

Q1. COLLEGE QUALITIES
a). ACADEMIC STANDARDS

BRANDON CAMPUS

Strengths

- 74: The faculty, although grossly underpaid and overworked, are excellent.
- 250: The materials and the lab facilities provide high learning quality of learning. The textbook are up to date. The higher level of technology used in the classrooms and online helps the instructor and the students to improve the quality of learning
- 279: a. I think they are of the highest quality. c. I think the faculty who I have met are outstanding. f. Constant emails and memo reminders help.
- 303: As an faculty member I have always felt that HCC offers quality education for a very reasonable price. Additionally, I feel that HCC is very responsive to the diverse population that it serves.

Weaknesses

- 43: A, C, E. I'm constantly amazed at how many students come into my classes with satisfactory GPAs, but then cannot pass a relatively easy general education course. There are a countless students that have essentially NO math/English skills, which they should have before signing up (or study skills either, for that matter). Likewise, I know there are countless HCC students that finish all of their coursework, but fail the CLAST - repeatedly. Something is going wrong here...
- 76: In general we do not do a good job with taking care of the needs of our students. Often decisions are made for convenience. The students keep us in business. They are our pot of gold. HCC is a gold mine in the rough & could be so much more influential and responsive to the needs of the community.

Recommendations

- 32: Lab replacement fee should go to not only replacing consumables but also equipment and models that wear out over time. Most of these items must be purchased when the College has capital funds available. Meanwhile our lab replacement fee that is not used is reallocated to a general fund somewhere in the college.
- 74: Pay the faculty more and let them teach less. Fire (a top Administrator).
- 255: Need more student services staff during registration please.

DALE MABRY CAMPUS

Strengths

- 50: Q1 a & c can both be attributed to qualified, caring & dedicated faculty.
- 53: Dedicated, competent faculty throughout college. College services available to help diverse student populations achieve academic success.
- 110: A. I believe the college has done a great job with continuing to improve academic standards.; B. I sometimes instruct and the highest level of instruction, I myself follows through with. C. I apply the learning outcomes of syllabi and measure.
- 117: All instructors I know of including myself are dedicated to high academic standards which they do not compromise for the sake of a higher passing rate.
- 149: quality accommodations and recognition
- 191: a,c our faculty is becoming more and more student oriented.
- 241: I am very satisfied with how our program is run and that I have the complete support of the program manager and Dean.
- 246: Outcomes are set forth with particular criteria at each level. For the classes that I have observed and students entering my classes these benchmarks seem to be met.

- 291: I am confident that my students are being provided a very good education in my classes. I work hard for HCC to make sure my students are at the top of their game.
- 295: a Requirements for students are clearly stated Course objectives clearly stated
- 296: a and c I believe the college does a good job in demanding academic standards of our students. The quality of instruction is solid--with good faculty.
- 317: a and c Faculty members are dedicated to student success

Weaknesses

291: HCC pays adjunct more than \$1000.00 less per class than USF. If you want good teachers you need to rely less on their commitment to teach because eventually they won't be able to afford to do so. Hire more people full-time, and take a look at student evaluations to find the best people.

Recommendations

- 36: Our department has potential for growth that I hope we'll realize. There's a little bit of stuckness in "we've always done it this way."
- 51: In my department, our faculty do not meet regularly to discuss consistency in our curriculum. I would never suggest a mandated curriculum, just more communication between the full time and adjunct faculty on the specifics of their syllabus.
- 53: Advising Office at DM needs attention. Often inaccurate info is given to students regarding their academic planning. This has been a long-standing problem.
- 88: a. Adjunct and new faculty should be mentored and/or monitored more closely to insure academic standards are being upheld.
- 108: Standardize department college wide (each campus follows different guidelines); provide students with step-by-step checklist for manipulating the FA system within the college
- 138: Staff who don't want to be here need to be let go. There are too many people barely providing services they are supposed to and the attitude towards students and other staff is awful. I hear more complaints about DM staff than other campuses but Ybor also rakes in complaints.
- 141: We need to improve our overall corporate culture. There is too much disconnect and not enough cohesiveness. We are ONE college and need to put our main goal -educating the WHOLE student-- first and stop worrying about other distractions. Too much time and funding is spent on things outside of our community that do not directly impact the education of Hillsborough County residents.
- 172: The students are not being held to college level standards
- 222: Assume faculty are experts in their areas. Then you can solicit input from them for service operations including accounting, architecture and campus design, IT, health plans, etc. (Faculty should not be decision makers but should be consulted before making such decisions.)

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

215: a. As a part time instructor now as well as a staff member, I know the standards are very high. b. Having met and heard about other teachers from my students and in my personal observations we have a very dedicated teaching staff whose quality is beyond compare. c. Again as I have observed in my classes, we have a great responsiveness to diverse populations by committing ourselves to services for all students and special services for those who may come from a different culture or background. I am speaking about reading, writing and math labs, cultural events, and teaching diversity in the classroom. e. As a teacher I am expected to seek great outcomes from my students and am provided with the opportunity to do so by Dean and staff as well as the FYE staff. If I need help or other ideas there are forums and places available for the instructors such as those on Campus Cruiser and in individual departments. There are also good programs for staff and instructors via PDWS.

254: I think that the faculty have done an excellent job of establishing course and program objectives and outcomes which are followed to maintain high standards. Student reports on our faculty always reflect a high degree of satisfaction with instruction. Faculty concerns about such areas as distance learning and independent study demonstrate a continued commitment to maintain standards and high quality.

94: A: Despite the lowest levels of poor employee morale at HCC in 20 years, the academic standards at HCC continue to be high, surprisingly enough.

133: (Item a)Our faculty is committed to high academic standards. This is obvious from the seriousnesshiring committees and strong faculty partiipation in academic committees. (b) Despite the budget issues, the college has given my campus (SouthShore) the funds that they needed to open and staff a new campus. Without this funding stream, the campus would not have enjoyed its current enrollment and academic success. (Item f)As an administrator I am continually updated on campus issues, events and processes-- primarily by email. Since the arrival of Ashley Carl, I have been impressed by the college's external communications.

281: The academic standards, quality of instruction, and student learning outcomes are outstanding...if not superior to other institutions of higher learning that I have been employed.

286: Professional staff and student satisfaction.

283: Academic Standards, quality of instruction, learning outcomes and internal communication are good - much better than in years past.

Weaknesses

16: b. Staffing in Financial Aid is very poor and lacks knowledge of the other departments affected by their lack of response to students questions.

124: We need to do a better job producing graduates...

Recommendations

124: We need to enhance our academic advising...make it everyones business to insure our students progress

164: Our customer service is still inadequate. My suggestion is mandatory training and consequence if not practiced. With budget cuts happening all over the state, no level employee can afford to scare our customers away with rude or misinformed behavior. There should be monitoring of some type to see that customer service skills are practiced.

194: The college could/should provide a web hosted resource/reference for student services information. This will provide a reference for ALL campuses, which will help standardize our processes. The lack of standardization only confuses students and staff, and creates problems between the college staff and students, and reduces our perceived level of "customer service".

260: DAO does not care about improving quality of service. If it were the campuses would have less autonomy than they do now and we would have one college with seamless rules and processes instead of 5 campuses that do whatever they want despite the impact on the other campuses and students.

PLANT CITY CAMPUS

Strengths

305: College is extremely well managed

YBOR CITY CAMPUS

Strengths

39: a,c,f - Strengths came from experience in the field

96: I believe we hold high academic standards at HCC, on par with other institutions of higher learning in our area. While some of our instructors are a bit strange outside of the classroom,

appear to be getting through to our students. Having a diverse population, we host a variety of campus events which draw on and involve students of various demographics.
261: Teachers are well qualified for the classes they teach and the standards are very high.

Recommendations

232: Customer service is poor. Employees hide behind policies and procedures, or claim it is not their job, rather than trying to help students and other staff solve problems.

96: Consider training personnel in customer service positions (whether it is to serve our students and/or staff members from other areas of the college) on customer service techniques. Too many times it has been my experience that when calls are made or people are approached to handle an issue that is in their area of responsibility, they act like they are too busy to be bothered or attempt to "pass the buck" to someone else. In one instance, I was told it wasn't their problem, which met with a request to speak with their supervisor who in essence uttered those same words. It was only when threatened with the campus president did they capitulate. After this training is conducted, we could capture performance data using mobile kiosks with touch screens placed within customer service areas at random times. A "report card" of sorts could be generated and provided to Campus Presidents so they can develop strategies and implement steps necessary to maintain a high standard of customer service college-wide.

242: Provide standard measurement of key performance indicators so everyone can see where HCC is making progress and where we are falling behind

261: Keep the standards high by demanding only the best from students.

302: Make staff accountable for doing their jobs.

Q1. COLLEGE QUALITIES
b). FINANCIAL RESOURCES

BRANDON CAMPUS

Weaknesses

- 26: b. uncertain financial atmosphere makes concern for programs and positions.
- 89: Limited resources reduces the effectiveness to respond to students needs. Students with disabilities are often a population that suffers from lack of services. The general workforce of the College do not understand accomodations and resent (many faculty) them. Student services are not accessible via the web and the HCC website is not accessible. Student success rates are particularly dismal in Distance Learning sections. This is due to many reasons; lack of printed comments on student schedules, no online studnet services beyond registration, barriers to students to students who learn at a distance due to a decentralized approach to studnet services and learning, the lack of control and lack of authority of (an administrator) over the campuses. Administration (re campus presidents, and president's cabinet makes uninformed decisions, excludes those who have expertise in areas and listen to singular voices who have their own adjendas in making decisions, resulting in poor decisions that have a detrimental affect on student success and College operations. College administrators often invent communication activities that have no bearing on decisions since they are made by a select few (President's cabinet) wo do not particpate nor recieve first hand communication but rather rely on heresay and third person accounts. This College does not run effectively and poor decisions are continually made by the so labled 'leaders' who only act in the interest of their campus population. (A top level Administrator) refuses to act as a leader and instead defers to (top level Administrators) when their decisions are faulty and only in their interests. Radical change, which is needed, to imporve student success and graduation rates, is not happening because of a lack of leadership. To do what is right is not easy; and this is what this College subscribes to-to do what is easy as to not to upset the apple cart. the cart is broken and there is no one leadin g it.
- 272: b. state needs to increase funding. f. too many emails use the phone for one answer questions or comments.
- 303: Obviously, I feel that HCC is very underfunded but what school is not underfunded today? In a perfect world we would be able to appropriately fund all programs.
- 313: The financial resources of this college could be better utilized compared to other community college that I have worked with.

Recommendations

- 32: Lab replacement fee should got to not only replacing consumables but also equipment and models that wear out over time. Most of these items must be purchased when the College has capital funds available. Meanwhile our lab replacement fee that is not used is reallocated to a general fund somewhere in the college.
- 255: Need more f staff during registration please.
- 313: Trim the administration and its costs by distributing them throughout the colleges campuses intead of maintaining that very high cost administration building. It would be better used for our excellent nursing program, rented out, or sold.

DALE MABRY CAMPUS

Weaknesses

- 46: The state is in a budget decline, and we are cutting corners in the wrong places
- 90: b. continued growth despite cuts has led to deterioration of some facilities and services
f. important decisions are made or discussed without consulting all parties that might have valuable input
- 282: The administration is very cavalier in its spending on "special projects", salaries and redundant personnel at Davis Island but then always cries poverty when it's time to offer the faculty a modest raise.
- 291: HCC pays adjunct more than \$1000.00 less per class than USF. If you want good teachers you need to rely less on their commitment to teach because eventually they won't be able to afford to do so. Hire more people full-time, and take a look at student evaluations to find the best people.
- 311: Even as the number of students increase, funding is being decreased. Consequently, many (including me) have twice as much work with no extra time.

Recommendations

- 138: Staff who don't want to be here need to be let go. There are too many people barely providing services they are supposed to and the attitude towards students and other staff is awful. I hear more complaints about DM staff than other campuses but Ybor also rakes in complaints.
- 141: We need to improve our overall corporate culture. There is too much disconnect and not enough cohesiveness. We are ONE college and need to put our main goal -educating the WHOLE student-- first and stop worrying about other distractions. Too much time and funding is spent on things outside of our community that do not directly impact the education of Hillsborough County residents.
- 196: more fspd \$
- 291: I have taught for HCC for well over 10 years, but have been forced to move back in with my parents because my pay is incredibly low. Hire the best people and then reward them with benefits and full-time pay. Reduce administrator pay - the teachers are the ones who keep the students happy and raise awareness that HCC is a quality institution.
- 291: Hire good people at a livable wage.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

- 215: a. As a part time instructor now as well as a staff member, I know the standards are very high. b. Having met and heard about other teachers from my students and in my personal observations we have a very dedicated teaching staff whose quality is beyond compare. c. Again as I have observed in my classes, we have a great responsiveness to diverse populations by committing ourselves to services for all students and special services for those who may come from a different culture or background. I am speaking about reading, writing and math labs, cultural events, and teaching diversity in the classroom. e. As a teacher I am expected to seek great outcomes from my students and am provided with the opportunity to do so by Dean and staff as well as the FYE staff. If I need help or other ideas there are forums and places available for the instructors such as those on Campus Cruiser and in individual departments. There are also good programs for staff and instructors via PDWS.
- 133: (Item a) Our faculty is committed to high academic standards. This is obvious from the seriousness of hiring committees and strong faculty participation in academic committees. (b) Despite the budget issues, the college has given my campus (SouthShore) the funds that they needed to open and staff a new campus. Without this funding stream, the campus would not have

enjoyed its current enrollment and academic success. (Item f)As an administrator I am continually updated on campus issues, events and processes-- primarily by email. Since the arrival of Ashley Carl, I have been impressed by the college's external communications.

243: I have heard many students discuss help with financial aid. I have been kept very current with various aspects of HCC.

Weaknesses

95: Additional resources are needed to improve facilities and services

205: Financial resources for salaried employees are less than adequate for incentivizing hard efforts and great product.

299: There is not enough financial resources to accommodate for the volume of students

Recommendations

98: Provide additional finance options to non-credit programs.

151: b. Financial resources are desperately needed for the non-credit area, that has long been without adequate budget. No one knows that continuing education exists.

205: PLEASE Shuffle budgets to allow for some salary increase. People who are great producers should not feel like there are no possibilities for promotion.

294: Instructor evaluations on all courses and serious consideration of what is being said in the evaluations.

242: Create a culture of measurement and accountability. HCC Leadership does not hold their teams accountable. They also over assign work. While our budget is shrinking, assigning more work than can be accomplished only aggravates the problem.

PLANT CITY CAMPUS

Weaknesses

112: B. I consistently hear students complain that no one is available to speak with the student and that they are told to come back and speak with someone else that isn't in the office. E. I don't believe that follow up is done to discover what or if the student had success with their efforts. F. There is no internal communication at our campus between departments. We only receive official communication from the campus president and he is always late in getting the information out to the employee.

235: Many faculty end class early and do not hold students to high-enough standards, especially in writing skills. Staff salaries are too low to attract and retain good employees.

Recommendations

235: Supervision and expectations of faculty should be improved, so the quality of instruction can improve. Raise staff salaries.

121: There is not enough support and supplies for adjunct instructors in all areas. The students are allowed to enroll too late in the class especially where there is a lab with a class.

YBOR CITY CAMPUS

Weaknesses

71: Finances due to cuts from the state.

209: b. Budget cuts should not come exclusively from "non-instructional areas." I believe we have some waste in those areas as well. f. Changes in policy and procedure are not clearly communicated to all with consistent implementation dates.

