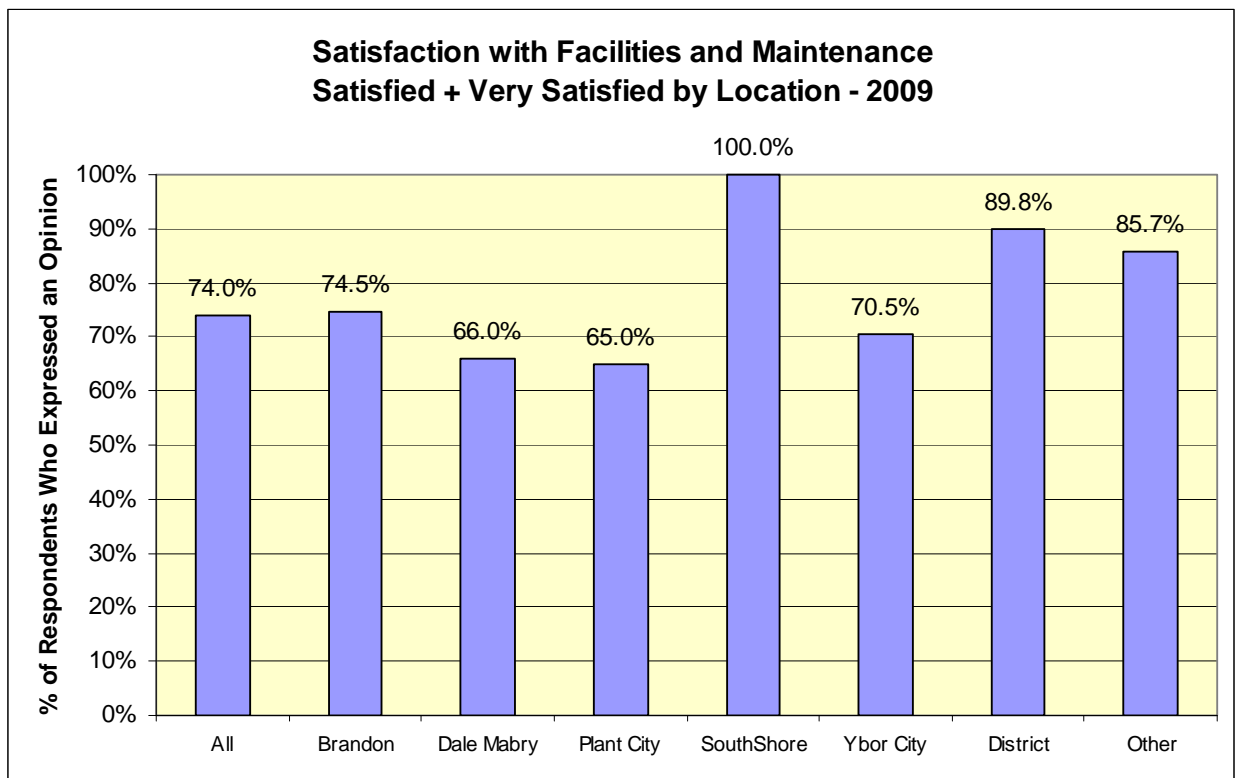
Facilities and Maintenance

The overall satisfaction with facilities and maintenance remained quite low when compared to 2007: the percentage of respondents who expressed satisfaction was 73.3% in 2007 and increased only to 74.0% this year. Very few survey respondents ($n = 25$) did not express an opinion regarding this service. With the exception of the SouthShore campus, the ratings at the other campuses were low and ranged from 65.0% at Plant City and 66.0% at Dale Mabry to 70.5% at Ybor City and 74.5% at the Brandon campus.

Table 29

Q9	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
h. Facilities/maintenance	28	197	55	24	25	9.2%	64.8%	18.1%	7.9%	100.0%
Brandon	3	35	6	7	5	5.9%	68.6%	11.8%	13.7%	100.0%
Dale Mabry	10	58	27	8	2	9.7%	56.3%	26.2%	7.8%	100.0%
Plant City	1	12	5	2	1	5.0%	60.0%	25.0%	10.0%	100.0%
SouthShore	3	10	0	0	2	23.1%	76.9%	0.0%	0.0%	100.0%
Ybor City	6	37	13	5	2	9.8%	60.7%	21.3%	8.2%	100.0%
District	4	40	4	1	11	8.2%	81.6%	8.2%	2.0%	100.0%
Other	1	5	0	1	2	14.3%	71.4%	0.0%	14.3%	100.0%

Chart 27



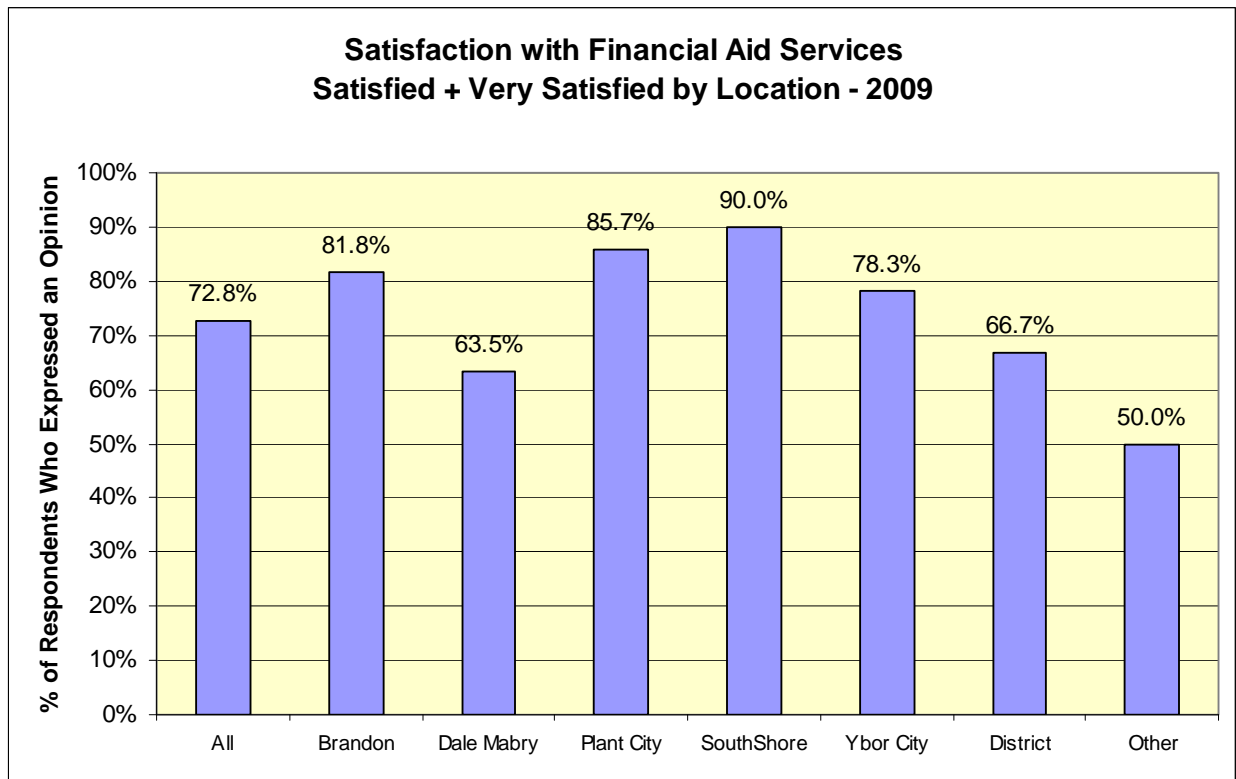
Financial Aid Services

The percentage of respondents who expressed satisfaction with financial aid services increased when compared to the previous two survey administrations. Although this service was the fifth lowest among the campus services on the 2009 survey, the percentage of respondents who were satisfied or very satisfied increased from 64.5% in 2005, to 67.7% in 2007, to 72.8% in 2009 (an 8.3% increase from 2005). The satisfaction ratings varied across the campuses. The percentage of faculty and staff who were satisfied or very satisfied was lowest at the Dale Mabry campus (63.5%), but this percentage increased from 54.5% in 2007; 90.0% of the SouthShore respondents expressed satisfaction with these services. The lowest ratings were among the “Other” respondents (50.0%).

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	18	129	36	19	127	8.9%	63.9%	17.8%	9.4%	100.0%
Brandon	3	24	4	2	23	9.1%	72.7%	12.1%	6.1%	100.0%
Dale Mabry	5	35	15	8	42	7.9%	55.6%	23.8%	12.7%	100.0%
Plant City	3	9	1	1	7	21.4%	64.3%	7.1%	7.1%	100.0%
SouthShore	1	8	1	0	5	10.0%	80.0%	10.0%	0.0%	100.0%
Ybor City	2	34	8	2	17	4.3%	73.9%	17.4%	4.3%	100.0%
District	3	17	7	3	30	10.0%	56.7%	23.3%	10.0%	100.0%
Other	1	2	0	3	3	16.7%	33.3%	0.0%	50.0%	100.0%

Chart 28



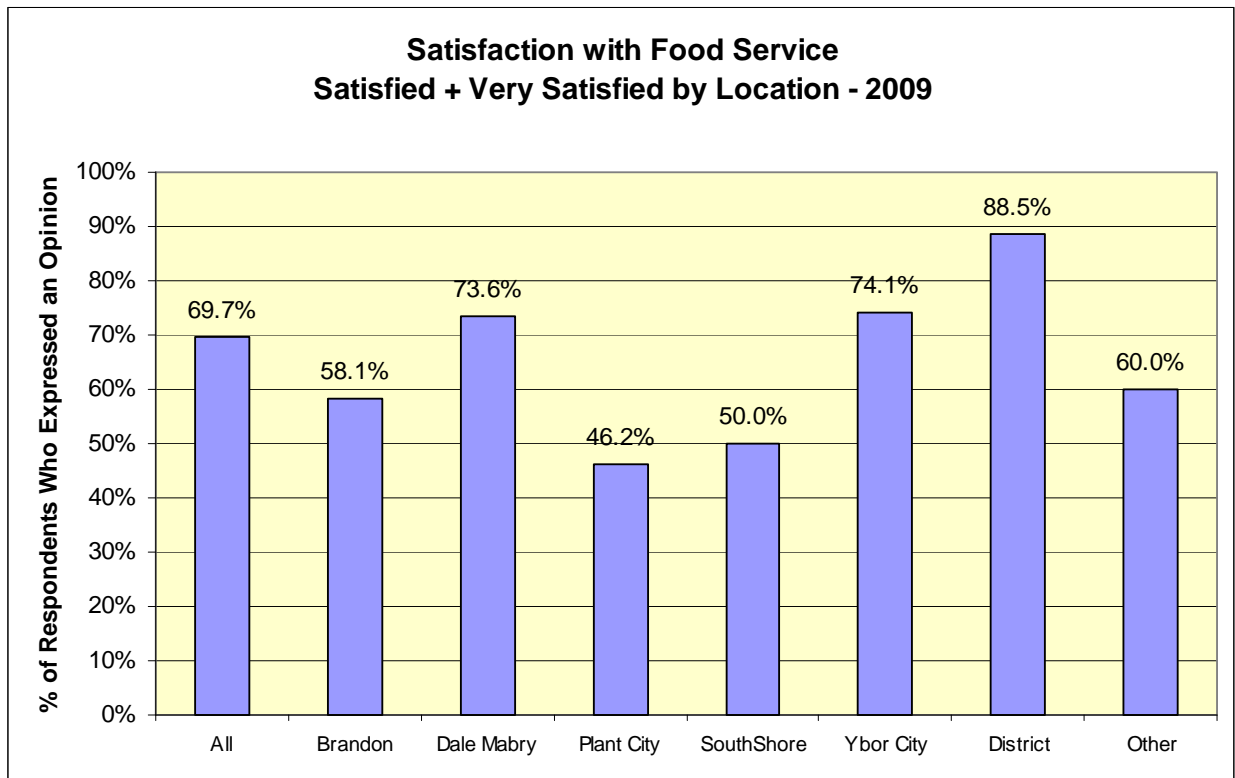
Food Service

Food service remained the second lowest campus-based item on the 2009 Satisfaction Survey. However, this service, that had experienced the largest drop in satisfaction ratings from 2005 to 2007, returned to approximately the same level as 2005. Satisfaction with food service had declined from 69.0% in 2005 to 60.9% in 2007, and rebounded to 69.7% in 2009. The differences in ratings across the campuses varied widely, ranging from 46.2% at Plant City and 50.0% at the SouthShore campus to 73.6% at Dale Mabry and 74.1% at Ybor City.

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	17	149	48	24	91	7.1%	62.6%	20.2%	10.1%	100.0%
Brandon	1	24	12	6	13	2.3%	55.8%	27.9%	14.0%	100.0%
Dale Mabry	6	58	16	7	18	6.9%	66.7%	18.4%	8.0%	100.0%
Plant City	1	5	2	5	8	7.7%	38.5%	15.4%	38.5%	100.0%
SouthShore	1	4	2	3	5	10.0%	40.0%	20.0%	30.0%	100.0%
Ybor City	5	35	12	2	9	9.3%	64.8%	22.2%	3.7%	100.0%
District	2	21	3	0	34	7.7%	80.8%	11.5%	0.0%	100.0%
Other	1	2	1	1	4	20.0%	40.0%	20.0%	20.0%	100.0%

Chart 29



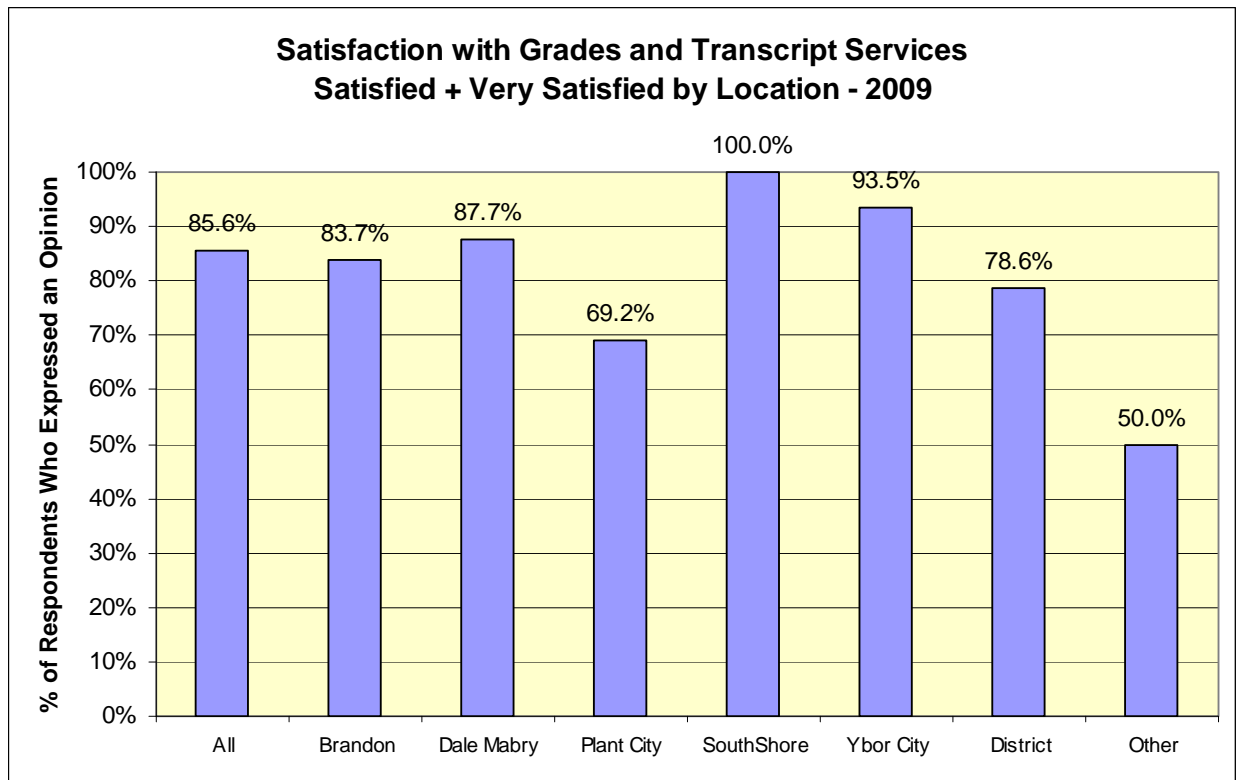
Grades and Transcripts

The percentage of respondents who expressed satisfaction with grades and transcripts increased slightly from 85.6% in 2005 to 88.2% in 2007, but returned to 85.6% in 2009. SouthShore and Ybor City campus respondents rated this service highest at 100.0% and 93.5% respectively. Among the campuses, Plant City had the lowest percentage of respondents who expressed their satisfaction with this service – 69.2%. The “Other” respondents rated this service lowest (50.0%).