302: Several follow-ups are necessary in order to get people paid from agreement for services. District staff can be rude and sometimes non-responsive to phone calls and emails.

Recommendations

131: HCC is currently struggling with a budget crisis. I am very pleased to see that they are attempting to protect employees -- full and part time -- during this rocky economic period. Students remain very diverse in background with various abilities to write and communicate. Some do very well, but others appear barely literate. Getting students to do outside class assignments is difficult at times. Many lag in their assigned classwork, which is frustrating as well.

Q1. COLLEGE QUALITIES
c). QUALITY OF INSTRUCTION

BRANDON CAMPUS

Strengths

- 74: The faculty, although grossly underpaid and overworked, are excellent.
268: c. instructors use many forms of media in class presentation, many types of experiences in lab exercises and outings to assist student learning
279: a. I think they are of the highest quality. c. I think the faculty who I have met are outstanding. f. Constant emails and memo reminders help.

Weaknesses

- 43: A, C, E. I'm constantly amazed at how many students come into my classes with satisfactory GPAs, but then cannot pass a relatively easy general education course. There are a countless students that have essentially NO math/English skills, which they should have before signing up (or study skills either, for that matter). Likewise, I know there are countless HCC students that finish all of their coursework, but fail the CLAST - repeatedly. Something is going wrong here...
156: Too many part time people. I know this is done to save the college money, but I ask at what cost to the student? This is one of the problems at USF and why their satisfaction surveys sometimes take a hit.

Recommendations

- 74: Pay the faculty more and let them teach less. Fire (a top level Administrator).
268: Greater access to faculty offices on the weekend and during breaks (Christmas and spring) as this is the time when I have the opportunity to work on course materials
301: I believe that there may be too much leeway with students grading. I know that the faculty often offer alternate ways of showing proficiency in prep classes, but I've seen in upper level classes students who are unprepared.

DALE MABRY CAMPUS

Strengths

- 6: We have some excellent instructors at HCC.
50: Q1 a & c can both be attributed to qualified, caring & dedicated faculty.
53: Dedicated, competent faculty throughout college. College services available to help diverse student populations achieve academic success.
110: A. I believe the college has done a great job with continuing to improve academic standards.; B. I sometimes instruct and the highest level of instruction, I myself follows through with. C. I apply the learning outcomes of syllabi and measure.
122: c: I think the Faculty at HCC are the glue that holds the whole organization together and I don't think the college appreciates that.
142: c. At a teaching institution, individual faculty members are committed to teaching.
162: 1C- Many of the faculty of this institution are gifted and passionate about their discipline.
177: Quality of instruction is high due to the concern most instructor have to present material in a learning-friendly way. HCC is responsive to diverse populations by highlighting them throughout the terms so that other groups will better understand and appreciate group differences. The Early Alert program is pro-active in helping with addressing student learning outcomes. Communication is efficient and timely by using email.
179: c - I believe a real effort is placed to put the best person with the right classes, which is imperative. f - Every effort seems to be made to try to share info that is occurring whenever possible. There is more transparency in operation than I have experienced in the past.

- 191: a,c our faculty is becoming more and more student oriented.
 196: quality instructors for the most part
 266: c. Instructors continually try to improve teaching methods.
 291: I am confident that my students are being provided a very good education in my classes. I work hard for HCC to make sure my students are at the top of their game.
 296: a and c I believe the college does a good job in demanding academic standards of our students. The quality of instruction is solid--with good faculty.
 317: a and c Faculty members are dedicated to student success

Weaknesses

- 41: I had a teacher two semesters ago teaching a math class but she was learning with us, teaching us to do math one way and the book teaching us another way. We should be careful to hire teacher who are trained in the course they are teaching.
 291: HCC pays adjunct more than \$1000.00 less per class than USF. If you want good teachers you need to rely less on their commitment to teach because eventually they won't be able to afford to do so. Hire more people full-time, and take a look at student evaluations to find the best people.

Recommendations

- 36: Our department has potential for growth that I hope we'll realize. There's a little bit of stuckness in "we've always done it this way."
 51: In my department, our faculty do not meet regularly to discuss consistency in our curriculum. I would never suggest a mandated curriculum, just more communication between the full time and adjunct faculty on the specifics of their syllabus.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

- 35: The students are very happy with instructors
 98: Highly qualified and caring instructors with diverse backgrounds. Variety of programs that are focused at our major campus'.
 215: a. As a part time instructor now as well as a staff member, I know the standards are very high. b. Having met and heard about other teachers from my students and in my personal observations we have a very dedicated teaching staff whose quality is beyond compare. c. Again as I have observed in my classes, we have a great responsiveness to diverse populations by committing ourselves to services for all students and special services for those who may come from a different culture or background. I am speaking about reading, writing and math labs, cultural events, and teaching diversity in the classroom. e. As a teacher I am expected to seek great outcomes from my students and am provided with the opportunity to do so by Dean and staff as well as the FYE staff. If I need help or other ideas there are forums and places available for the instructors such as those on Campus Cruiser and in individual departments. There are also good programs for staff and instructors via PDWS.
 254: I think that the faculty have done an excellent job of establishing course and program objectives and outcomes which are followed to maintain high standards. Student reports on our faculty always reflect a high degree of satisfaction with instruction. Faculty concerns about such areas as distance learning and independent study demonstrate a continued commitment to maintain standards and high quality.
 281: The academic standards, quality of instruction, and student learning outcomes are outstanding...if not superior to other institutions of higher learning that I have been employed.
 286: Professional staff and student satisfaction.
 305: College is extremely well managed

Weaknesses

294: c. Quality of Instruction. One of the courses that I am currently taking has a terrible instructor and I have found out that because he teaches more than one course, the course I am taking will not require an evaluation. I had planned to use this as a mechanism to report him without having to identify myself.

194: F. The college has, for some time now, lacked a proper vehicle to convey new processes/systems from its leadership to its workers. By the time it reaches the "bottom of the totem pole", the information has been misinterpreted/misstated multiple times. This is particularly evident in student services.

260: f. Communication from our administration in general is very poor and infrequent. It's almost as if the staff at the five campuses has to read the minds of DAO staff. I think it's the lack of contact with students that makes DAO so out of touch with the realities of serving students. f. An example would be a perceived lack (on DAO's part) of willingness to solve once and for all our IT/server problems. It's astonishing that *[a staff member]* is still employed at HCC. c. Some (few) teachers are really good but too many are part time and they don't care. Honestly some of the full timers don't care either. I don't have the answer but maybe there should be a contest. Teacher of the year for HCC and student's do the nominating.

121: Because the college relies on adjuncts for each term, the quality of instruction is instructor dependent and changes too often..especially for science classes.

235: Many faculty end class early and do not hold students to high-enough standards, especially in writing skills. Staff salaries are too low to attract and retain good employees.

Recommendations

121: Consistency in instructors by moving away from adjunct system and a temp renewal position for instructors so that the students can rely on consistent from instructors from year to year.

235: Supervision and expectations of faculty should be improved, so the quality of instruction can improve. Raise staff salaries.

PLANT CITY CAMPUS

Strengths

305: College is extremely well managed

Weaknesses

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235: Many faculty end class early and do not hold students to high-enough standards, especially in writing skills. Staff salaries are too low to attract and retain good employees.

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235: Supervision and expectations of faculty should be improved, so the quality of instruction can improve. Raise staff salaries.

YBOR CITY CAMPUS

Strengths

- 39: a,c,f - Strengths came from experience in the field
- 96: I believe we hold high academic standards at HCC, on par with other institutions of higher learning in our area. While some of our instructors are a bit strange outside of the classroom, appear to be getting through to our students. Having a diverse population, we host a variety of campus events which draw on and involve students of various demographics.
- 106: (c) Most professors do a very good job. 21st century classrooms offer significant enhancement to instruction. (d) The college makes a very positive effort towards serving a diverse population.
- 111: instructor capabilities, and dedication
- 261: Teachers are well qualified for the classes they teach and the standards are very high.

Recommendations

- 304: I think that instructors should believe in helping students pass by not being bothered because students ask questions. They should tend to the students' learning needs.

SOUTHSHORE CAMPUS

Strengths

- 120: Faculty, staff and online training are highly student centered and responsive to individual student needs.

Recommendations

- 120: a semester checklist is helpful, especially considering traditional, late start and online courses feature different start dates

Q1. COLLEGE QUALITIES
d). RESPONSIVENESS TO DIVERSE POPULATIONS

BRANDON CAMPUS

Strengths

- 156: This college has a wide variety of programs. This is good because it means the college appeals to a wide variety of our population.
- 288: I think that enough programs/projects have been developed over the past year to more than satisfy our efforts of inclusiveness at the college
- 301: I believe that our instructors are of the highest quality, and work hard to deliver material to their students. I believe that HCC has a variety of programs and activities to try to reach the diverse needs of students that are a result of the diverse populations we have, and I believe that the way information is communicated to us is very effective
- 303: As an faculty member I have always felt that HCC offers quality education for a very reasonable price. Additionally, I feel that HCC is very responsive to the diverse population that it serves.
- 313: We have a wonderfully diverse student body and the college seems very attuned to it.

Weaknesses

- 76: In general we do not do a good job with taking care of the needs of our students. Often decisions are made for convenience. The students keep us in business. They are our pot of gold. HCC is a gold mine in the rough & could be so much more influential and responsive to the needs of the community.

Recommendations

- 76: Become the center of the community...get the people on our campuses...let them see the wonderful opportunities that are available to them.

DALE MABRY CAMPUS

Strengths

- 51: Responsiveness to diverse populations: Annual International Cultural Fair, other student days in the patio, EAP program includes day, night, and summer courses, tutoring and writing center available to all populations. Internal College Communication: Email (hccfl.edu) is very effective in delivering news to all faculty, text messaging system is very effective if students/faculty are signed up for it.
- 53: Dedicated, competent faculty throughout college. College services available to help diverse student populations achieve academic success.
- 103: This institution has met and exceeds its responsiveness to Diverse Populations
- 177: Quality of instruction is high due to the concern most instructors have to present material in a learning-friendly way. HCC is responsive to diverse populations by highlighting them throughout the terms so that other groups will better understand and appreciate group differences. The Early Alert program is pro-active in helping with addressing student learning outcomes. Communication is efficient and timely by using email.
- 198: Email communication is good, and HCC is very promotional of its student diversity.
- 311: The college has a diverse student population which reflects the community. The college encourages students of varying cultures, ages, and levels of disability to succeed.
- 324: (1d) I believe that HCC works very successfully with the Community. HCC embraces its Community role and strives to reach and enrich our very diverse population.(1f)I find extremely helpful people here,and more each time I look.

Recommendations

31: We pay lip service to sensitivity to diverse populations, but we don't follow through. For example, years ago, there was a recommendation made and approved to put signage in Spanish on the campuses, but it was never done. I believe that we are so worried about retention that we are lowering our standards.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

217 d. This is what HCC is here for and I feel that HCC reaches out

234 1.d We over emphasize the minority outreach at cost to other groups.

293 d. The college makes a sincere effort to serve a diverse community except in faculty recruitment.

322 d - Ethnic celebrations/activities (such as Black History) and helping students transition in homes from

overseas. f - mass e-mails from all departments

168: This college has demonstrated its commitment to diversity in hiring, purchasing and programs. It reflects only the most honorable intentions but demonstrates its commitment through its actions.

Weaknesses

166: The priority of the College is to provide the best courses for the community.

133: (Item d) We must increase the cultural and ethnic diversity among full-time teaching faculty. Our current faculty is not representative of the county population or of our student body. (Item f) The current approved learning outcomes vary widely in format and quality. Many are not composed in the accepted style of learning outcomes. Some seem to be course outlines. The outcomes are not compiled in a single place that is easily available to students. These need to be re-written in a consistent format and posted on a searchable webpage.

Recommendations

281: More diversity at the new campus...faculty!

PLANT CITY CAMPUS

Strengths

9: HCC received ACCT's Diversity Award a couple of years ago. We put much emphasis on this area.

YBOR CITY CAMPUS

Strengths

96: I believe we hold high academic standards at HCC, on par with other institutions of higher learning in our area. While some of our instructors are a bit strange outside of the classroom, appear to be getting through to our students. Having a diverse population, we host a variety of campus events which draw on and involve students of various demographics.

106: (c) Most professors do a very good job. 21st century classrooms offer significant enhancement to instruction. (d) The college makes a very positive effort towards serving a diverse population.

209: d. I think we go out of our way to understand and relate to our students. We provide a range of activities and resources to help them in their lives.

232: D. We appear to genuinely welcome celebrate diversity.

242: D. Recognition of different cultures, diversity of administrative staff, and racial mix of students.

315: various groups are represented

320: d. I think the college does an excellent job with ethnic diversity. I am on the Ybor Campus and it appears that Afro-american, hispanic and international students and staff are given good opportunities to cross-pollinate through classes offered and cultural programming here.

Recommendations

131: HCC is currently struggling with a budget crisis. I am very pleased to see that they are attempting to protect employees -- full and part time -- during this rocky economic period. Students remain very diverse in background with various abilities to write and communicate. Some do very well, but others appear barely literate. Getting students to do outside class assignments is difficult at times. Many lag in their assigned classwork, which is frustrating as well.

Q1. COLLEGE QUALITIES
e). STUDENT LEARNING OUTCOMES

BRANDON CAMPUS

Strengths

54: The comraderie and genuine concern for effective student outcomes are amazing.

Weaknesses

43: A, C, E. I'm constantly amazed at how many students come into my classes with satisfactory GPAs, but then cannot pass a relatively easy general education course. There are a countless students that have essentially NO math/English skills, which they should have before signing up (or study skills either, for that matter). Likewise, I know there are countless HCC students that finish all of their coursework, but fail the CLAST - repeatedly. Something is going wrong here...

26. b. uncertain financial atmosphere makes concern for programs and positions.

89: Limited resources reduces the effectiveness to respond to students needs. Students with disabilities are often a population that suffers from lack of services. The general workforce of the College do not understand accomodations and resent (many faculty) them. Student services are not accessible via the web and the HCC website is not accessible. Student success rates are particulary dismal in Distance Learning sections. This is due to many reasons; lack of printed comments on student schedules, no online studnet services beyond registration, barriers to students to students who learn at a distance due to a decentralized approach to studnet services and learning, the the lack of control and lack of authority of (an administrator) over the campuses. Administration (re campus presidents, and president's cabinet makes uninformed decisions, excludes those who have expertise in areas and listen to singular voices who have their own adjendas in making decisions, resulting in poor decisions that have a detrimental affect on student success and College operations. College administrators often invent communication activities that have no bearing on decisions since they are made by a select few (President's cabinet) wo do not particpate nor recieve first hand communication but rather rely on heresay and third person accounts. This College does not run effectively and poor decisions are continually made by the so labled 'leaders' who only act in the interest of their campus population. (A top Administrator) refuses to act as a leader and instead defers to the (top level Administrators) when their decisions are faulty and only in their interests. Radical change, which is needed, to imporve student success and graduation rates, is not happening because of a lack of leadership. To do what is right is not easy; and this is what this College subscribes to-to do what is easy as to not to upset the apple cart. the cart is broken and there is no one leadin g it.

307: Item e, I do not think there has been enough stress on preparatory courses, especially prep for english.

Recommendations

125: Do a better job of placing students in intermediate math classes. Students are getting into classes that they are unprepared for.

307: The college needs , in lieu of entrance requirements, to consider some form of I. Q. and or aptitude testing to encourage student success. Such testing can encourage students to pursue courses that can meet their needs/abilities.

DALE MABRY CAMPUS

Strengths

177: Quality of instruction is high due to the concern most instructor have to present material in a learning-friendly way. HCC is responsive to diverse populations by highlighting them

throughout the terms so that other groups will better understand and appreciate group differences. The Early Alert program is pro-active in helping with addressing student learning outcomes. Communication is efficient and timely by using email.

Recommendations

36: Our department has potential for growth that I hope we'll realize. There's a little bit of stuckness in "we've always done it this way."

51: In my department, our faculty do not meet regularly to discuss consistency in our curriculum. I would never suggest a mandated curriculum, just more communication between the full time and adjunct faculty on the specifics of their syllabus.

141: We need to improve our overall corporate culture. There is too much disconnect and not enough cohesiveness. We are ONE college and need to put our main goal -educating the WHOLE student-- first and stop worrying about other distractions. Too much time and funding is spent on things outside of our community that do not directly impact the education of Hillsborough County residents.

133: (Item d) We must increase the cultural and ethnic diversity among full-time teaching faculty. Our current faculty is not representative of the county population or of our student body. (Item f) The current approved learning outcomes vary widely in format and quality. Many are not composed in the accepted style of learning outcomes. Some seem to be course outlines. The outcomes are not compiled in a single place that is easily available to students. These need to be re-written in a consistent format and posted on a searchable webpage.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

215: a. As a part time instructor now as well as a staff member, I know the standards are very high. b. Having met and heard about other teachers from my students and in my personal observations we have a very dedicated teaching staff whose quality is beyond compare. c. Again as I have observed in my classes, we have a great responsiveness to diverse populations by committing ourselves to services for all students and special services for those who may come from a different culture or background. I am speaking about reading, writing and math labs, cultural events, and teaching diversity in the classroom. e. As a teacher I am expected to seek great outcomes from my students and am provided with the opportunity to do so by Dean and staff as well as the FYE staff. If I need help or other ideas there are forums and places available for the instructors such as those on Campus Cruiser and in individual departments. There are also good programs for staff and instructors via PDWS.

281: The academic standards, quality of instruction, and student learning outcomes are outstanding...if not superior to other institutions of higher learning that I have been employed.

283: Academic Standards, quality of instruction, learning outcomes and internal communication are good - much better than in years past.

PLANT CITY CAMPUS

Weaknesses

112: B. I consistently hear students complain that no one is available to speak with the student and that they are told to come back and speak with someone else that isn't in the office. E. I don't believe that follow up is done to discover what or if the student had success with their efforts. F. There is no internal communication at our campus between departments. We only receive official communication from the campus president and he is always late in getting the information out to the employee.

Recommendations

305: Definite need to evaluate prep classes relative to exit measures. Classes are not the same across campuses and in reading and Eng.often vastly too easy.

Q1. COLLEGE QUALITIES
f). OFFICIAL INTERNAL COLLEGE COMMUNICATION

BRANDON CAMPUS

Strengths

279: a. I think they are of the highest quality. c. I think the faculty who I have met are outstanding. f. Constant emails and memo reminders help.

Weaknesses

74: Upper level administrators need to look up the word, "communication," in the dictionary. They don't seem to know what it means.

26: b. uncertain financial atmosphere makes concern for programs and positions.

89: Limited resources reduces the effectiveness to respond to students needs. Students with disabilities are often a population that suffers from lack of services. The general workforce of the College do not understand accommodations and resent (many faculty) them. Student services are not accessible via the web and the HCC website is not accessible. Student success rates are particularly dismal in Distance Learning sections. This is due to many reasons; lack of printed comments on student schedules, no online student services beyond registration, barriers to students to students who learn at a distance due to a decentralized approach to student services and learning, the lack of control and lack of authority of (an administrator) over the campuses. Administration (re campus presidents, and president's cabinet makes uninformed decisions, excludes those who have expertise in areas and listen to singular voices who have their own agendas in making decisions, resulting in poor decisions that have a detrimental affect on student success and College operations. College administrators often invent communication activities that have no bearing on decisions since they are made by a select few (President's cabinet) who do not participate nor receive first hand communication but rather rely on hearsay and third person accounts. This College does not run effectively and poor decisions are continually made by the so labeled 'leaders' who only act in the interest of their campus population. (A top level Administrator) refuses to act as a leader and instead defers to the (top level Administrators) when their decisions are faulty and only in their interests. Radical change, which is needed, to improve student success and graduation rates, is not happening because of a lack of leadership. To do what is right is not easy; and this is what this College subscribes to-to do what is easy as to not to upset the apple cart. the cart is broken and there is no one leading it.

174: f. Regarding communication through email: too many people assume that everyone knows what the sender is referring to. This results in too many details left out, too many abbreviations used, and not enough explanation provided in the email. Many communications through email do not reflect a professional environment: subject lines left blank, bodies of emails left blank, emails sent to people the email doesn't apply to, responses to emails sent to people the responses don't apply to.

182: f. staff in general feel very disconnected and not aware of decisions or included in planning or decision input or feedback. Communication seems very poor, not timely, and not specific.

206: HCC staff/faculty/administration does not communicate affectively. We do not know what others are doing or new policies until students tell us or we stumble on it. Many decisions made at the BOT meetings are not communicated to staff that need to know the information unless the staff finds the information on their own through public folders.

272: b. state needs to increase funding. f. too many emails use the phone for one answer questions or comments.

287: bad communication

Recommendations

89: Students need access to all student services online. They need a single sign on environment. They need the cooperation of the Campus Student Services Deans and Campus Presidents to move forward and to provide the same experience and rules to all students across the College.

174: Offer professional development on how to communicate through email in a professional and effective manner.

225: better alignment between faculty and administration

238: Stronger and increased communication between students, staff, faculty and administration. Some departments are in their own little world, if communication was better everyone would benefit, especially our students. The communication between SGA leadership and the majority of the students, which is who they are to mainly serve, is very, very poor. And the communication line the SGAs between the campuses are almost zero. More unity and communicating is truly needed in this area. Oh and the night students are left out completely.

DALE MABRY CAMPUS

Strengths

36: f. In my experience, we receive timely info about pretty much everything.

51: Responsiveness to diverse populations: Annual International Cultural Fair, other student days in the patio, EAP program includes day, night, and summer courses, tutoring and writing center available to all populations. Internal College Communication: Email (hccfl.edu) is very effective in delivering news to all faculty, text messaging system is very effective if students/faculty are signed up for it.

177: Quality of instruction is high due to the concern most instructors have to present material in a learning-friendly way. HCC is responsive to diverse populations by highlighting them throughout the terms so that other groups will better understand and appreciate group differences. The Early Alert program is pro-active in helping with addressing student learning outcomes. Communication is efficient and timely by using email.

179: c - I believe a real effort is placed to put the best person with the right classes, which is imperative. f - Every effort seems to be made to try to share info that is occurring whenever possible. There is more transparency in operation than I have experienced in the past.

198: Email communication is good, and HCC is very promotional of its student diversity.

208: Alerts and explanations are very timely.

324: (1d) I believe that HCC works very successfully with the Community. HCC embraces its Community role and strives to reach and enrich our very diverse population. (1f) I find extremely helpful people here, and more each time I look.

Weaknesses

49: I often don't receive email that goes out to hcc community

70: F: I'm very dissatisfied with the lack of email etiquette especially the over use of HCC Community. I feel that all correspondence through distribution lists should be sent using the BCC line so that those receiving cannot use the Reply to All button. Also, the global address listing in Outlook is very inaccurate. Phone numbers, office locations & titles are almost never updated. If you are needed here it makes it very hard to locate the people you need. Lastly, we have way too many systems that one must keep track of. As an instructor my students have 3 different electronic mail options to which they can contact me (HCC email, Online@HCC internal messaging, and Hawknet).

85: ITEM F: Communication between the faculty and the administration is poor at times and needs to be improved.

90: b. continued growth despite cuts has lead to deterioration of some facilities and services
f. important decisions are made or discussed without consulting all parties that might have valuable input

117: Different entities and departments of HCC -- most often IT - will change procedures/forms etc. without clearly notifying those affected. The college (two top-level administrators) did promise over one year ago to create a one-stop-webpage listing all committees, their members, their charge and their minutes as well as a meeting calendar and nothing to he effect has happened.

122: The college is slow to communicate items and the overall speed of adminstrative functions is extremely slow.

138: Item"f.": Communication is not always professional and I find I get many no replies at all to emails.Even if the reply is "I will get back to you", there should be a reply.It seems receivers of some emails 'assume' we know what they are thinking and do not reply with information needed.It is awful and unprofessional and many HCC satff need lessons in email etiquette.They could work on their writiong as well.We are an academic institution so I expect better.

187: our email system is HORRIFIC

191: f. I feel at times the staff is left out of concerns for the college and at times issues that occur and effect a negative situation involing student/supervisor the staff does not have equal oppertuntiy to state what they saw happen. Also the staff continues to hear what we are not doing and no postive i.e. a student is happy with the help they rec. or a positive letter sent. For those who do not answer their phones there are those of us who do on a regular basis and actually end up cleaning up after those who did not return calls. At times changes occur at a higher level and again the staff that works daily in certain area's and expereince the uncomfortable situations are not questioned on what we think we can do to make a more positive experience for our students. It would be nice that the higher Administration would visit our campues during peak times and see what really occurs.

197: Memos sent to people who don't need to see them. People not understanding how to reply to an e-mail to one person instead of the entire list. Notified of trivial matters immediately, but never notified of more significant items.

287: not enough communication

Recommendations

51: In my department, our faculty do not meet regularly to discuss consistency in our curriculum. I would never suggest a mandated curriculum, just more communication between the full time and adjunct faculty on the specifics of their syllabus.

85: While email is the official means of communication it often is often disregarded. The College web page has improved but it can be better utilized to serve as an effective communication medium. Using an intranet system to organize information like policies, procedures, forms, and updates is one way to address the issue.

90: 1. better management of service-providing employees 2. problems should not be passed around like a hot potato, there should be accountability for everything that goes on at HCC

110: Communications

117: Get serious about efficient communication and transparency.

191: More communication with Admistration/Staff/Faculty, postive comments on how the staff handles our students. Acknowlegment for staff that comes in early and stays late, goes out of there way to help a student. Instead of telling the world certain areas are not answering the phone how about for once the aknowledgement of those who have and meet with the areas in private to address the issue.

280: Administration continues to operate in a GK vacuum. Try involving and informing any person who will be affected by a decision.

287: more communication to the departments.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

24: I believe the college does a good job in getting information out to the community via email and the Hawk Alert system.

133: (Item a)Our faculty is committed to high academic standards. This is obvious from the seriousnesshiring committees and strong faculty partiipation in academic committees. (b) Despite the budget issues, the college has given my campus (SouthShore) the funds that they needed to open and staff a new campus. Without this funding stream, the campus would not have enjoyed its current enrollment and academic success. (Item f)As an administrator I am continually updated on campus issues, events and processes-- primarily by email. Since the arrival of Ashley Carl, I have been impressed by the college's external communications.

283: Academic Standards, quality of instruction, learning outcomes and internal communication are good - much better than in years past.

Weaknesses

164: Though official internal college communication has improved over the last several years; it is still not to the level that it should be. Plans are made, but never seem to be implemented. There are some streams of communication and then they die down to bone dry.

94: F: Communication at the college continues to be very poor as it has been for several years now. Crime information/statistics is not disbursed to students and parents as required by federal law. HawkAlert is a non-working joke. Other college departments do not coordinate communication or work together in concert, often working independently or against each other.

133: (Item d) We must increase the cultural and ethnic diversity among full-time teaching faculty. Our current faculty is not representative of the county population or of our student body. (Item f) The current approved learning outcomes vary widely in format and quality. Many are not composed in the accepted style of learning outcomes. Some seem to be course outlines. The outcomes are not compiled in a single place that is easily available to students. These need be re-written in a consistant format and posted on a searchable webpage.

194: F. The college has, for some time now, lacked a proper vehicle to convey new processes/systems from its leadership to its workers. By the time it reaches the "bottom of the totem pole", the information has been misinterpreted/misstated multiple times. This is particularly evident in student services.

260: f. Communication from our administration in general is very poor and infrequent. It's almost as if the staff at the five campuses has to read the minds of DAO staff. I think it's the lack of contact with students that makes DAO so out of touch with the realities of serving students. f. An example would be a percieved lack (on DAO's part) of willingness to solve once and for all our IT/server problems. It's astonishing that *[a staff member]* is still employed at HCC. c. Some (few) teachers are really good but too many are part time and they don't care. Honestly some of the full timers don't care either. I don't have the answer but maybe there should be a contest. Teacher of the year for HCC and student's do the nominating.

287: poor communication

Recommendations

95: Develop and implement less cumbersome processes. Embrace smart technology.

132: Not enough is done to communicate with employees. Information does not filter down from the top.

168: more web-based services for students and staff

189: Reference Q1,F Communication could always be improved -- especially from cabinet to the staff 'in the trenches.'

- 94: Efforts should be made to prevent supervisors from making up ad hoc rules and telling inconsistent lies to staff. Might also be a plus if supervisors were required to treat all subordinates equally.
- 260: DAO does not care about improving quality of service. If it were the campuses would have less autonomy than they do now and we would have one college with seamless rules and processes instead of 5 campuses that do whatever they want despite the impact on the other campuses and students.
- 157: Adjuncts should be treated the same as tenured faculty,
- 246: A better system for communication between these areas.
- 287: we need better communication between department.

PLANT CITY CAMPUS

Weaknesses

- 112: B. I consistently hear students complain that no one is available to speak with the student and that they are told to come back and speak with someone else that isn't in the office. E. I don't believe that follow up is done to discover what or if the student had success with their efforts. F. There is no internal communication at our campus between departments. We only receive official communication from the campus president and he is always late in getting the information out to the employee.
- 262: Communication is poor within the college. Information is held by individuals, rather than collected and housed in an easily accessible place and format. Public Folders are not easily navigated as a form of information sharing.

YBOR CITY CAMPUS

Strengths

- 39: a,c,f - Strengths came from experience in the field

Weaknesses

- 106: (f) Communication within the various levels of administration are not efficient.
- 128: Responses to emails or interoffice mail can take weeks or sometimes no response or acknowledgement at all.
- 209: b. Budget cuts should not come exclusively from "non-instructional areas." I believe we have some waste in those areas as well. f. Changes in policy and procedure are not clearly communicated to all with consistent implementation dates.
- 237: clear top-down communication from the president and cabinet is rare. a notable exception is Dr. Robinson - his messages to faculty, staff and students is excellent
- 302: Several follow-ups are necessary in order to get people paid from agreement for services. District staff can be rude and sometimes non-responsive to phone calls and emails.
- 310: f. there needs to be clearer communication among departments as to initiatives, policies and procedures.
- 315: I get a slew of emails that have nothing to do with me. I hate having to spend time deleting non-pertinent information from my email box
- 320: f. Is there ever enough on-time communication about programs offered on all campuses, what to see?, where to go? I think if there was more communication and more internal marketing for our events, our programs would be better attended...music concerts, student recitals, theater performances and art presentations.

Recommendations

- 119: Individual in-campus communication

128: Acknowledge email or mail receipt. Estimate response time or unavailability to respond and why.

237: direction from the college executives should be communicated clearly and frequently - not only for academic matters, but for operational concerns as well

115: It would help if Administration/ Finance, particularly Purchasing and Legal/ Attorney's office could communicate more clearly and find more ways to be timely and efficient in financial matters. Possibly providing more staff support for these offices could help in this endeavor.