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	19	166	23	8	113	8.8%	76.9%	10.6%	3.7%	100.0%
Brandon	4	32	4	3	13	9.3%	74.4%	9.3%	7.0%	100.0%
Dale Mabry	6	58	7	2	32	8.2%	79.5%	9.6%	2.7%	100.0%
Plant City	1	8	2	2	8	7.7%	61.5%	15.4%	15.4%	100.0%
SouthShore	1	8	0	0	6	11.1%	88.9%	0.0%	0.0%	100.0%
Ybor City	4	39	3	0	17	8.7%	84.8%	6.5%	0.0%	100.0%
District	2	20	6	0	32	7.1%	71.4%	21.4%	0.0%	100.0%
Other	1	1	1	1	5	25.0%	25.0%	25.0%	25.0%	100.0%

Chart 30



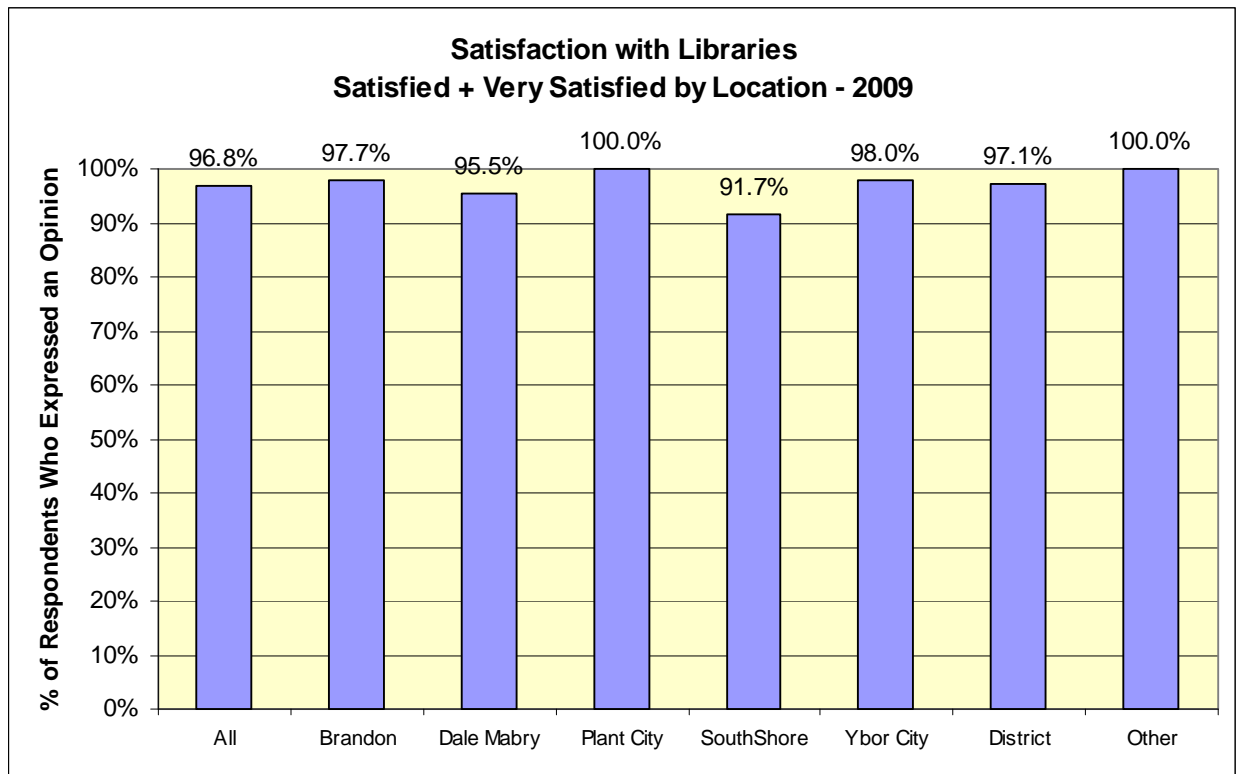
Libraries

Library services was the highest-rated item on both the 2007 and 2009 surveys. The overall percentage of faculty and staff who were satisfied or very satisfied had increased 2.9% from 93.9% in 2005 to 96.8% in 2007 and 2009. All ratings exceeded 90%; 100% of the Plant City and “Other” respondents expressed satisfaction with library services; the campus with the lowest percentage was SouthShore at 91.7%.

Table 33

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
a. Libraries	62	182	6	2	77	24.6%	72.2%	2.4%	0.8%	100.0%
Brandon	11	32	0	1	12	25.0%	72.7%	0.0%	2.3%	100.0%
Dale Mabry	26	59	4	0	16	29.2%	66.3%	4.5%	0.0%	100.0%
Plant City	6	12	0	0	3	33.3%	66.7%	0.0%	0.0%	100.0%
SouthShore	1	10	1	0	3	8.3%	83.3%	8.3%	0.0%	100.0%
Ybor City	12	37	1	0	13	24.0%	74.0%	2.0%	0.0%	100.0%
District	5	28	0	1	26	14.7%	82.4%	0.0%	2.9%	100.0%
Other	1	4	0	0	4	20.0%	80.0%	0.0%	0.0%	100.0%

Chart 31



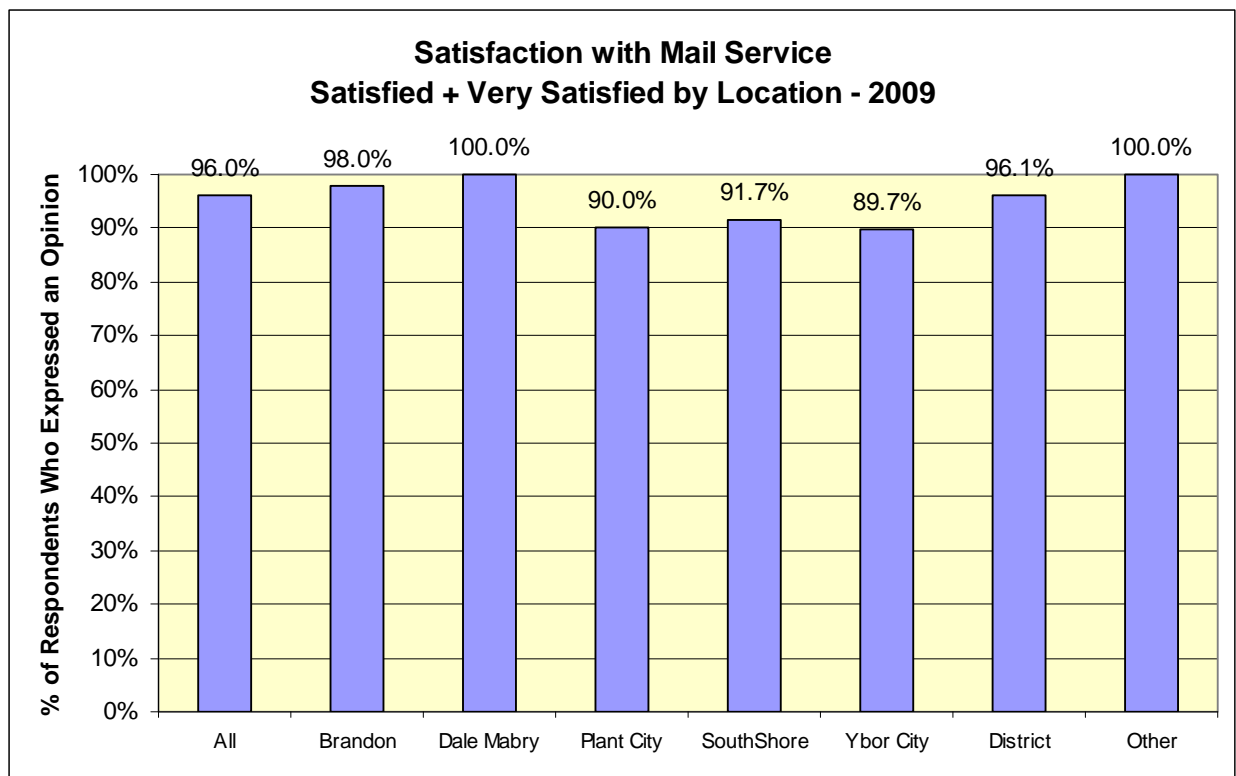
Mail Service

Satisfaction with mail service was very high across all locations. Fully 100% of the Dale Mabry campus and “Other” respondents expressed satisfaction with this service. The overall satisfaction with this service increased from 93.8% in 2007 to 96.0% in 2009. The lowest satisfaction rating of 89.7% was among the faculty and staff at Ybor City campus.