SOUTHSHORE CAMPUS

Weaknesses

120: Relatively new to the school, find toggling between the Hawknet site, outlook e-mail, and blackboard site time consuming. Would prefer the elimination of Hawknet and a link between blackboard's e-mail and outlook.

120: Since I am on South Shore, most of my interaction is limited to online pages, e-mails or through support staff. For example, I never met the HR person, as most of my paperwork has been handled through the departmental assistant. In contrast, I personally interact with Student Services and can name the entire staff. (make sure that it is in other).

Recommendations

275: Improvement in the communication stream for enrolled students via e mail, direct mail campaign, and phone caling

Q5. DISTRICT OFFICE ADMINISTRATIVE AREA
a). ACADEMIC AFFAIRS

DALE MABRY CAMPUS

Strengths

- 36: a,b,c-- from my perspective, we have a lot of dedicated individuals taking care of these aspects of HCC.
53: Strong leadership in these areas.

Recommendations

- 50: More District Office administrators/staff present on campus during peak registration.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

- 165:A)Continuing Education is growing and becoming more organized. There is always room for improvement, but Continuing Ed is taking a step in the right direction. B) The Corporate Training Center has excelled and is exceeding my expectations. They are offering new and innovative programs that appeal to our community. TCTC is one of a kind and an asset to our college.
183:Reliable, ethical, responsive to college needs, great leadership
215:a. Level of meetings to keep the quality of courses, changes, etc. up to state level and beyond. b. The Publications department has the best and most talented staff around. Always extremely helpful and knowledgeable.

Recommendations

- 28: Increased effort should be made to promote all college services to the workforce community.
124: We need to stress customer service in all things we do...
294: Some type of customer service training because the customer service in some areas of the college can sometimes be lacking and is often due to people get too "comfortable" in their jobs.

PLANT CITY CAMPUS

Weaknesses

- 121: There is not enough support and supplies for adjunct instructors in all areas. The students are allowed to enroll too late in the class especially where there is a lab with a class.
112: Increasing the morale of the employees and allowing them to have a social event to gather and talk with each other before holidays would be very helpful. Since that has been cancelled the attitude is NO ONE CARES!

Recommendations

- 121: Convert to a temp instructor position and not completely on adjuncts for the science curriculum.

YBOR CITY CAMPUS

Strengths

96: Much of the staff in the specialized areas are subject matter experts in their areas of responsibility. As professionals, bosses empower them to run their respective programs with minimal supervision. This leads to job satisfaction and retention of superstars.

106: (a) Everyone in the AA programs seems to pull together and do the best they can to run a quality program! (f) IT staff are always responsive to the needs of the college population, and act efficiently to resolve any problems that occur.

Weaknesses

71: Cuts from state.

Recommendations

23: I would like to see a cosmetology program at HCC.

61: I would prefer to see less emphasis on educational technology and more emphasis on fortifying students' capacity for generating and interpreting written English appropriate to an academic setting. Students' critical thinking skills are also in need of improvement. Smoke, mirrors and flashing lights do very little to produce academic competence

96: Hire an outside agency to do a manpower study in those areas. Whether it requires hiring more personnel to handle the workload, replace those who are incompetent or unwilling to do the tasks required of them, or place task-oriented supervisors in those areas complete with established goals and benchmarks, something needs to be done to make these areas more efficient. Consider disbanding TCTC or re-aligning their mission so they do not have to resort to "stealing" established programs or extorting money from other areas of the college in order to survive.

131: It would be nice to have more full time opportunities offered for those who would like a full time job.

242: Create a culture of measurement and accountability. HCC Leadership does not hold their teams accountable. They also over assign work. While our budget is shrinking, assigning more work than can be accomplished only aggravates the problem.

45: Completely revamp the ENC 0010 lab tests. They are full of grammatical and typographical errors. How can we test students on grammar and spelling with tests that contain unintentional grammar and spelling errors?

**Q5. DISTRICT OFFICE ADMINISTRATIVE AREA
b). ADMINISTRATION – FINANCE**

BRANDON CAMPUS

Weaknesses

313: Sometime my part-timers don't get paid through no fault of their own. Waiting for the next payday isn't an option for the workers at that end of the payscale. Student Services has a terrible reputation for not getting the students the information that they need to know when they are the ones that meet with them face-to-face. A top to bottom analysis of this department is needed.

DALE MABRY CAMPUS

Strengths

- 36: a,b,c-- from my perspective, we have a lot of dedicated individuals taking care of these aspects of HCC.
- 49: The people in payroll have always been very accomodating in answering my questions
- 53: Strong leadership in these areas.
- 177: My paycheck is on time and accurate. IT stays on top of problems and new technology.
- 187: B- Budget department is GREAT

Weaknesses

- 170: I still don't understand why adjunct paychecks take a month to distribute at the beginning of each term yet when an absence is recorded to be deducted from a paycheck, it can happen immediately.
- 197: Delaying adjunct pay for a month each semester.
- 200: It seems like a difficult process to get our part time specialists on the payroll. I don't understand why they have to not only show up at our campus, but also go to district. Isn't there a way to have it all completed on campus? I hate asking them to make a trip to both sites. Students biggest complaint is financial aid. They are always waiting for payment.
- 287: the department need more communication

Recommendations

- 50: More District Office administrators/staff present on campus during peak registration.
- 291: Hire good people at a livable wage.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

194: The finance department has worked wonders during difficult times. They should be applauded for all their efforts.

Weaknesses

94: B: Payroll office is not consistent or up-to-date with posting leave hours (and they don't care). Never seen such an antiquated and outdated system that does not automatically update leave bank on paycheck stubs. Payroll staff is not customer-oriented; however, there is a distinct possibility that Payroll staff may work too hard or be very overworked or understaffed as they ALWAYS sound dead whenever one speaks to any of them on the telephone. Payroll Dept always sounds like your inquiry has disturbed their nap time and they are not very enthusiastic about responding to your inquiry or straightening out your problem. IT Dept red tape is ridiculous

and their response rate has declined since they've 'streamlined' their operations. Purchasing staff customer service has improved dramatically during the past few years, usually being very responsive to any requests or inquiries. Also, they've curtailed the the snide remarks and stopped being so rude. No experience with Budget office. Human Resources staff (and many other depts, as well) should be required to undergo business writing training before they publish their next e-mail, or at least be required to have it proofread by someone competent.

Recommendations

94: B & F: Payroll and IT Dept supervisors and staff should undertake MANDATORY training in customer service techniques.

PLANT CITY CAMPUS

Weaknesses

262: It takes a long time to get reimbursed for trips using FSPD funds. The process is easy at the campus level and with Raquel Trapp. Processing of payments in a timely fashion to staff and vendors is not happening!

YBOR CITY CAMPUS

Strengths

45: AP was very helpful in getting a check request through on short notice.

96: Much of the staff in the specialized areas are subject matter experts in their areas of responsibility. As professionals, bosses empower them to run their respective programs with minimal supervision. This leads to job satisfaction and retention of superstars.

Weaknesses

71: Cuts from state.

96: There are significant challenges in the budget and purchasing arenas. Some of the staff in those areas are unclear as to their duties and responsibilities, unresponsive to first requests for action, do not answer their messages in a timely manner, and many do not have a sense of urgency when it comes to making things happen. As a result, bills do not get paid in a timely manner, which impacts the college's ability to order equipment and supplies needed to keep classes running smoothly.

106: (b) We need a more effective, modern system for budget and payroll.

Recommendations

115: It would help if Administration/ Finance, particularly Purchasing and Legal/ Attorney's office could communicate more clearly and find more ways to be timely and efficient in financial matters. Possibly providing more staff support for these offices could help in this endeavor.

237: needs to be better cooperation between district and the campuses. too often they are in conflict. both district and the campus presidents need to give a little so the college can gain. we should do business the same on every campus (HR, ARR, FA, etc.) - the campus unique concerns are separate from day to day business.

\242: Create a culture of measurement and accountability. HCC Leadership does not hold their teams accountable. They also over assign work. While our budget is shrinking, assigning more work than can be accomplished only aggravates the problem.

Q5. DISTRICT OFFICE ADMINISTRATIVE AREA
c). EXTERNAL AFFAIRS

DALE MABRY CAMPUS

Strengths

36: a,b,c-- from my perspective, we have a lot of dedicated individuals taking care of these aspects of HCC.

Weaknesses

141: Our students and programs are not showcased to the local community and there are too many restrictions on employees with regard to publicity. Human Resources is too disconnected and does not communicate well. Many documents are lost. Financial Aid is still the biggest problem for our students. Many miss classes at the beginning of the semester as they stand in line for hours and hours to be seen. Also, an efficient method of handling financial aid issues has not been implemented. Finally, Advising is improving, but students are still being hampered in their progress toward graduation by incorrect advising.

218: Lack of communication and initiative to find appropriate grants for programs.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

183: Reliable, ethical, responsive to college needs, great leadership

133: (item C) I worked closely with Paul Nagy's office (particularly Liza Stewart) on a major grant application. Their knowledge and professionalism were stellar. We are fortunate.. Likewise, I have been impressed with the improvement in external relations under Ashley Carl. (Item d) Dr. Kenneth Ray has brought new ideas and a fresh perspective to all areas of student affairs. His early application deadline will have a direct impact on student success.

Recommendations

28: Increased effort should be made to promote all college services to the workforce community.

124: We need to stress customer service in all things we do...

294: Some type of customer service training because the customer service in some areas of the college can sometimes be lacking and is often due to people get too "comfortable" in their jobs.

YBOR CITY CAMPUS

Strengths

96: Much of the staff in the specialized areas are subject matter experts in their areas of responsibility. As professionals, bosses empower them to run their respective programs with minimal supervision. This leads to job satisfaction and retention of superstars.

209: Ashley Carl has done a superb job of communicating with front line staff workers regarding what works with students and what is needed.

Weaknesses

245: B.Satisfied with Alumni and Publications--very dissatisfied with Grants Management--no help and little feedback. G. Disconnect between Planning, Research, and MIS. H. Not enough

counselors and financial aid techs. I. If it does not pay for itself, it should be closed or used for workforce training to help retrain people who have lost their jobs.

Recommendations

320: Internal marketing, before the fact. We have good coverage in Hawkeye and Inside HCC, but it's always after the fact.

209: Completely re-engineer the department. Put a staff PC refresh plan in place with appropriate resources.

242: Create a culture of measurement and accountability. HCC Leadership does not hold their teams accountable. They also over assign work. While our budget is shrinking, assigning more work than can be accomplished only aggravates the problem.

**Q5. DISTRICT OFFICE ADMINISTRATIVE AREA
d). HCC FOUNDATION**

BRANDON CAMPUS

Strengths

313: Our IT department, compared to what it used to be, is now very well run. HCC Foundation also has a good leader over there.

Weaknesses

303: The HCC foundation is not at all in touch with the "real world". Their funding of inventive ideas is never extended to adjunct faculty which I feel is unfair and unjust. Perhaps the foundation does not believe that adjunct faculty has innovative ideas which deserve to be funded.

Recommendations

303: Perhaps it would be in the best interest of the HCC foundation if they could find a way to be more polite when dealing with questions from faculty and staff.

DALE MABRY CAMPUS

Strengths

184: The Foundation was improved this year. They are lowering the cost to attend the Showcase which shows some awareness that faculty won't spend a lot of money to attend. If they charged \$50, it's more in line with what I donate each year.

Weaknesses

31: HCC Foundation: *[A staff member]* has offended too many people to be effective. Student Services has no backbone and does not support faculty members when they try to adhere to standards.

85: HCC Foundation: There is a strong perception that the leadership at the Foundation lacks respect for College employees and faculty. Also, offering to assist programs and initiatives with financial support and then renegeing is unprofessional and disappointing.

287: the department need more communication

85: Search for new leadership.

DISTRICT OFFICES/OTHER/ MACDILL

Strengths

183: Reliable, ethical, responsive to college needs, great leadership

226: Given where the Foundation was a few years ago. I think we can be proud of our current position, despite recent losses in total endowment due to market conditions. I think that Dr. Garcia has done an excellent job in creating the structure needed for true friendraising and fundraising.

328: The HCC Foundation continues to raise funds for scholarships and college projects.

PLANT CITY CAMPUS

Strengths

262: HCC Foundation is doing great work to raise funds for the college. They have many different unique ways to fundraise. Research - Liza Stewart - is fantastic at creating surveys that can be used electronically!

Weaknesses

327: a) Human Resources - poor communication with faculty, "out of the office" at times when faculty is free to call b) Always asks faculty with moderate income for money, Have not seen that they get money in other ways, can't see how college is supported. They say they give scholarships - don't know how they choose recipients. c) Not enough personnel to deal directly with students, we hear many complaints

**Q5. DISTRICT OFFICE ADMINISTRATIVE AREA
e). HUMAN RESOURCES**

BRANDON CAMPUS

Strengths

- 54: Always give immediate follow-up to HR concerns.
252: Very Proactive and efficient HR. Prompt in their response, and resolving any HR issues.

Weaknesses

89: f. OIT- they do not have the proper resources to respond to the College population's needs. The College needs to have higher salaries to retain the right people with the right knowledge and skills. Student services are disjointed from campus to campus and this frustrates students not to mention contributes to the lack of student success. Give this (top level Administrator) the power to make change. Take it away from the campus presidents. Campus presidents are not experts in student services. TCTC: How much money are we going to throw at this business venture? Wouldn't it be better spent somewhere else? Why don't we focus on our core business and doing an excellent job there before extending ourselves into another area we only do mediocre? I think the HCC foundation does a good job of raising money however sending out an email to staff identifying those who have donated as a way to 'shame' those who not. The solicitation of donations to events that are clearly beyond the means of the staff is insulting. Superbowl?

206: When needing to talk to anyone in HR, it is hard to find the person to speak with about an issue. Either no one answers or no one calls or emails back. It is hard to get problems solved through the IT department. Most of the time, they do not know the answers. There have been times, that I just tried to figure IT things out myself since the department did not know what to do. Also, it is hard to provide good customer service, when Datatel or Hawknet keeps crashing especially during registration and it keeps happening every semester, which you think it would get better. With Corporate Training (continuing education), they do not communicate with Student services on registration policies or processes. I hear different things from different people and also the students tell me that they have been told different things.

Recommendations

206: Have HR website more user friendly on who handles what benefit and if they handle different letters of the alphabet. Have the Corp. Training (continuing ed) office have a meeting with all student services staff on what they are doing and what the registration policies are with continuing education. Are students able to register over the phone, at any campus, or do they just register at TCTC?

DALE MABRY CAMPUS

Strengths

- 108: e. HR staff are ALWAYS friendly, available and respond in a timely manner. If they cannot answer your questions, they go above and beyond to find out the information for you.
196: human resources are top notch

Weaknesses

141: Our students and programs are not showcased to the local community and there are too many restrictions on employees with regard to publicity. Human Resources is too disconnected and does not communicate well. Many documents are lost. Financial Aid is still the biggest

problem for our students. Many miss classes at the beginning of the semester as they stand in line for hours and hours to be seen. Also, an efficient method of handling financial aid issues has not been implemented. Finally, Advising is improving, but students are still being hampered in their progress toward graduation by incorrect advising.

DISTRICT OFFICES/OTHER

Strengths

20: e. Human Resources is always responsive to my needs and provides accurate and timely information. The Employment Office does a marvelous job supporting the hiring managers and applicants.

98: HR, Payroll and Purchasing are all very customer focused and are offer quick response times when needed.

210: e. Very willing to help and support. g. Ready to accommodate.