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	71	214	9	3	32	23.9%	72.1%	3.0%	1.0%	100.0%
Brandon	10	40	1	0	5	19.6%	78.4%	2.0%	0.0%	100.0%
Dale Mabry	32	67	0	0	6	32.3%	67.7%	0.0%	0.0%	100.0%
Plant City	5	13	2	0	1	25.0%	65.0%	10.0%	0.0%	100.0%
SouthShore	3	8	1	0	3	25.0%	66.7%	8.3%	0.0%	100.0%
Ybor City	10	42	4	2	5	17.2%	72.4%	6.9%	3.4%	100.0%
District	8	41	1	1	9	15.7%	80.4%	2.0%	2.0%	100.0%
Other	3	3	0	0	3	50.0%	50.0%	0.0%	0.0%	100.0%

Chart 32



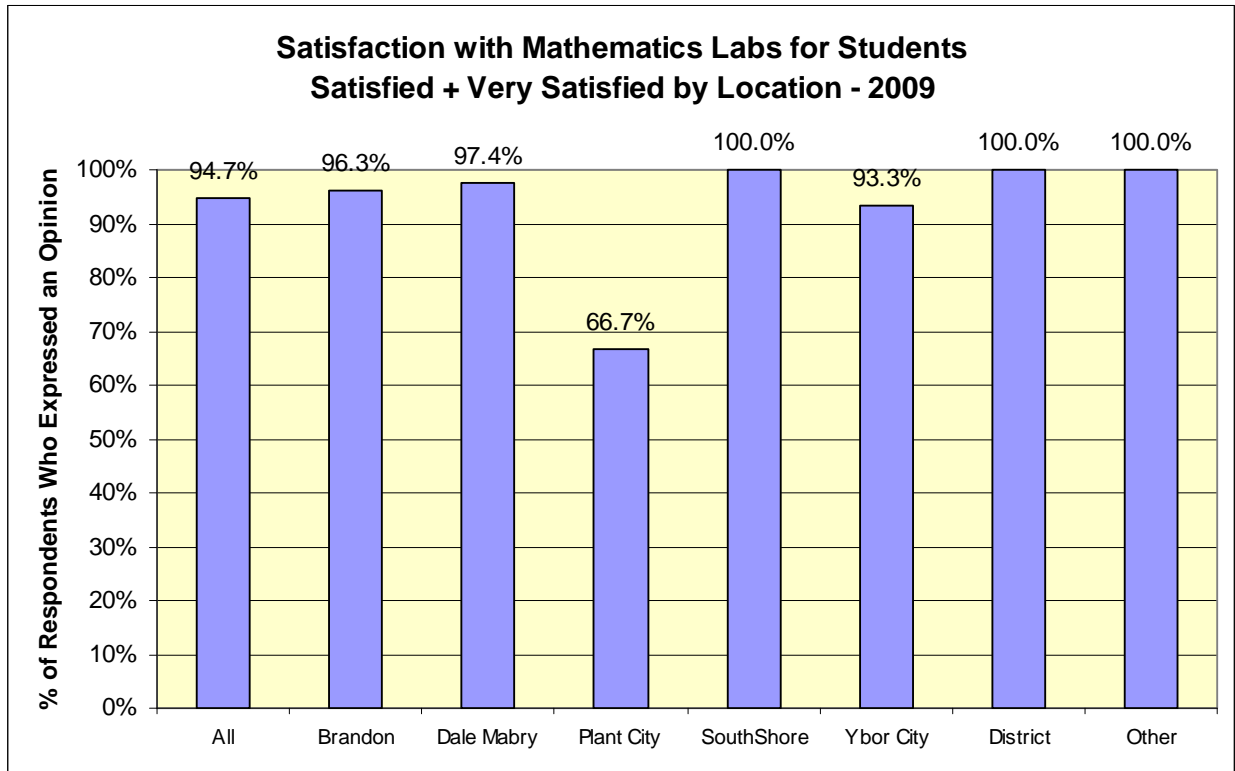
Mathematics Labs for Students

The ratings for mathematics labs for students increased substantially from 84.2% in 2005, to 90.5% in 2007, and again in 2009, to 94.7%, representing a 10.5% increase in the percentage of faculty and staff who expressed satisfaction on this item across the three administrations. With the exception of faculty and staff at the Plant City campus, the ratings at all other locations were very high. While only 66.7% at Plant City expressed satisfaction with the mathematics labs, 100.0% were satisfied or very satisfied at the SouthShore campus, 97.4% at Dale Mabry, 96.3% at Brandon, and 93.3% among the Ybor City respondents.

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	19	107	6	1	196	14.3%	80.5%	4.5%	0.8%	100.0%
Brandon	5	21	1	0	29	18.5%	77.8%	3.7%	0.0%	100.0%
Dale Mabry	8	30	1	0	66	20.5%	76.9%	2.6%	0.0%	100.0%
Plant City	0	6	2	1	12	0.0%	66.7%	22.2%	11.1%	100.0%
SouthShore	2	7	0	0	6	22.2%	77.8%	0.0%	0.0%	100.0%
Ybor City	2	26	2	0	33	6.7%	86.7%	6.7%	0.0%	100.0%
District	2	16	0	0	42	11.1%	88.9%	0.0%	0.0%	100.0%
Other	0	1	0	0	8	0.0%	100.0%	0.0%	0.0%	100.0%

Chart 33



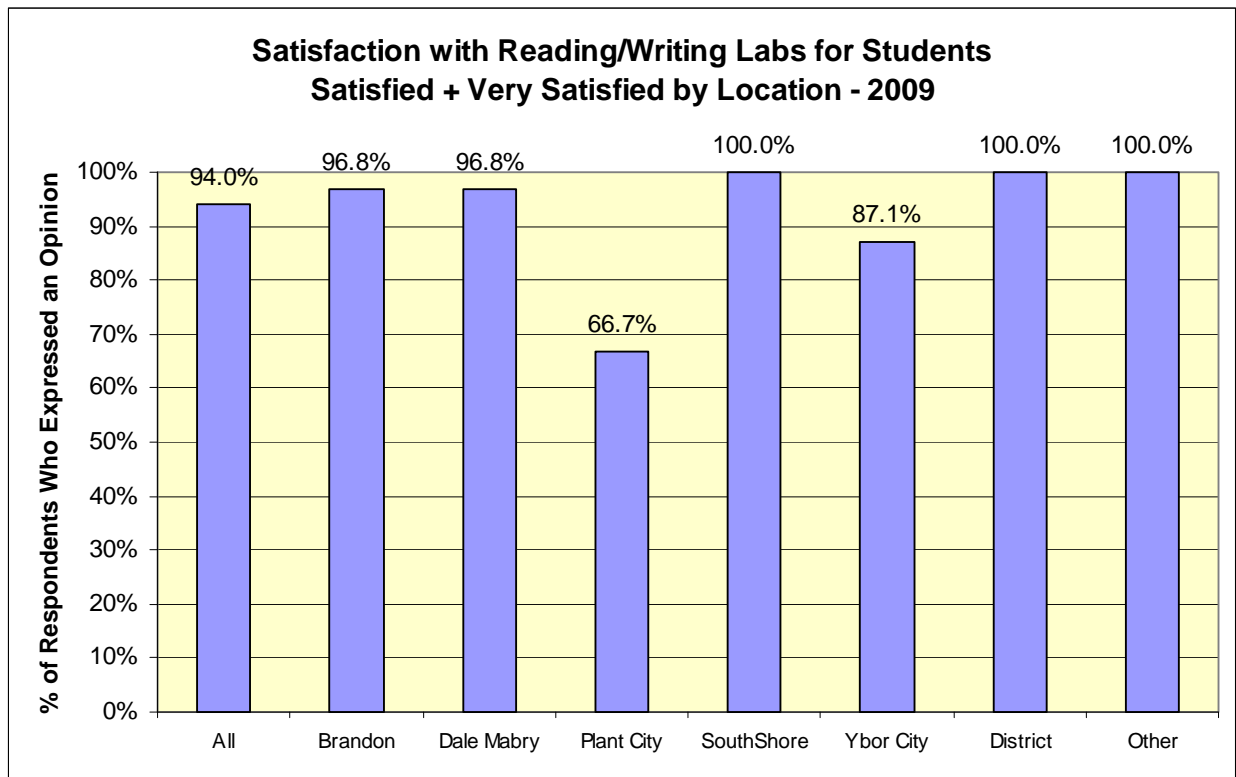
Reading/Writing Labs for Students

The pattern of responses for reading/writing labs for students was very similar to those received for mathematics labs for students. Overall, 94.0% of the respondents were satisfied or very satisfied with reading/writing labs. Similar to the satisfaction ratings of the previous item, the Plant City faculty and staff expressed the least satisfaction with the reading/writing labs (66.7%), and there was a substantial decrease on this item when compared to 2007 when 85.0% were satisfied or very satisfied. The second lowest satisfaction ratings were at the Ybor City campus (87.1%). The ratings at all other locations were above 90%.