247: b. payroll always on time... have direct deposit e. HR... always answers my questions i. did attend one Bag lunch seminar enjoyed it.

328: The HR staff don't seem to respond positively to requests for information or assistance, usually refer one to a form or online process.

Weaknesses

94: B: Payroll office is not consistent or up-to-date with posting leave hours (and they don't care). Never seen such an antiquated and outdated system that does not automatically update leave bank on paycheck stubs. Payroll staff is not customer-oriented; however, there is a distinct possibility that Payroll staff may work too hard or be very overworked or understaffed as they ALWAYS sound dead whenever one speaks to any of them on the telephone. Payroll Dept always sounds like your inquiry has disturbed their nap time and they are not very enthusiastic about responding to your inquiry or straightening out your problem. IT Dept red tape is ridiculous and their response rate has declined since they've 'streamlined' their operations. Purchasing staff customer service has improved dramatically during the past few years, usually being very responsive to any requests or inquiries. Also, they've curtailed the the snide remarks and stopped being so rude. No experience with Budget office. Human Resources staff (and many other depts, as well) should be required to undergo business writing training before they publish their next e-mail, or at least be required to have it proofread by someone competent.

PLANT CITY CAMPUS

Strengths

112: E. I have always received a prompt response to any contact I have made with HR. If the information was not available during that time I received the information in a timely manner.

Weaknesses

327: a)Human Resources - poor communication with faculty, "out of the office" at times when faculty is free to call b)Always asks faculty with moderate income for money, Have not seen that they get money in other ways,can't see how college is supported. They say they give scholarships-don't know how they choose recipients. c) Not enough personnel to deal directly with students, we hear many complaints

YBOR CITY CAMPUS
Strengths

96: Much of the staff in the specialized areas are subject matter experts in their areas of responsibility. As professionals, bosses empower them to run their respective programs with minimal supervision. This leads to job satisfaction and retention of superstars.

119: 5e--Human resources does an outstanding job in relaying information, going out of their way to be helpful and informative. 5f--quick responses from IT, helpful desk is a very necessary tool, well informed staff.

320: Human Resources always does a great job!

Recommendations

237: needs to be better cooperation between district and the campuses. too often they are in conflict. both district and the campus presidents need to give a little so the college can gain. we should do business the same on every campus (HR, ARR, FA, etc.) - the campus unique concerns are separate from day to day business.

**Q5. DISTRICT OFFICE ADMINISTRATIVE AREA
f). INFORMATION TECHNOLOGY**

BRANDON CAMPUS

Strengths

- 74: ITS is amazing, but they need more instructional designers.
- 268: Mickey Reiger and the staff at the computer center have always been helpful in developing and using electronic media and software. And, the staff in instructional technology also have helped me negotiate in Campus Cruiser and make course materials available to my students
- 313: Our IT department, compared to what it used to be, is now very well run. HCC Foundation also has a good leader over there.

Weaknesses

- 26: f-IT. constant problems in accessing the wireless network. individual IT staff very good.
- 43: F. After being here for over three years, and after making several requests, I still do not have a link/page on the HCC Faculty website. However, there are still names of people on the page that retired before I even started. How hard can it be to update the page? H. After hearing stories from numerous students every semester, I'm convinced that (at least some of) our advisors have absolutely no idea what they're doing. They have students' futures in their hands, but continuously give out incorrect information and bad advice.
- 77: Most everyone believes our IT Dept is non-supportive and almost hunts more than helps. Dept's try to avoid when ever possible depending on IT.
- 89: f. OIT- they do not have the proper resources to repsonsd to the College population's needs. The College needs to have higher salaries to retain the right people with the right knowledge and skills. Student services are disjointed from campus to campus and this frustrates students not to mention contributes to the lack of student success. Goive this (top level Administrator) the power to make change. Take it away fromt he campus presidents. Campus presidents are not experts in student services.I TCTC: How much money are we going to throw at this business venture? Wouldn't it be better spent someplace else? Why don't we focuss on our core business and doing an excellent job there before extending ourselves into another area we only do mediocre? I think the HCC foundation does a good job of raising money however sending out an email to staff identfyng those who have donated as a way to 'shame' those who not. The solication of donations to events that are clearly beyond the me ans of the staff is insulting. Superbowl?

DALE MABRY CAMPUS

Strengths

- 149: f. very prompt h.
- 158: not sure what to say except that IT performs well so it seems.
- 177: My paycheck is on time and accurate. IT stays on top of problems and new technology.
- 246: Ther has always been immediate and courteous service provided when I have needed the assistance of the IT department. If an answer was not readily available then there has always been prompt follow up.

Weaknesses

- 49: The help desks has several very helpful employees,i.e. Roy Johnson, but I have been on the phone with a very rude employee...I wish I could remember his name!
- 70: Registration issues Sp 09. Grade submission Fa 08. Help Desk - Never helpful.

90: lack of knowledge among helpdesk staff, those who know how to fix problems appear to be too busy to be reached.

191: f. The issues that we are having during registration is not the staff and faculty rather our IT department. We continue to fall behind and make our selves look foolish. Calling the help desk now has become a joke. Knowing we need our computers because students are standing in front of us you get "I will have to call you back" or "we will contact you between noon and three. Last the person on the phone not having the knowledge needed to address the issue. The staff then has to deal with very upset students and parents and take the wrath of screaming and throwing papers ect. at them. This also creates negative feelings among staff that they are told they must stay late (of which some have not had lunch or taken restroom breaks)to make up for a situation they did not create.

280: It is time to stop making excuses and fire the IT department. For 6 semesters running, the system crashes during registration. No more excuses!!! If the system is that poorly managed then heads need to roll. Has anyone ever considered a backup system? With the inability to run registration, how does HCC expect to grow an online program? This system isn't capable of handling what we do now.

Recommendations

180: In regards to on-line registration. Because we seem to have issues at the beginning of registration because of the amount of people trying to access webadvisor, maybe we could implement appointment hours based on credit hours earned. It would limit the amount of individuals on the site at one time.

90: the help desk should route calls differently; relatively computer-literate individuals should not have to waste time talking to the student assistants when the problem is complex.

138: IT is way behind compared to other academic institutions. It seems any request for something more than the minimum is met with complications. The helpdesk students do not know always what to do and I don't care to have them remote into my PC either. We need new IT plan and perhaps director change.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

283: I/T has always helped me resolve any issues I have had as an instructor to navigate the new technology.

Weaknesses

35: IT is not responding to needs. They are a service department and they offer no service. This last term financial aid was turning students away from the College. Telling them to come back next term.

57: When every in need of computer services it take's weeks to get service. This is always a problem.

247: f. system cannot keep up with the volume

254: IT seems to have constant problems during registration and drop/add. That we have had very few problem-free registrations over the past ten years is frustrating. Also requests for IT related projects seem to bog down. Even the process for getting something on the priority list seems to take forever.

299: OIT does not recognize that they are here to service the needs of the students. OIT does not support the development of technological advancements of services to students. Their focus is on saying "NO" than to reseaching on how the answer can be "YES".

94: B: Payroll office is not consistent or up-to-date with posting leave hours (and they don't care). Never seen such an antiquated and outdated system that does not automatically update leave bank on paycheck stubs. Payroll staff is not customer-oriented; however, there is a distinct possibility that Payroll staff may work too hard or be very overworked or understaffed as they

ALWAYS sound dead whenever one speaks to any of them on the telephone. Payroll Dept always sounds like your inquiry has disturbed their nap time and they are not very enthusiastic about responding to your inquiry or straightening out your problem. IT Dept red tape is ridiculous and their response rate has declined since they've 'streamlined' their operations. Purchasing staff customer service has improved dramatically during the past few years, usually being very responsive to any requests or inquiries. Also, they've curtailed the snide remarks and stopped being so rude. No experience with Budget office. Human Resources staff (and many other depts, as well) should be required to undergo business writing training before they publish their next e-mail, or at least be required to have it proofread by someone competent.

194: Whether by lack of funding or otherwise, the IT department has been a major source of disappointment at this college. The number of excuses for complete failures of most, if not all systems, particularly during peak registration periods is completely unsatisfactory. In my 10 years experience with the college, I can't recall a single registration period without a failure of either the phone registration, web advisor, Datatel, or the phone systems. Many times it is multiple systems, often on the first day (the worst day) of registration. It seems the IT department doesn't have the foresight to identify their needs, or potential growth, or simply the ability to express the importance of these needs to leadership. It is either that, or they are unaware of their shortcomings. Their failures are an embarrassment to the staff and the college as a whole.

260: f. Is it really that complicated to keep Hawknet from going down during registration? It must be impossible. Clearly no one in our IT dept is smart enough to fix it. I suggest we spend whatever it takes and hire a new (top level Administrator) that will come in and overhaul the whole damn thing. Phones too. We should have an off site location taking our calls for us. There are too many inquiries and we serve too many students to still be acting like we are a small community college. Wake up! f. I'm not convinced the individuals charged with knowing Datatel in all it's detail actually do. The college should hire a Datatel trainer permanently or have them on permanent contract to help train, retrain and implement Datatel adequately college wide. What do we have, two people in the whole college that are experts? For a college this size that is dismal.

Recommendations

94: B & F: Payroll and IT Dept supervisors and staff should undertake MANDATORY training in customer service techniques.

194: Please, please, please improve the infrastructure by any means necessary. We can not, in the year 2009, have any excuse for a under performing phone/data/network system. I've used multiple systems at multiple schools, and never seen anything resembling the issues we have at HCC.

PLANT CITY CAMPUS

Strengths

121: PC campus has the best IT support.

Weaknesses

235: f. Please...HawkNet, Datatel STILL can't handle our students' needs during registration?? Unacceptable!

Recommendations

235: f. Make it work or get a new system that does!

YBOR CITY CAMPUS

Strengths

58: The staff in Information technology is always friendly, knowledgeable, and professional. I enjoy working with them to have my problems resolved

64: OIT employees do a good job considering who their boss is. The problems come from the top of the organization not the folk that actually do the work

106: (a) Everyone in the AA programs seems to pull together and do the best they can to run a quality program! (f) IT staff are always responsive to the needs of the college population, and act efficiently to resolve any problems that occur.

119: 5e--Human resources does an outstanding job in relaying information, going out of their way to be helpful and informative. 5f--quick responses from IT, helpful desk is a very necessary tool, well informed staff.

Weaknesses

209: I.T. at this institution continues to have serious issues. The system crashes at critical times; programming changes take literally years (if they are done at all); the issue of staff PC refresh remains unanswered (except by faculty cast-offs); and in too many ways, the tail wags the dog as we conduct our business according to what the system can support, instead of making the system do what we need.

242: f. Academic environment makes standardization difficult. Lack of standardization contributes to cost of service and quality. Lack of alignment and cooperation with "customers."

Recommendations

45: The help desk for technology was sometimes awfully slow at even responding to a request last semester, but response time seems to have improved this spring.

242: Create a culture of measurement and accountability. HCC Leadership does not hold their teams accountable. They also over assign work. While our budget is shrinking, assigning more work than can be accomplished only aggravates the problem.

SOUTHSHORE CAMPUS

Recommendations

188: More budgeting dollars for Information Technology for system upgrades and more use of the programs that are already purchased.

Q5. DISTRICT OFFICE ADMINISTRATIVE AREA
g). PLANNING/MIS/RESEARCH (Grants comments included as well)

DALE MABRY CAMPUS

Recommendations

280: Again, GK vacuum. The research dept. is very responsive to administrators, but faculty could die or retire before they are responsive to faculty needs.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

205: Admin/ Finance is very responsive and professional. Planning/ MIS and Research produce essential information for the rest of the college to undergird their projects, and needs.

183: Reliable, ethical, responsive to college needs, great leadership

210: e. Very willing to help and support. g. Ready to accommodate.

294: I have always experienced good service from Newton Beardsley in Institutional Research anytime I needed information.

128: very pleased with grants management

PLANT CITY CAMPUS

Strengths

262: HCC Foundation is doing great work to raise funds for the college. They have many different unique ways to fundraise. Research - Liza Stewart - is fantastic at creating surveys that can be used electronically!

YBOR CITY CAMPUS

Weaknesses

245: B.Satisfied with Alumni and Publications--very dissatisfied with Grants Management--no help and little feedback. G. Disconnect between Planning, Research, and MIS. H. Not enough counselors and financial aid techs. I. If it does not pay for itself, it should be closed or used for workforce training to help retrain people who have lost their jobs.

291: Grants are almost impossible to come by for teachers. HCC makes looking for them a horrible chore. Why not make doing so easy for good teachers unless that isn't the intent in the first place.

Recommendations

242: Create a culture of measurement and accountability. HCC Leadership does not hold their teams accountable. They also over assign work. While our budget is shrinking, assigning more work than can be accomplished only aggravates the problem.

Q5. DISTRICT OFFICE ADMINISTRATIVE AREA
h). STUDENT SERVICES

BRANDON CAMPUS
Weaknesses

43: F. After being here for over three years, and after making several requests, I still do not have a link/page on the HCC Faculty website. However, there are still names of people on the page that retired before I even started. How hard can it be to update the page? H. After hearing stories from numerous students every semester, I'm convinced that (at least some of) our advisors have absolutely no idea what they're doing. They have students' futures in their hands, but continuously give out incorrect information and bad advice.

74: Student services is a joke to me and all the students.

76: Responsiveness to students - decisions are made based on convenience to faculty and administration of the college

89: f. OIT- they do not have the proper resources to respond to the College population's needs. The College needs to have higher salaries to retain the right people with the right knowledge and skills. Student services are disjointed from campus to campus and this frustrates students not to mention contributes to the lack of student success. Give this (top level Administrator) the power to make change. Take it away from the campus presidents. TCTC: How much money are we going to throw at this business venture? Wouldn't it be better spent someplace else? Why don't we focus on our core business and doing an excellent job there before extending ourselves into another area we only do mediocre? I think the HCC foundation does a good job of raising money however sending out an email to staff identifying those who have donated as a way to 'shame' those who not. The solicitation of donations to events that are clearly beyond the means of the staff is insulting. Superbowl?

182: It seems that the technology cannot service the number of users. We are encouraging students to use online services but we cannot sustain service during high demand registration periods. However, when IT is asked to resolve an individual or department issue, my experience is that the response level is good.

185: IT needs to be more service oriented. Also seems to have a patchwork approach. Universal sign-on has been talked about for years. Pay-per-print is a must (HCC is wasting money & resources) Helpdesk is sometimes less than helpful. Wireless network is too complicated for new users to access, almost always requires new users to change passwords on a hardwired PC. Webadvisor/Datatel can't handle peak registration times.

206: When needing to talk to anyone in HR, it is hard to find the person to speak with about an issue. Either no one answers or no one calls or emails back. It is hard to get problems solved through the IT department. Most of the time, they do not know the answers. There have been times, that I just tried to figure IT things out myself since the department did not know what to do. Also, it is hard to provide good customer service, when Datatel or Hawknet keeps crashing especially during registration and it keeps happening every semester, which you think it would get better. With Corporate Training (continuing education), they do not communicate with Student services on registration policies or processes. I hear different things from different people and also the students tell me that they have been told different things.

313: Sometime my part-timers don't get paid through no fault of their own. Waiting for the next payday isn't an option for the workers at that end of the payscale. Student Services has a terrible reputation for not getting the students the information that they need to know when they are the ones that meet with them face-to-face. A top to bottom analysis of this department is needed.

76: Equipment in labs is not taken care of. Student services is not responsive to student needs and requests. Getting transcripts is VERY difficult & time consuming.