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	34	122	9	1	163	20.5%	73.5%	5.4%	0.6%	100.0%
Brandon	6	24	1	0	25	19.4%	77.4%	3.2%	0.0%	100.0%
Dale Mabry	20	41	2	0	42	31.7%	65.1%	3.2%	0.0%	100.0%
Plant City	0	6	2	1	12	0.0%	66.7%	22.2%	11.1%	100.0%
SouthShore	3	7	0	0	5	30.0%	70.0%	0.0%	0.0%	100.0%
Ybor City	3	24	4	0	32	9.7%	77.4%	12.9%	0.0%	100.0%
District	2	19	0	0	39	9.5%	90.5%	0.0%	0.0%	100.0%
Other	0	1	0	0	8	0.0%	100.0%	0.0%	0.0%	100.0%

Chart 34



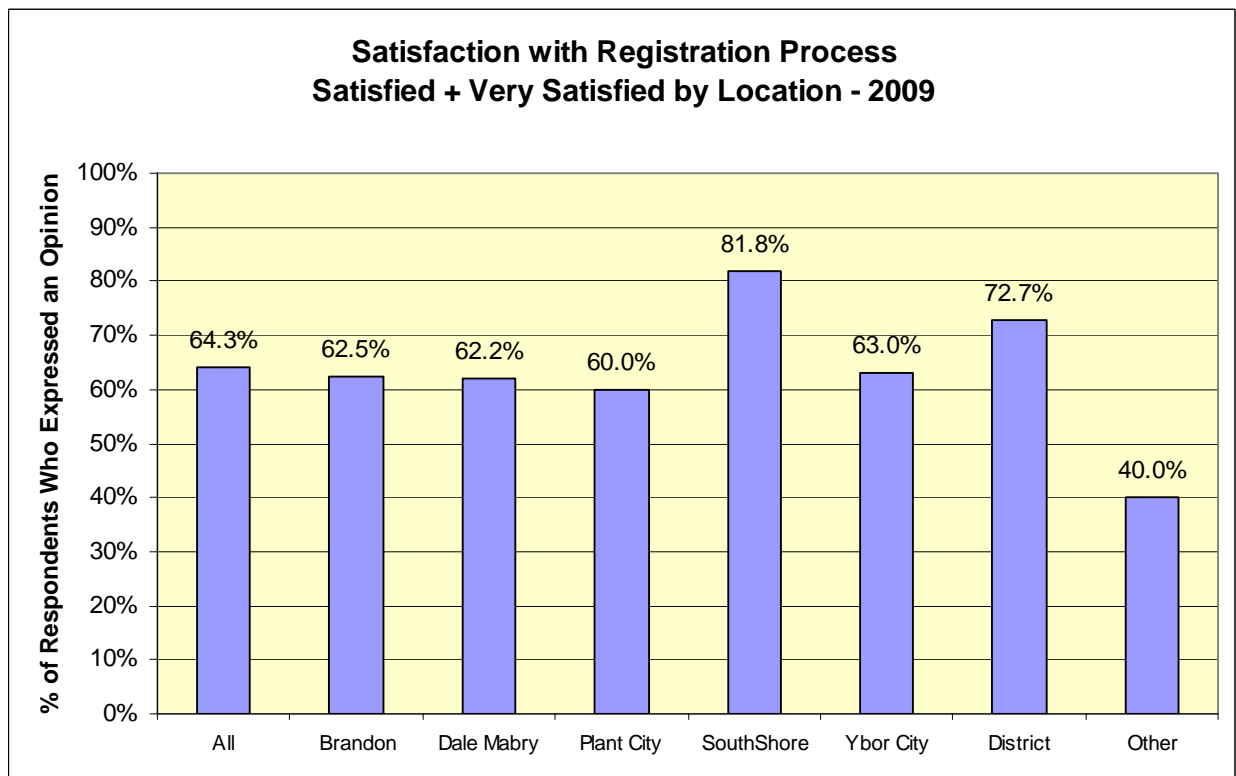
Registration Process

The percentage of faculty and staff who were satisfied with the registration process dropped from 69.6% in 2007 to 64.3% in 2009. At the SouthShore campus, 81.8% were satisfied or very satisfied with this service. The ratings at the other four campuses were much lower: 60.0% at Plant City, 62.2% at Dale Mabry, 62.5% at Brandon, and 63.0% at the Ybor City campus. Only 40.0% of the respondents at “Other” locations expressed satisfaction with the registration process.

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	15	129	52	28	105	6.7%	57.6%	23.2%	12.5%	100.0%
Brandon	2	23	8	7	16	5.0%	57.5%	20.0%	17.5%	100.0%
Dale Mabry	4	42	15	13	31	5.4%	56.8%	20.3%	17.6%	100.0%
Plant City	0	9	5	1	6	0.0%	60.0%	33.3%	6.7%	100.0%
SouthShore	1	8	1	1	4	9.1%	72.7%	9.1%	9.1%	100.0%
Ybor City	4	25	14	3	17	8.7%	54.3%	30.4%	6.5%	100.0%
District	3	21	7	2	27	9.1%	63.6%	21.2%	6.1%	100.0%
Other	1	1	2	1	4	20.0%	20.0%	40.0%	20.0%	100.0%