233: h. I have tried following up with [a staff member] on a work request at the Brandon campus. He did not respond for over two weeks, and when he did respond, his attitude was quite

unprofessional. I hope he treats students and the general public with more respect than he does faculty/staff.

Recommendations

76: Rethink our relationships with our students

206: Have HR website more user friendly on who handles what benefit and if they handle different letters of the alphabet. Have the Corp. Training (continuing ed) office have a meeting with all student services staff on what they are doing and what the registration policies are with continuing education. Are students able to register over the phone, at any campus, or do they just register at TCTC?

255: Need more staff in student services during peak registration week.

89: Students need access to all student services online. They need a single sign on environment. They need the cooperation of the Campus Student Services Deans and Campus Presidents to move forward and to provide the same experience and rules to all students across the College. (student services)

188: PMT's that include more than one department. For example, advising PMT's could have representation from Faculty, ARR, and IT for better brainstorming. (student services recommendations)

DALE MABRY CAMPUS

Strengths

149: f. very prompt h.

Weaknesses

46: Our students continue to struggle with the financial aid department, understaffing leads to confusion and the student suffers.

53: Advising Program at DM is often not helpful to students..often give inaccurate info. Lots of complaints from students regarding financial aid process.

70: Registration issues Sp 09. Grade submission Fa 08. Help Desk - Never helpful.

108: h. Financial Aid department is very ineffective; unfriendly staff, cumbersome process, non-helpful mentality

141: Our students and programs are not showcased to the local community and there are too many restrictions on employees with regard to publicity. Human Resources is too disconnected and does not communicate well. Many documents are lost. Financial Aid is still the biggest problem for our students. Many miss classes at the beginning of the semester as they stand in line for hours and hours to be seen. Also, an efficient method of handling financial aid issues has not been implemented. Finally, Advising is improving, but students are still being hampered in their progress toward graduation by incorrect advising.

171: not enough advisors

200: It seems like a difficult process to get our part time specialists on the payroll. I don't understand why they have to not only show up at our campus, but also go to district. Isn't there a way to have it all completed on campus? I hate asking them to make a trip to both sites. Students biggest complaint is financial aid. They are always waiting for payment.

244: Faculty and staff shouldn't have to wait in line. There is such a thing as professional courtesy. The women who work behind the counter are neither friendly or professional.

287: the department need more communication

289: i. have a hard time getting anyone to answer a phone at TCTC h. District Financial Aid office always seems to pull staff from campuses to assist...shouldn't it be the other way around??

317: There are too many students for the number of advisors. It is too long a wait for students.

Recommendations

- 200: Students often complain about financial aid - account adjustments or late payments from loan disbursements.
- 31: Foster a better working relationship between student services and the academic side.
- 46: It would be a good idea to have advising staff better and more completely trained, students get a multitude of answers from this area and they as well as us faculty also get frustrated
- 50: More District Office administrators/staff present on campus during peak registration.
- 53: Focus on Advising Office at DM...reduce turnover of staff, increase staff knowledge of diverse programs at the college.
- 108: Provide staff with customer service training and skills; empower them to become 'partners' with students to assist them in maneuvering through the requirements for FA
- 117: Attitude: these are services and some employees need an attitude adjustment regarding that fact.
- 141: Talk with large quantities of students. Hold focus groups on campus with campus clubs. DO NOT PAY CONSULTANTS! We have plenty of qualified individuals who can host these events and keep the money in the classroom!
- 191: Visit other junior colleges and look at what they are doing with IT, registration, hours of service. Do not install new programs prior to registration rather test it prior to that time.
- 282: More funding and TRAINING for advisors before they can work with students. They often mis-advise students, causing delays in graduation.
- 296: Students Services are unreachable. When you do get through you feel as if you are "bothering" them. Unfriendly, not helpful. Seem annoyed.
- 317: Hire more advisors. Faculty advising is not the answer.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

- 133: (item C) I worked closely with Paul Nagy's office (particularly Liza Stewart) on a major grant application. Their knowledge and professionalism were stellar. We are fortunate.. Likewise, I have been impressed with the improvement in external relations under Ashley Carl. (Item d) Dr. Kenneth Ray has brought new ideas and a fresh perspective to all areas of student affairs. His early application deadline will have a direct impact on student success.
- 183: Success Center at Brandon is exceptional, model should be followed at other campuses

Weaknesses

- 16: b. Staffing in Financial Aid is very poor and lacks knowledge of the other departments affected by their lack of response to students questions.
- 164: Student Services as far as records, transcripts and advising need to be improved substantially. We need quicker response times in most areas of Student Services.

Recommendations

- 19: Information Technology lacks adequate resources to address system issues Financial Aid lacks strength in their staff to address student and system needs
- 124: We need to stress customer service in all things we do...
- 294: Some type of customer service training because the customer service in some areas of the college can sometimes be lacking and is often due to people get too "comfortable" in their jobs.
- 283: More needs to be done to provide students from diverse backgrounds with financial aid - focus on non-traditional routes of their education- not just a four year institution.

PLANT CITY CAMPUS

Weaknesses

47: I am very dissatisfied with the level of professionalism, and the lack of consistency regarding my immediate supervisor in the way daily operations of ARR is handled. PC Student Services is not working as a cohesive team, which has caused noticeable friction between staff members and alike. I also find troubling how there are a number of employees who are afraid to do a number of things like offer suggestions to speaking up about office dilemmas during open dialogue in fear their supervisor will reprimand them behind closed doors or seek malicious reasons to terminate.

Recommendations

65: It seems that not all college student services employees are equally trained and ready to serve students. We are from one campus but some students choose to come to us after they have had a bad experience elsewhere. A grave concern I have is about what students get told regarding financial aid - especially that they are not eligible, when in fact, that is not the case. Students already have heavy stresses in their life. We need to be equally understanding straight across the board. If we don't know an answer, we should say we don't know. Can more training for student services staff occur?

47: I urge the administration officials to adopt, exercise and enforce various campuses to adhere to a common process in regards to admission, records and registration as way of doing business. I also suggest we utilize student workers through the VA appropriately, which will help Records Specialists and other personnel keep from being spread so thin. Provide in-service sessions and professional development opportunities from campus-to-campus to ensure the same level of accuracy, information and quality of information is being delivered to our students and prospective students.

YBOR CITY CAMPUS

Weaknesses

82: There is still a huge gap between the areas of academics and advising. Myself and others have spent quite a bit of our time developing and writing courses that would allow qualified students to move through their remedial sequence faster, but because of absolutely no support in counseling and advising, those courses failed to enroll any students. This type of thing happens constantly.

245: B. Satisfied with Alumni and Publications--very dissatisfied with Grants Management--no help and little feedback. G. Disconnect between Planning, Research, and MIS. H. Not enough counselors and financial aid techs. I. If it does not pay for itself, it should be closed or used for workforce training to help retrain people who have lost their jobs.

261: there are weaknesses in the registration process for students seeking to take non-credit classes. There is no set procedure to follow, as a result, we are potentially losing many student in the process. The weakness in the computer operation area is evident whenever there is a great demand for the user services, i.e. any registration period. Hawknet is down and the phone system and other systems are affected.

306: Unable to get all the way to the office. Too far from other campuses. Need to be able to fill out forms and send them in.

320: Students are continually complaining about the financial aid office....slow, no answers to their questions, waiting for their money, etc.

Recommendations

237: needs to be better cooperation between district and the campuses. too often they are in conflict. both district and the campus presidents need to give a little so the college can gain. we

should do business the same on every campus (HR, ARR, FA, etc.) - the campus unique concerns are separate from day to day business.

242: Create a culture of measurement and accountability. HCC Leadership does not hold their teams accountable. They also over assign work. While our budget is shrinking, assigning more work than can be accomplished only aggravates the problem.

261: To define a process by which all non-degree seeking students are identified and categorized for registration purposes. We need to expand the existing service to accommodate the increase in our student body.

Q5. DISTRICT OFFICE ADMINISTRATIVE AREA
i). TCTC @ HCC

BRANDON CAMPUS

Weaknesses

89: f. OIT- they do not have the proper resources to respond to the College population's needs. The College needs to have higher salaries to retain the right people with the right knowledge and skills. Student services are disjointed from campus to campus and this frustrates students not to mention contributes to the lack of student success. Give this (top level Administrator) the power to make change.. Take it away from the campus presidents. Campus presidents are not experts in student services. TCTC: How much money are we going to throw at this business venture? Wouldn't it be better spent someplace else? Why don't we focus on our core business and doing an excellent job there before extending ourselves into another area we only do mediocre? I think the HCC foundation does a good job of raising money however sending out an email to staff identifying those who have donated as a way to 'shame' those who not. The solicitation of donations to events that are clearly beyond the means of the staff is insulting. Superbowl?

206: When needing to talk to anyone in HR, it is hard to find the person to speak with about an issue. Either no one answers or no one calls or emails back. It is hard to get problems solved through the IT department. Most of the time, they do not know the answers. There have been times, that I just tried to figure IT things out myself since the department did not know what to do. Also, it is hard to provide good customer service, when Datatel or Hawknet keeps crashing especially during registration and it keeps happening every semester, which you think it would get better. With Corporate Training (continuing education), they do not communicate with Student services on registration policies or processes. I hear different things from different people and also the students tell me that they have been told different things.

Recommendations

206: Have HR website more user friendly on who handles what benefit and if they handle different letters of the alphabet. Have the Corp. Training (continuing ed) office have a meeting with all student services staff on what they are doing and what the registration policies are with continuing education. Are students able to register over the phone, at any campus, or do they just register at TCTC?

313: TCTC is pretty good but has room for improvement since this is a competitive industry and they are in the perfect spot to gain the most from the current economic situation.

DALE MABRY CAMPUS

Weaknesses

158: TCTC is poorly lead and they are horrible communicators overall. this entity has GREAT potential but not under the current leadership. you're letting it erode away to the unsalvageable.

289: i. have a hard time getting anyone to answer a phone at TCTC h. District Financial Aid office always seems to pull staff from campuses to assist...shouldn't it be the other way around??

Recommendations

110: It would be nice if the corporate training center offered their classes at a discounted rate or free for employees/family. All a part of HCC why not the benefits?

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

- 28: Employers enjoy working with The Corporate Training Center @ HCC.
- 166: Continuing Education and TCTC does an excellent job in being one step ahead for the education of our community.

Recommendations

- 28: Increased effort should be made to promote all college services to the workforce community.
- 132: Continuing Ed is in TCTC. TCTC impacts parking for district employees. TCTC does not seem to operate under the College Administrative guidelines. IT is not helpful. Telecommunications is good though.
- 294: Some type of customer service training because the customer service in some areas of the college can sometimes be lacking and is often due to people get too "comfortable" in their jobs.

YBOR CITY CAMPUS

Weaknesses

- 245: B.Satisfied with Alumni and Publications--very dissatisfied with Grants Management--no help and little feedback. G. Disconnect between Planning, Research, and MIS. H. Not enough counselors and financial aid techs. I. If it does not pay for itself, it should be closed or used for workforce training to help retrain people who have lost their jobs.

Recommendations

- 96: Hire an outside agency to do a manpower study in those areas. Whether it requires hiring more personnel to handle the workload, replace those who are incompetent or unwilling to do the tasks required of them, or place task-oriented supervisors in those areas complete with established goals and benchmarks, something needs to be done to make these areas more efficient. Consider disbanding TCTC or re-aligning their mission so they do not have to resort to "stealing" established programs or extorting money from other areas of the college in order to survive.

Q9. CAMPUS SERVICE
a). ACADEMIC ADVISING AND COUNSELING

BRANDON CAMPUS

Weaknesses

89: g Course scheduling should be centralized as to present uniformity to the students. Differing comments for the same delivery method of courses is confusing to students and impacts student success. Students need to be able to search for distance learning courses. The schedule changes daily and new sections are added. It is impossible to keep a current list of DL sections for students to view. Too many mistakes in Financial Aid impacting students. I believe this is mainly due to lack of resources. Advising-turnover is really high because the College pays lousy for a job that requires at least 2 years on the job before they are effective. Students at a distance cannot get effective student services. No one answers the phone. Services are not available online and online services that are present are not advertised. Email for DL advising. Some campuses REQUIRE students to come to campus-this adversely affects DL students. Transcripts are hard to get in a timely manner.

185: Need more advisors & counselors. They are overwhelmed. Admissions: More staff, less reliance on student workers. They are overwhelmed. My understanding is that Lackman has been renewed. I feel this is a mistake. Staff is fine, but quality and variety is subpar.

238: More advisors who really care about the students. Sales of books online Offer more of the courses needed for graduation more personnel in financial aid more choices during the evening if not make more vending machines available upgrade technology to accommodate the load increases

Recommendations

301: Students go to faculty for advice, because they have previously been given incorrect advice from advisors. I think that the advisors are trying to help a large number of students who are following a large number of programs, and the advisors cannot be experts in every program we offer, so mistakes are made. Perhaps if advisors were more specialized for a few programs.

303: All counselors and advisors need to be on the same page. All information given to students should be verified with the departments to insure that the information is accurate.

DALE MABRY CAMPUS

Strengths

49: The new Prep Counselor/Advisor, Gladys Nixon-Arrington has been a wonderful help...assisting students with their financial aid questions, course scheduling questions, and addressing poor attendance issues with students.

85: Advising and Counseling staff work very hard with few resources to meet the needs of our students. Many of these individuals go out of their way to help students navigate our policies and procedures.

126: a. Advisors available to students and helpful. e. I teach in a 21st century classroom. It could be larger but the equipment is great!

271: There are not enough counselors/advisors.

Weaknesses

53: a. Advising at DM is very weak. d. Unfriendly attitude at DM. Talking on phone and socializing seems to be a priority instead of helping customers. c. Facilities at DM often in need of repair, and always a long delay in getting things fixed. Not proactive in anyway. Lots of talk, little

action by Facilities Dept. d. Food is expensive. Quality and quantity not good. e. Takes very long time for students to get a transcript. Makes it difficult in trying to transfer to BA program.

117: A. advising and counseling: I find it amazing that in my many years at HCC never ever a counselor actually spoke to faculty (in my discipline) about our input to student choices and question regarding our subjects. Yet, I have witnessed counselors/admission staff overriding the enrollment restrictions or waiving prerequisites without consulting with the dean in that area or with the instructors teaching these classes. h. Facilities: Cleaning and hygiene in bathrooms is generally BAD. We have a couple of water fountains that have been broken and not repaired for many months now. Offices are not cleaned to the standard they used to. All in all a poor performance.

191: i. The Dale Mabry campus being the largest population of students there is not enough staff which creates poor morale and very angry students. Paper work not completed in a fair amount of time (not enough staff help) and poor communication/ handling of paper work from downtown. last, pulling someone from another department who has no knowledge of financial aid and expect them to stand at a counter or door and give out important information in reference to the students aid. This creates wrong information to the student which then swirls out of control. Result; angry students and angry parents. a. Advising and Counseling departments need to work more hand in hand, communicate the same information. This prevents students shopping campuses for answers they want. "ALL" campuses should have the basic knowledge of each program regardless if its at one campus and not another. Example nursing. Just because it is assigned to Dale Mabry & Plant City then Ybor and Brandon should have an enough information about the program that they do not need to send that student to another campus for the same information. We are all suppose to be connected so that a student who happens to stop at Plant City because it's convenient at that time can register for a course at Ybor or Dale Mabry.