Chart 35



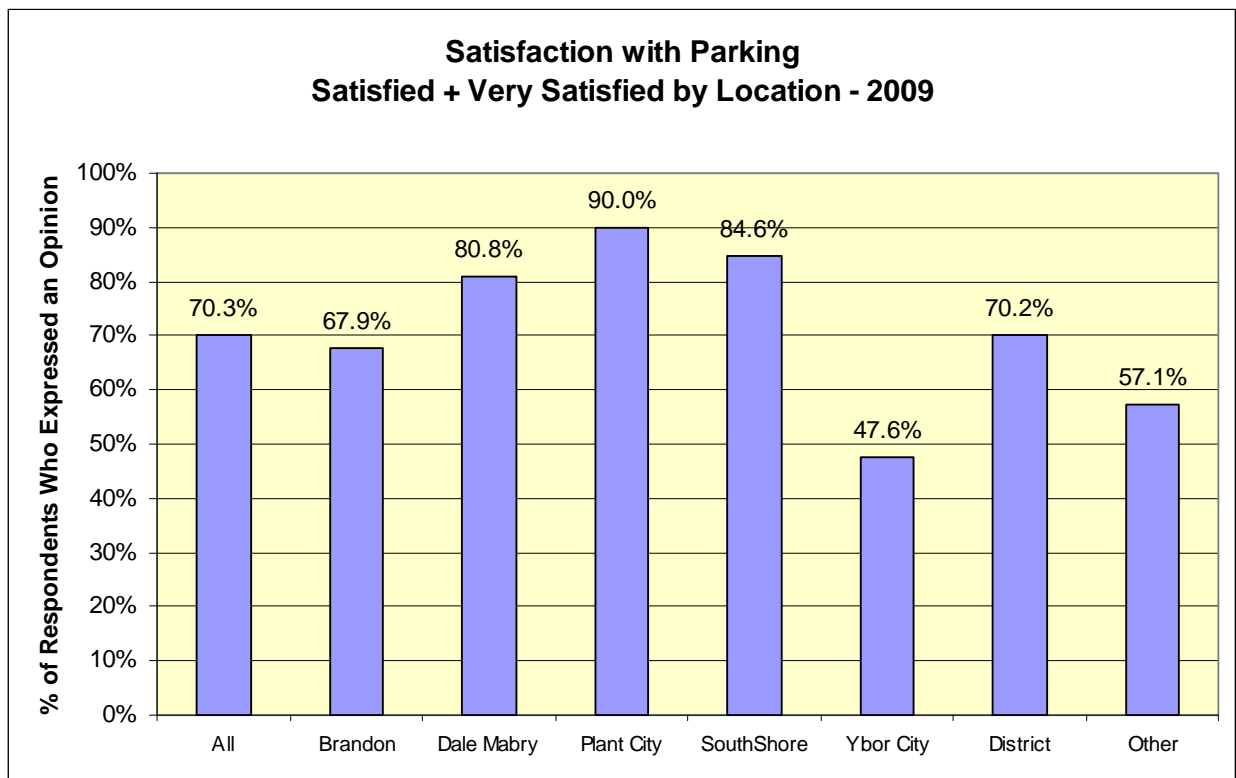
Parking

Parking services, the lowest-rated item on the 2007 survey, moved up in the rankings to third-lowest this year. Although it remained one of lowest-rated items, the percentage of faculty and staff who expressed satisfaction with parking increased from 59.2% in 2007 to 70.3% in 2009. There was large variation in the ratings by location. Ninety percent (90.0%) of faculty and staff at Plant City were satisfied or very satisfied with parking. At the other extreme, only 47.6% of the respondents at Ybor City expressed satisfaction with parking.

Table 38

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
f. Parking	29	196	63	32	9	9.1%	61.3%	19.7%	10.0%	100.0%
Brandon	5	33	11	7	0	8.9%	58.9%	19.6%	12.5%	100.0%
Dale Mabry	13	71	14	6	1	12.5%	68.3%	13.5%	5.8%	100.0%
Plant City	1	17	2	0	1	5.0%	85.0%	10.0%	0.0%	100.0%
SouthShore	2	9	2	0	2	15.4%	69.2%	15.4%	0.0%	100.0%
Ybor City	3	27	22	11	0	4.8%	42.9%	34.9%	17.5%	100.0%
District	5	35	12	5	3	8.8%	61.4%	21.1%	8.8%	100.0%
Other	0	4	0	3	2	0.0%	57.1%	0.0%	42.9%	100.0%

Chart 36



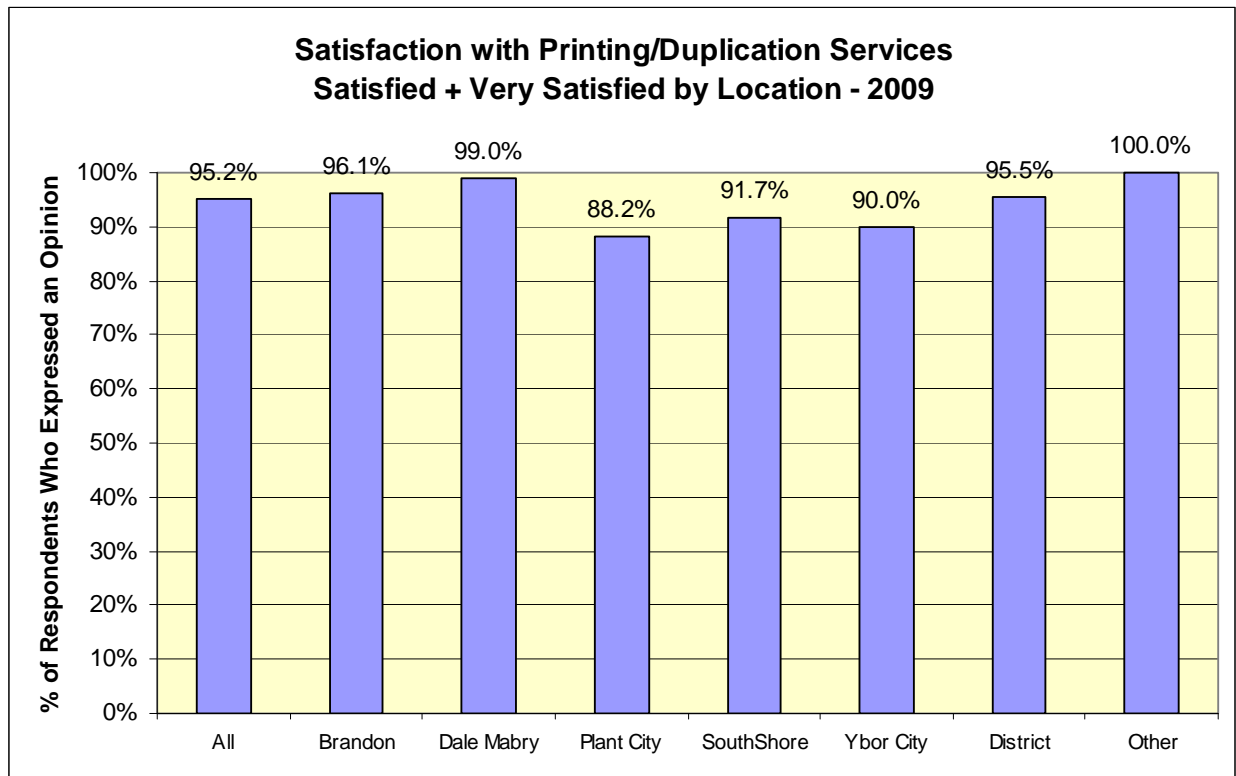
Printing/Duplication

Printing/duplication services received the fifth-highest rating of all campus-based services in 2009. The overall percentage of faculty and staff who were satisfied with this service was 95.2%. With the exception of Plant City's rating (88.2%), the percentages at all other locations were at or above 90%. The highest percentage at a campus was found at Dale Mabry, with 99.0% of the faculty and staff providing ratings of 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	82	193	11	3	40	28.4%	66.8%	3.8%	1.0%	100.0%
Brandon	13	36	2	0	5	25.5%	70.6%	3.9%	0.0%	100.0%
Dale Mabry	43	53	1	0	8	44.3%	54.6%	1.0%	0.0%	100.0%
Plant City	2	13	1	1	4	11.8%	76.5%	5.9%	5.9%	100.0%
SouthShore	2	9	1	0	3	16.7%	75.0%	8.3%	0.0%	100.0%
Ybor City	14	40	4	2	3	23.3%	66.7%	6.7%	3.3%	100.0%
District	5	37	2	0	16	11.4%	84.1%	4.5%	0.0%	100.0%
Other	3	5	0	0	1	37.5%	62.5%	0.0%	0.0%	100.0%

Chart 37



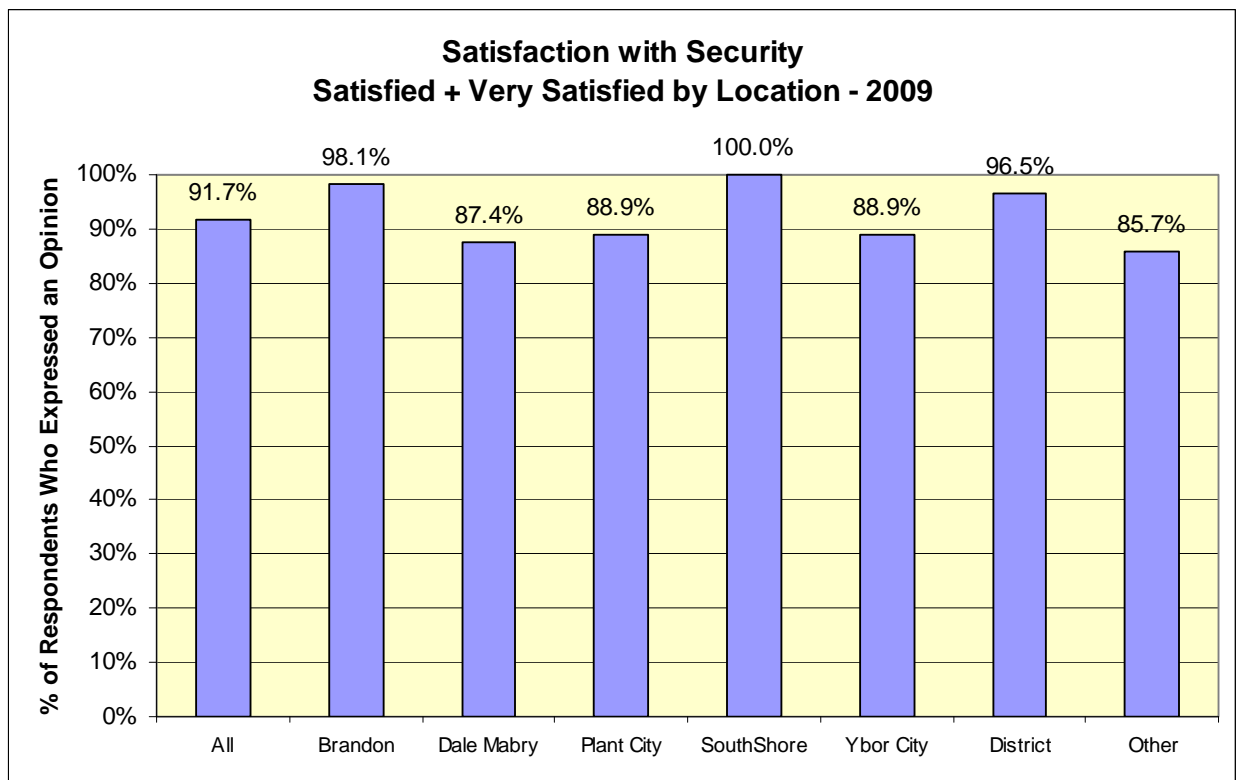
Security

The satisfaction ratings for services provided by Security increased dramatically from 79.6% in 2007 to 91.7% in 2009. The highest ratings were at the SouthShore campus (100.0%) and Brandon campus (98.1%). Across the five campuses, the faculty and staff at Dale Mabry provided the lowest ratings for security. Nevertheless, 87.4% of the respondents at Dale Mabry expressed satisfaction with this service.

Table 40

Q13	Number of Respondents					% of Respondents Who Expressed an Opinion				
	VS	S	D	VD	DNU	VS	S	D	VD	Total
h. Security	59	230	22	4	14	18.7%	73.0%	7.0%	1.3%	100.0%
Brandon	12	41	0	1	2	22.2%	75.9%	0.0%	1.9%	100.0%
Dale Mabry	21	69	11	2	2	20.4%	67.0%	10.7%	1.9%	100.0%
Plant City	3	13	2	0	3	16.7%	72.2%	11.1%	0.0%	100.0%
SouthShore	2	11	0	0	2	15.4%	84.6%	0.0%	0.0%	100.0%
Ybor City	9	47	6	1	0	14.3%	74.6%	9.5%	1.6%	100.0%
District	10	45	2	0	3	17.5%	78.9%	3.5%	0.0%	100.0%
Other	2	4	1	0	2	28.6%	57.1%	14.3%	0.0%	100.0%

Chart 38



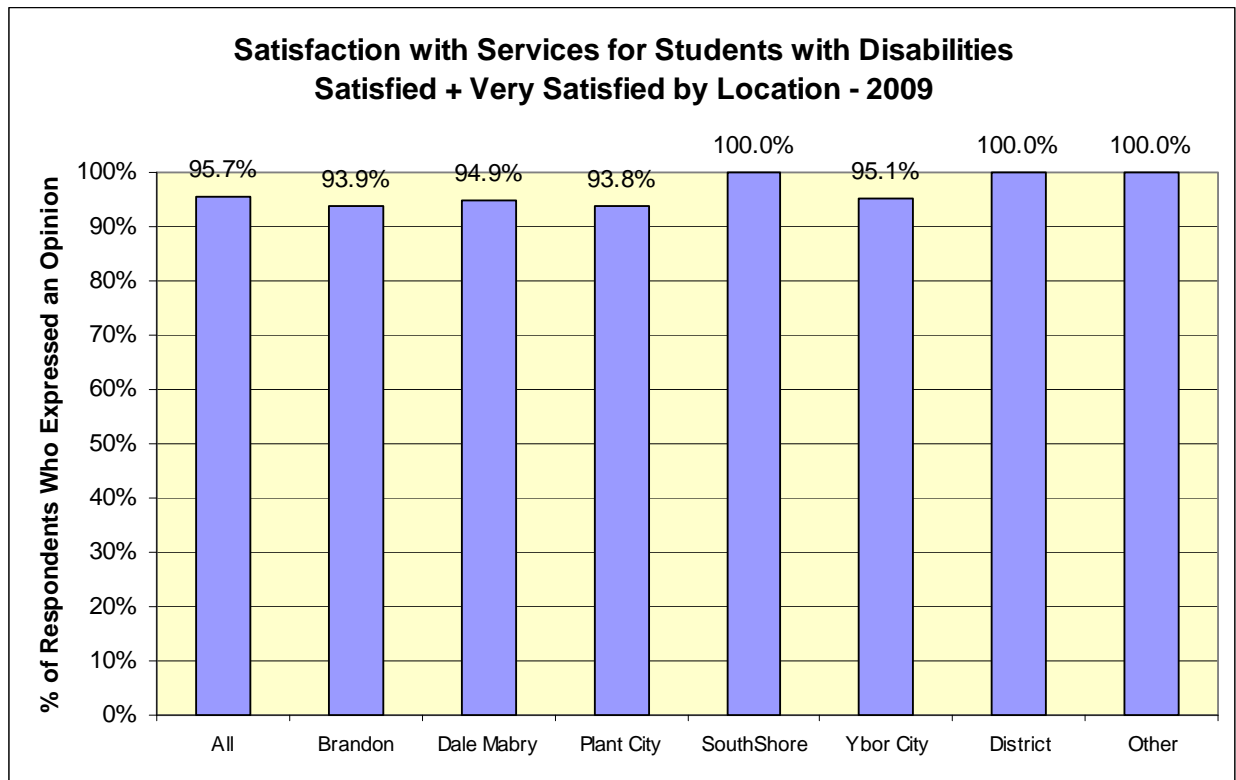
Services for Students with Disabilities

In 2009, satisfaction with services for students with disabilities was uniformly high at all locations. Overall, 95.7% of the survey respondents expressed satisfaction with these services. The lowest percentage was at Plant City (93.8%); 100.0% of respondents at the SouthShore campus, District office, and “Other” locations were satisfied or very satisfied with these services.

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	32	167	6	3	121	15.4%	80.3%	2.9%	1.4%	100.0%
Brandon	7	24	1	1	23	21.2%	72.7%	3.0%	3.0%	100.0%
Dale Mabry	12	63	2	2	26	15.2%	79.7%	2.5%	2.5%	100.0%
Plant City	4	11	1	0	5	25.0%	68.8%	6.3%	0.0%	100.0%
SouthShore	0	9	0	0	6	0.0%	100.0%	0.0%	0.0%	100.0%
Ybor City	3	36	2	0	22	7.3%	87.8%	4.9%	0.0%	100.0%
District	5	20	0	0	35	20.0%	80.0%	0.0%	0.0%	100.0%
Other	1	4	0	0	4	20.0%	80.0%	0.0%	0.0%	100.0%