Unfortunately we are illustrating the "cattle syndrome" and not helping our students with their needs. If a student is in either of our offices the person assisting the student/parent should be able to answer the basic questions. Example: If a student is in advising for a guide sheet and it happens the student has a need for a AW on a class, the adv. should give the basic information on what the student needs to do before they visit the counseling office. On the other hand a student is in the counseling office and the student inquires about a guide sheet the counselor should be able to give this information and not send them to another department to get this information. b. For one reason or another responsibility/answering voice mail, transcripts, application new student information/ how students are handled at the windows remains consistent as poor. These individuals are the first person seen by the students/parents.

200: Need more advising counselors - students often told conflicting solutions. Financial aid - previously stated Classroom equipment - better but still needs improvement to 21st century classroom. Often classrooms are cold and bathroom facilities are lacking (sinks don't work, soap doesn't work)

282: I like wholesome, natural food. This is not available at the DM cafeteria, except for grossly overpriced and limited salad bar. Student advising is miserable. Students are mis-guided constantly. The advisors are ill-trained and need to specialize in certain majors in order to become knowledgeable. Virginia Callaway is the only exception I have found.

317: Too many students and not enough advisors.

Recommendations

117: 1. Have counselors/advisors communicate more with faculty 2. Make it clear to counselors/advisors that they are NOT to override prerequisites or class size restrictions without consulting with the proper dean. 3. Get a new service for maintenance and a new level of response to needed repairs. Some areas in our buildings are an embarrassment.

191: District should provide additional help during peak times for their department. Instead of putting the blame on a campus that is having issues look at how slow the paper work turn around is from district and encourage more positive communication between the two. Possibly hire P/T help for peak periods and early enough for these individuals to be trained on the basics of a new student. Established staff then can focus on students who have applied on time, paper work that needs signatures and deferrals. Have informational sessions that all counselors and advisors

attend. Even if each campus has their own. make sure it is not a "bitch" session focus on the needed information of our programs and how we handle certain situations. b. Admissions & Records is just that. Stop sending students/parents to other departments for information on ordering transcripts, changing information, what the requirement is for residency. If a student has a question about the record and they are at Ybor do not send the student to another campus because the SPRO/SACP indicates the student's home campus is somewhere else. Make a phone call for the student. Allow our staff to make reasonable decisions based on the knowledge they have learned (Admissions) which would allow them to do the job they were hired for.

280: the need for a more rapid and accurate assessment of student transcripts remains a problem.

311: Advisors need more training relating to individual programs.

317: Hire more advisors. Faculty members are not qualified advisors.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

35: My friend an older student registered last term and she could not say enough good things about advising

165: A) I have had nothing but positive experiences with this department. Even if I have had to wait, when I did make it to the head of the line I was greeted with someone willing to help. D) Great job! E) wonderful! H) Keep up the good work!

183: Organized, great leadership

215: a. I used an academic advisor to talk to my class for two semesters this year and was very pleased about her knowledge and willingness to share and teach my students about her (Karla Walden) job and their available services at HCC.

254: Financial aid and advising seem to do as well as they can given the disparity in the numbers of advisors compared to the number of students needing help. Being able to have additional Financial aid and student services advisors would help.

Recommendations

94: Train administration and staff to at least pretend that they care or are concerned about student and staff issues. Would be better for the HCC public image.

PLANT CITY CAMPUS

Weaknesses

121: Many students do not know who their academic advisors are and the labs are sorely lacking in basic equipment, even first aid kits cannot be found in the labs. That is a serious concern.

Recommendations

305: I believe we need more emphasis on vocational/ occupational advisement for students. Many are in the wrong, unrealistic majors repeating classes multiple times.

262: Accountability for all areas is essential.

305: More advisors are needed with less emphasis on self-done computer registration. (I know this may not be possible)

YBOR CITY CAMPUS

Strengths

261: I'm able to get questions answered immediately for students.

106: (a) Students get "a different story" for counselors at different campuses. Counselors are not always aware of all necessary information.

Weaknesses

245: A. Not enough counselors B. Not efficient D. Rude H. Building Temperature never regulated correctly and shortage of people when you need them. I. Not always helpful to students.

302: Advising and counseling is not efficient. Improvements can be made in the registration process and students can be treated fairly. Sometimes students are just dismissed and not listened to...

Recommendations

242: We must achieve more standardization of processes across campuses. Training will improve the standardization. Accountability will improve performance. There are no consequences for poor performance.

Q9. CAMPUS SERVICE
b). ADMISSIONS AND RECORDS

BRANDON CAMPUS

Weaknesses

185: Need more advisors & counselors. They are overwhelmed. Admissions: More staff, less reliance on student workers. They are overwhelmed. My understanding is that Lackman has been renewed. I feel this is a mistake. Staff is fine, but quality and variety is subpar.

Recommendations

185: Admissions: More staff, less reliance on student workers. They are overwhelmed. Facilities staff for most part is great. Some of the management is less service oriented.

DALE MABRY CAMPUS

Weaknesses

244: The women behind the counter in A+ R are unprofessional, rude, and don't care about their fellow employees.

53: a. Advising at DM is very weak. d. Unfriendly attitude at DM. Talking on phone and socializing seems to be a priority instead of helping customers. c. Facilities at DM often in need of repair, and always a long delay in getting things fixed. Not proactive in anyway. Lots of talk, little action by Facilities Dept. d. Food is expensive. Quality and quantity not good. e. Takes very long time for students to get a transcript. Makes it difficult in trying to transfer to BA program.

117: A. advising and counseling: I find it amazing that in my many years at HCC never ever a counselor actually spoke to faculty (in my discipline) about our input to student choices and question regarding our subjects. Yet, I have witnessed counselors/admission staff overriding the enrollment restrictions or waiving prerequisites without consulting with the dean in that area or with the instructors teaching these classes. h. Facilities: Cleaning and hygiene in bathrooms is generally BAD. We have a couple of water fountains that have been broken and not repaired for many months now. Offices are not cleaned to the standard they used to. All in all a poor performance.

191: i. The Dale Mabry campus being the largest population of students there is not enough staff which creates poor morale and very angry students. Paper work not completed in a fair amount of time (not enough staff help) and poor communication/ handling of paper work from downtown. last, pulling someone from another department who has no knowledge of financial aid and expect them to stand at a counter or door and give out important information in reference to the students aid. This creates wrong information to the student which them swirls out of control. Result; angry students and angry parents. a. Advising and Counseling departments need to work more hand in hand, communicate the same information. This prevents students shopping campuses for answers they want. "ALL" campuses should have the basic knowledge of each program regardless if its at one campus and not another. Example nursing. Just because it is assigned to Dale Mabry & Plant City then Ybor and Brandon should have an enough information about the program that they do not need to send that student to another campus for the same information. We are all suppose to be connected so that a student who happens to stop at Plant City because it's convenient at that time can register for a course at Ybor or Dale Mabry. Unfortunately we are illustrating the "cattle syndrome" and not helping our students with their needs. If a student is in either of our offices the person assisting the student/parent should be able to answer the basic questions. Example: If a student is in advising for a guide sheet and it happens the student has a need for a AW on a class, the adv. should give the basic information on what the student needs to do before they visit the counseling office. On the other hand a student is in the counseling office and the student inquires about a guide sheet the counselor

should be able to give this information and not send them to another department to get this information. b. For one reason or another responsibility/answering voice mail, transcripts, application new student information/ how students are handled at the windows remains consistent as poor. These individuals are the first person seen by the students/parents.

Recommendations

138: I hear many student complaints about admissions and student services in general, especially at DM campus. The bookstore at DM has students working who are more interested in talking to their friends than working and can't even figure out change for a dollar without a calculator! Facilities and maintenance staff are good for the most part but requests for service to be completed take forever and we constantly have to check on the requests. Communication not there either as if we, the 'users', are on a need to know basis and everyone else decides that basis regardless of us requesting work done!

191: District should provide additional help during peak times for their department. Instead of putting the blame on a campus that is having issues look at how slow the paper work turn around is from district and encourage more positive communication between the two. Possibly hire P/T help for peak periods and early enough for these individuals to be trained on the basics of a new student. Established staff then can focus on students who have applied on time, paper work that needs signatures and deferrals. Have informational sessions that all counselors and advisors attend. Even if each campus has their own. make sure it is not a "bitch" session focus on the needed information of our programs and how we handle certain situations. b. Admissions & Records is just that. Stop sending students/parents to other departments for information on ordering transcripts, changing information, what the requirement is for residency. If a student has a question about the record and they are at Ybor do not send the student to another campus because the SPRO/SACP indicates the student's home campus is somewhere else. Make a phone call for the student. Allow our staff to make reasonable decisions based on the knowledge they have learned (Admissions) which would allow them to do the job they were hired for.

244: Train the women in A + R to treat their fellow employees with respect, and don't make them wait in a long line of students.

DISTRICT OFFICES/OTHER

Strengths

94: Train administration and staff to at least pretend that they care or are concerned about student and staff issues. Would be better for the HCC public image.

PLANT CITY CAMPUS

Weaknesses

47: I am very dissatisfied with the level of professionalism, and the lack of consistency regarding my immediate supervisor in the way daily operations of ARR is handled. PC Student Services is not working as a cohesive team, which has caused noticeable friction between staff members and alike. I also find troubling how there are a number of employees who are afraid to do a number of things like offer suggestions to speaking up about office dilemmas during open dialogue in fear their supervisor will reprimand them behind closed doors or seek malicious reasons to terminate.

Recommendations

65: The Plant City campus doors for admissions and records are always closed. It seems like they don't want students around or something and that they'll see you when they are good and ready. I thought student services was supposed to be friendly and open. Other services at the Plant City campus in student services is fine.

262: Accountability for all areas is essential.

YBOR CITY CAMPUS

Strengths

242: b. ARR employees on most campuses are knowledgeable and courteous. j. great value. clean, convenient and cheap

Weaknesses

245: A. Not enough counselors B. Not efficient D. Rude H. Building Temperature never regulated correctly and shortage of people when you need them. I. Not always helpful to students.

Q9.CAMPUS SERVICE
c). BOOKSTORE

BRANDON CAMPUS

Strengths

313: Both our bookstore and bursar, compared to the other campuses, seem to be better able to get them in and get them out. I think its the local workers.

Weaknesses

238: More advisors who really care about the students. Sales of books on line Offer more of the courses needed for graduation more personnel in financial aid more choices during the evening if not make more vending machines available upgrade technology to accommodate the load increases

DALE MABRY CAMPUS

Strengths

31: Bookstore is resposive to students and faculty. I have found the DM bookstore staff to be very competent and courteous.

141: The lines in the Bookstore were very short this year. Books were available and issues were quickly resolved. The Bursar's office personnel is polite and competent.

296: c, e, f. All of these areas are very responsive, friendly, and go above and beyond to help and support the customer.

Weaknesses

53: a. Advising at DM is very weak. d. Unfriendly attitude at DM. Talking on phone and socializing seems to be a priority instead of helping customers. c. Facilities at DM often in need of repair, and always a long delay in getting things fixed. Not proactive in anyway. Lots of talk, little action by Facilities Dept. d. Food is expensive. Quality and quantity not good. e. Takes very long time for students to get a transcript. Makes it difficult in trying to transfer to BA program.

Recommendations

138: I hear many student complaints about admissions and student services in general,especially at DM campus.The bookstore at DM has students working who are more interested in talking to their friends than working and can't even figure out change for a dollar without a calculator!Facilities and maintenance staff are good for the most part but requests for service to be completed take forever and we constantly have to check on the requests.Communication not there either as if we,the 'users' d, are on a need to know basis and everyone else decides that basis reagrdless of us requesting work done!

DISTRICT OFFICES/OTHER/MACDILL CENTER

Strengths

94: C: Bookstore staff and student workers continue to be helpful and enthusiastic, usually displaying a very positive face. Food service fairly good - Lackmann cafeteria service has improved and is getting better.

Recommendations

19: Bookstore lacks the correct technology to provide a proper online store. The stores are not attractive. Financial Aid does not seem to have the proper resources to provide awards to the students timely.

328: Bookstore needs to carry merchandise to promote the HCC logo - shirts and hats.

PLANT CITY CAMPUS

Strengths

262: The bookstore (C) at the Plant City Campus is great. The staff is always pleasant and friendly! The bursar (d) at the Plant City Campus is friendly and quickly processes any transactions.

Recommendations

262: Accountability for all areas is essential.

YBOR CITY CAMPUS

Strengths

119: 9c--well stocked, very pleasant, professional staff

Recommendations

131: Bookstore is a bit confusing with books and supplies. I do get some students who say that certain books are not there, etc., after classes have begun.

**Q9. CAMPUS SERVICE
d). BURSAR OFFICE**

BRANDON CAMPUS

Strengths

156: Sometimes difficult to get grade changes accomplished. Bursar's office is the most helpful.

DALE MABRY CAMPUS

Strengths

141: The lines in the Bookstore were very short this year. Books were available and issues were quickly resolved. The Bursar's office personnel is polite and competent.

Weaknesses

53: a. Advising at DM is very weak. d. Unfriendly attitude at DM. Talking on phone and socializing seems to be a priority instead of helping customers. c. Facilities at DM often in need of repair, and always a long delay in getting things fixed. Not proactive in anyway. Lots of talk, little action by Facilities Dept. d. Food is expensive. Quality and quantity not good. e. Takes very long time for students to get a transcript. Makes it difficult in trying to transfer to BA program.

114: There must be some of the rudest people employed in the bursar office!

246: There seems to be an overall lack of communication between this department. Updates that are reported "needed" from one area by another are never followed through with. It makes it hard to be clear on rather these "updates" are the reason or only the tactic for prolonging changes, advances and new dialogue formats that are long over due. With the technology that the college has access to, there is know reason a student, faculty memeber or staff should be given the excuse that "we don't have that information, we are not connected to Davis Island or we are not able to record payments for that department." A bursars office should be the hub for all payments, reciepts and due accounts for payments, with this info at hand.

DISTRICT OFFICES/OTHER/MACDILL CENTER

Strengths

165: A) I have had nothing but positive experiences with this department. Even if I have had to wait, when I did make it to the head of the line I was greeted with someone willing to help. D) Great job! E) wonderful! H) Keep up the good work!

Recommendations

94: Train administration and staff to at least pretend that they care or are concerned about student and staff issues. Would be better for the HCC public image.

YBOR CITY CAMPUS

Strengths

96: Bursar's office has a staff who is in-tune with the college. They are ready to assist and eager to serve.

320: Bursar's office is right on, always pleasant to deal with!

Weaknesses

245: A. Not enough counselors B. Not efficient D. Rude H. Building Temperature never regulated correctly and shortage of people when you need them. I. Not always helpful to students.

Q9. CAMPUS SERVICE
e). CLASSROOM EQUIPMENT

BRANDON CAMPUS

Strengths

- 86: 21st century classroom teaching platform makes my job much easier.
- 102: The 21st century classrooms assist in the options available for the students. Course scheduling is wonderful for the teachers and students.
- 125: I greatly appreciate the projection equipment in the classrooms. The package makes for many visual presentation options.
- 185: Smartrooms are great.
- 76: Upkeep of computer labs. Scheduling of classroom - always a problem - classes have to move or the classroom does not meet the technology needs.

DALE MABRY CAMPUS

Strengths

- 51: Classroom Equipment - The classrooms are equiped with a computer, internet, projector, speakers, document camera. I am very satisfied with these teaching tools and I use them all the time. I have never had a problem with any of them.
- 162: 9E - As we continue to update classrooms to our 21st century standard, the classroom environment improves. Students notice these things...and it provides support for the faculty. 9G - Course scheduling is more complex than many realize. HCC does a good job of providing for students within the parameters that we must work.
- 241: If I have need for new equipment the program manager and Dean usually see that my requests are granted
- 282: Classroom equipment that I use at Dale Mabry is top notch. Computers for student use are plentiful and available. The several program managers I work with are very careful to schedule related classes (co and pre-requisites) in a way to facilitate the students' scheduling.
- 296: c, e, f. All of these areas are very responsive, friendly, and go above and beyond to help and support the customer.
- 126: a. Advisors available to students and helpful. e. I teach in a 21st century classroom. It could be larger but the equipment is great!