Chart 39



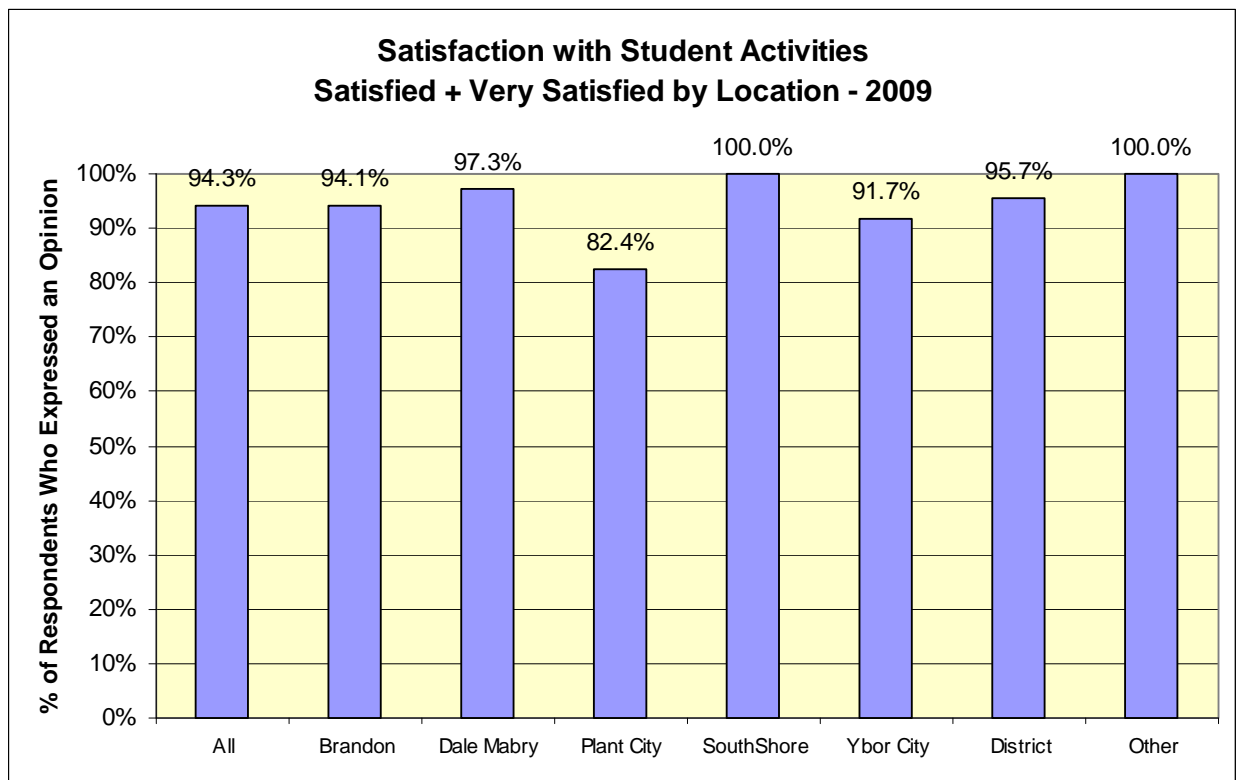
Student Activities

Overall, 94.3% of respondents expressed satisfaction with student activities in 2009. This percentage increased from 88.6% in 2007. Respondents at Plant City provided the lowest satisfaction ratings (82.4%); the ratings at all other locations exceeded 90%. Across the remaining campuses, the highest ratings (97.3%) were provided by faculty and staff at the Dale Mabry campus who were satisfied or very satisfied with student activities.

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	37	160	8	4	120	17.7%	76.6%	3.8%	1.9%	100.0%
Brandon	5	27	0	2	22	14.7%	79.4%	0.0%	5.9%	100.0%
Dale Mabry	23	49	2	0	31	31.1%	66.2%	2.7%	0.0%	100.0%
Plant City	1	13	2	1	4	5.9%	76.5%	11.8%	5.9%	100.0%
SouthShore	1	9	0	0	5	10.0%	90.0%	0.0%	0.0%	100.0%
Ybor City	5	39	3	1	15	10.4%	81.3%	6.3%	2.1%	100.0%
District	2	20	1	0	37	8.7%	87.0%	4.3%	0.0%	100.0%
Other	0	3	0	0	6	0.0%	100.0%	0.0%	0.0%	100.0%

Chart 40



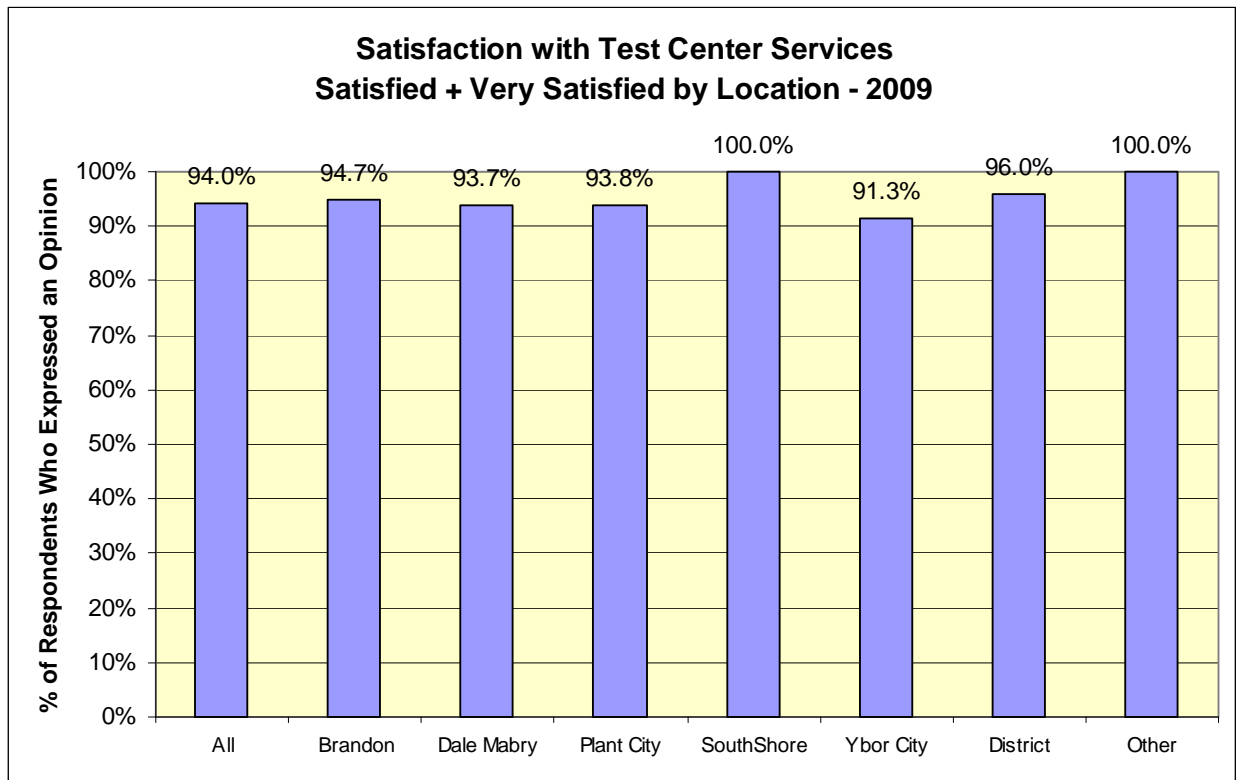
Test Center

Satisfaction ratings of HCC’s test centers increased 9.8% from 2007 to 2009 – from 84.2% on the previous survey administration to 94.0% in 2009. In 2007, the percentages varied widely by campus ranging from 97.8% at Ybor City to 57.6% at Plant City. However, the 2009 ratings at all locations exceeded 90% and varied from 91.3% at Ybor City to 100.0% at the SouthShore campus and for the “Other” respondents.

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	30	175	9	4	111	13.8%	80.3%	4.1%	1.8%	100.0%
Brandon	8	28	1	1	18	21.1%	73.7%	2.6%	2.6%	100.0%
Dale Mabry	12	62	3	2	26	15.2%	78.5%	3.8%	2.5%	100.0%
Plant City	2	13	1	0	5	12.5%	81.3%	6.3%	0.0%	100.0%
SouthShore	0	11	0	0	4	0.0%	100.0%	0.0%	0.0%	100.0%
Ybor City	5	37	3	1	17	10.9%	80.4%	6.5%	2.2%	100.0%
District	3	21	1	0	35	12.0%	84.0%	4.0%	0.0%	100.0%
Other	0	3	0	0	6	0.0%	100.0%	0.0%	0.0%	100.0%

Chart 41



Tutoring Services

Satisfaction with tutoring services increased considerably between 2005 and 2009. In 2005, the overall percentage was 80.1%; in 2007, the percentage increased to 87.0%; and in 2009, the percentage increased by 8.5% to 95.5%. With the exception of the ratings at Plant City (87.5% satisfied or very satisfied), all other locations were above 90%.

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	35	133	8	0	153	19.9%	75.6%	4.5%	0.0%	100.0%
Brandon	7	21	2	0	26	23.3%	70.0%	6.7%	0.0%	100.0%
Dale Mabry	14	39	2	0	50	25.5%	70.9%	3.6%	0.0%	100.0%
Plant City	0	14	2	0	5	0.0%	87.5%	12.5%	0.0%	100.0%
SouthShore	4	6	1	0	4	36.4%	54.5%	9.1%	0.0%	100.0%
Ybor City	6	33	1	0	23	15.0%	82.5%	2.5%	0.0%	100.0%
District	3	18	0	0	39	14.3%	85.7%	0.0%	0.0%	100.0%
Other	1	2	0	0	6	33.3%	66.7%	0.0%	0.0%	100.0%

Chart 42