Weaknesses

- 172: I need a 21st century classroom
- 200: Need more advising counselors - students often told conflicting solutions. Financial aid - previously stated Classroom equipment - better but still needs improvement to 21st century classroom. Often classrooms are cold and bathroom facilities are lacking (sinks don't work, soap doesn't work)

Recommendations

- 158: the charge to a 21 century classroom didn't happen (to the extent it should have). that's a shame.
- 258: Muscle models in anatomy lab need replacement. Many micro slides used in nutrition lab are old and faded

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

165: A) I have had nothing but positive experiences with this department. Even if I have had to wait, when I did make it to the head of the line I was greeted with someone willing to help. D) Great job! E) wonderful! H) Keep up the good work!

226: We have made real progress in updating all classroom and lab equipment in recent years. I appreciate that we have standards, and have stuck to them.

254: Classrooms and labs have improved greatly over the past few years, especially in the technology available for faculty and student use.

133: (Item e) The 21st Century Classroom model has created a basic standard of excellence in classroom technology

243: Great to have all new equipment and courses at SS.

Weaknesses

156: Space is at a premium. Rooms are booked on paper only and are empty. This is a lazy way to do things. (course schedule)

Recommendations

112: Find some other way to assign rooms. Don't tell various programs that there is no room when we walk by EMPTY rooms.

PLANT CITY CAMPUS

Strengths

112: The move to update all classrooms to "smart classrooms" has improved the use of technology and makes the classrooms similar to use.

YBOR CITY CAMPUS

Strengths

131: e. Classroom equipment -- the 21st century classrooms are WONDERFUL to work with. Easy to deal with, and expands teaching opportunities immensely. g. Course scheduling has always been good. h. I have always noted how clean and orderly HCC Ybor campus is. It's beautiful and I'm proud to work there.

306: The lecture classes in Ybor building that I use has everything I need.

Weaknesses

128: No attempt to assist with my needs (size, color, etc)

SOUTHSHORE CAMPUS

Strengths

120: Again, SouthShore is a new campus. All classrooms are smart rooms, new, and fully functional. Some issues with sunlight and time. For example, the setting sun in one of my courses blanks out the projection screen. An issue that is being resolved. Also, programs and training has been provided for use of these rooms for faculty, and staff is extremely helpful

Q9. CAMPUS SERVICE
f). COMPUTER LABS FOR STUDENTS

BRANDON CAMPUS

Weaknesses

76: Equipment in labs is not taken care of. Student services is not responsive to student needs and requests. Getting transcripts is VERY difficult & time consuming.

Recommendations

76: Upkeep of computer labs. Scheduling of classroom - always a problem - classes have to move or the classroom does not meet the technology needs.

DALE MABRY CAMPUS

Strengths

177: There are a multitude of computer labs available for students. Food at the DM campus is excellent.

296: c, e, f. All of these areas are very responsive, friendly, and go above and beyond to help and support the customer.

Recommendations

180: We need more computer labs especially within the Student Services area. We have on-line resources, which is suppose to be a convenience to our students and our personnel because it's suppose to limit students standing in-line. Unfortunately, that doesn't occur and students are re-directed to other areas of the college. Which is fine except there is not enough computers and not enough staff to assist if students are having problems. We could utilize the "generalist" position who is suppose to be familiar with all aspects of Student Services within a computer lab specific for applying to college, registering and/or financial aid, etc. Also, instructors are posting their syllabi or lab notes on-line now, which is great. The only problem is that the student usually wants a hardcopy which means they come into labs, offices wanting to print 10, 20 and even more (for ex. anatomy lab notes)pages. Therefore paper is not being saved and the cost is being redirected.

DISTRICT OFFICES/OTHER/MACDILL CENTER

Strengths

254: Classrooms and labs have improved greatly over the past few years, especially in the technology available for faculty and student use.

PLANT CITY CAMPUS

Strengths

121: The computer labs have been very useful to enhance student learning and study habits.

Weaknesses

121: Many students do not know who their academic advisors are and the labs are sorely lacking in basic equipment, even first aid kits cannot be found in the labs. That is a serious concern.

327: f) promised math lab never happened g) our financial aid comes so late that students are disenrolled from classes

YBOR CITY CAMPUS

Weaknesses

34: We need a better instructional area for library orientations, and more computers. These issues are being addressed through other processes such as campus visioning.

Q9. CAMPUS SERVICE
g). COURSE SCHEDULING

BRANDON CAMPUS

Strengths

102: The 21st century classrooms assist in the options available for the students. Course scheduling is wonderful for the teachers and students.

Weaknesses

89: g Course scheduling should be centralized as to present uniformity to the students. Differing comments for the same delivery method of courses is confusing to students and impacts student success. Students need to be able to search for distance learning courses. The schedule changes daily and new sections are added. It is impossible to keep a current list of DL sections for students to view. Too many mistakes in Financial Aid impacting students. I believe this is mainly due to lack of resources. Advising-turnover is really high because the College pays lousy for a job that requires at least 2 years on the job before they are effective. Students at a distance cannot get effective student services. No one answers the phone. Services are not available online and online services that are present are not advertised. Email for DL advising. Some campuses REQUIRE students to come to campus-this adversely affects DL students. Transcripts are had to get in a timely manner.

156: Once again classroom space is a problem. We are told there are no classrooms open and yet we walk by empty rooms. What's wrong with this picture??

Recommendations

7: More courses and sections for students at Brandon so our students don't have to go to another campus to get the class they need. We have a large enrollment yet not enough classes or sections to meet the demand. Also, stop cancelling classes that are in high demand, believe me, there are students to fill them.

76: Upkeep of computer labs. Scheduling of classroom - always a problem - classes have to move or the classroom does not meet the technology needs.

156: Provide more full time people. Find some other way to schedule classroom space.

DALE MABRY CAMPUS

Strengths

142: g. Dean Bendickson responded to my requests regarding my teaching schedule with respect, and I appreciated that.

162: 9E - As we continue to update classrooms to our 21st century standard, the classroom environment improves. Students notice these things...and it provides support for the faculty. 9G - Course scheduling is more complex than many realize. HCC does a good job of providing for students within the parameters that we must work.

282: Classroom equipment that I use at Dale Mabry is top notch. Computers for student use are plentiful and available. The several program managers I work with are very careful to schedule related classes (co and pre-requisites) in a way to facilitate the students' scheduling.

Recommendations

141: Get rid of all DESKS and tippy tables in the classrooms. Make ALL classes fit the standard time slots so as to increase the utilization of classroom space. Some classes end 10 minutes into a new session time precluding the classroom's use.

YBOR CITY CAMPUS

Strengths

131: e. Classroom equipment -- the 21st century classrooms are WONDERFUL to work with. Easy to deal with, and expands teaching opportunities immensely. g. Course scheduling has always been good. h. I have always noted how clean and orderly HCC Ybor campus is. It's beautiful and I'm proud to work there.

DISTRICT OFFICE/ OTHER/ MACDILL CENTER

Strengths

183: Organized, great leadership

Weaknesses

133: (item g)The college must adopt a standard summer semester. For many reasons, this should match the the Summer A, B and C model of our sister institutions. Of courses, campuses could offer classes of other lengths for special purposes. However, it is important that we adopt standard summer terms.

Recommendations

94: Train administration and staff to at least pretend that they care or are concerned about student and staff issues. Would be better for the HCC public image.

Q9. CAMPUS SERVICE
h). FACILITIES AND MAINTENANCE

BRANDON CAMPUS

Weaknesses

- 26: H- facilities are in poor repair; building smells like an old gym, with poor ventilation. standard of cleaning is non-existent.
- 32: Brandon facilities seems to have a motto of "We can't do that" since every time a request is made that phrase is automatically uttered. In my opinion, the facilities management needs to re-evaluate the purpose of the College. Every position throughout HCC (including administrative positions) that is not actively educating our students should be working to support those instructors that are. Everyone from the president to the janitors should do all they can to support the efforts of the front line instructors, ensuring that our reputation as an institution of higher learning is preserved.
- 156: Once again classroom space is a problem. We are told there are no classrooms open and yet we walk by empty rooms. What's wrong with this picture??
- 268: The restrooms frequently are dirty and without soap or paper towels
- 313: Facilities on this campus has not been managed well at this campus, again, compared to the other campuses.

Recommendations

- 25: 1. Put in facilities request for table to be set up for visiting Universities but 75% of the time I still have to call them the day of the event to set up the table. 2. Food services is too expensive for our students
- 156: Provide more full time people. Find some other way to schedule classroom space.
- 185: Admissions: More staff, less reliance on student workers. They are overwhelmed. Facilities staff for most part is great. Some of the management is less service oriented.
- 251: The tiles are falling off and there is too liberal use of cones and "crime scene tape".

DALE MABRY CAMPUS

Weaknesses

- 53: a. Advising at DM is very weak. d. Unfriendly attitude at DM. Talking on phone and socializing seems to be a priority instead of helping customers. c. Facilities at DM often in need of repair, and always a long delay in getting things fixed. Not proactive in anyway. Lots of talk, little action by Facilities Dept. d. Food is expensive. Quality and quantity not good. e. Takes very long time for students to get a transcript. Makes it difficult in trying to transfer to BA program.
- 85: H - Facilities:Our facilities are in need of repair, painting, and proactive maintenance. I - Fin. Aid: This area desperately needs to addressed. The processes are outdated and there are too few staff to meet student needs.
- 88: h. General house keeping is not consistent, floors are not done on a regular schedule. Some areas are kept in better condition than others. General building maintenance and repair is poor including A.C. systems, plumbing, doors, walls, etc.. I believe is due to inadequate staffing.
- 90: h. the buildings are falling apart, broken fixtures are not being replaced
- 104: The plumbing in the Science Building DM is not well maintained. For three weeks the "emergency" patio lights in the same building have shut off while it is still dark. (They were not reset when the "time" changed.)
- 200: Need more advising counselors - students often told conflicting solutions. Financial aid - previously stated Classroom equipment - better but still needs improvement to 21st century classroom. Often classrooms are cold and bathroom facilities are lacking (sinks don't work, soap doesn't work)

309: The Social Science Building HVAC system is a joke. On a single day, my office will be 65 degrees, my downstairs classroom will be 85, and my upstairs classroom will be 65 (or 85). Nothing is ever properly regulated. And if you contact Facilities they roll their eyes at you and act like you are making it up. The college could save millions of dollars by renovating the HVAC system on our campus so that when you set the thermostat, that temperature is actually maintained. Go figure. Seriously, it is ridiculous how inefficient it is, and also how completely awful the maintenance staff are at fixing problems when they arise (which is daily).

Recommendations

158: the DM campus is unkept, rather littered with trash/debris, and should be cleaned up. this is one area of collegiate standards that is VERY easy and inexpensive to control.

85: Facilities: Evaluate the current organizational structure, processes, and response times to requests. Identify the weaknesses and systematically addresses them. Contract out services like painting, plumbing, and HVAC maintenance. Financial Aid needs more staff, and electronic resources.

90: follow up on all requests. create a ticket like the helpdesk does for maintenance requests. periodically, all outstanding tickets should be reviewed

117: 1. Have counselors/advisors communicate more with faculty 2. Make it clear to conselors/advisors that they are NOT to override prerequisites or class size restrictions without consulting with the proper dean. 3. Get a new service for maintainance and a new level of response to needed repairs. Some areas in our buildings are an embarassment.

138: I hear many student complaints about admissions and student services in general, especially at DM campus. The bookstore at DM has students working who are more interested in talking to their friends than working and can't even figure out change for a dollar without a calculator! Facilities and maintenance staff are good for the most part but requests for service to be completed take forever and we constantly have to check on the requests. Communication not there either as if we, the 'users' d, are on a need to know basis and everyone else decides that basis reagrdless of us requesting work done!

141: Get rid of all DESKS and tippy tables in the classrooms. Make ALL classes fit the standard time slots so as to increase the utilization of classroom space. Some classes end 10 minutes into a new session time precluding the classroom's use.

196: building room temperature control is never correct. It is always too cold. Too much \$ is wasted on too much a/c

285: Facilities maintenance especially the bathrooms are unsatisfactory

309: It would be nice if [*a staff member*] in the facilities office didn't roll her eyes at me every time I come in to tell her the temperature is all screwed up in our building. She acts like I'm making it up. I'm not. There is a thermometer in one of my classrooms. It was reading 80 for 4 straight weeks (which is unbearably hot for classroom instruction), then all of a sudden it dropped to 65 degrees and we all needed parkas. I couldn't make this stuff up if I wanted to. It is just THAT messed up. Rolling your eyes at me is not fixing the problem!

PLANT CITY CAMPUS Weaknesses

112: H. The facilities manager isn't always helpful when a concern is expressed and it takes repeated complaints before something is checked out. The cleaning of work areas is only done when a person complains. They do not seem to be on a regular schedule. The restrooms are cleaned daily however, doors (you can see dirt where everyone opens & closes the bathroom stalls) and corners are not cleaned and it has a grungy appearance. J. There is no type of food service on campus- only vending machines.

146: H. We are facing continual maintenance problems in the PEPC building, particularly with the temperature and with the state of rooms such as Room 143, which has hanging wires, partially painted walls, and filthy cheap plastic chairs. I replaced some these chairs (on my own) with some extra chairs from storage for the students using this room, however the rest need to be

replaced. I also have many facilities/maintenance issues with our Environmental Studies Centers at English Creek and Cockroach Bay, but the maintenance department refuses to follow up with our requests. We provide field trips to schools from all over Hillsborough County at these centers, and unfortunately the students must see the poor state of these facilities due to lack of maintenance (leaking roofs, stained/mildewed ceiling and carpeting, animal and insect waste/damage/nest, etc). This reflects the quality of HCC to these young students, and possibly deters them choosing HCC for college due to the state of these facilities.

YBOR CITY CAMPUS

Strengths

131: e. Classroom equipment -- the 21st century classrooms are WONDERFUL to work with. Easy to deal with, and expands teaching opportunities immensely. g. Course scheduling has always been good. h. I have always noted how clean and orderly HCC Ybor campus is. It's beautiful and I'm proud to work there.

Weaknesses

96: Facilities and maintenance does a marginal job at best. Their personnel are capable, but those in-charge are not always apt to step-up and do what is necessary to get the job done right the first time. Consequently, it becomes a costly task for the college.

242: h. serious problems with facilities group in Ybor. Office temperature around 63 degrees for six months until they finally found a broken air duct. poor support resulted in the data center being down for a week while changing out an AC unit.

245: A. Not enough counselors B. Not efficient D. Rude H. Building Temperature never regulated correctly and shortage of people when you need them. I. Not always helpful to students.

257: The visual arts building is very poorly maintained. The floors, classrooms, studios, darkrooms and bathrooms are often very filthy (not just dirty)

Recommendations

175: h. There appear to be inconsistencies in the way buildings are cleaned and maintained. The one I am in could use better and more frequent cleaning and maintenance.

257: Have someone cleaning the building daily and actually doing a good job. Hire students to clean - they could be paid and do a better job. They might care about the facility more than the people who are supposed to be cleaning it.

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Strengths

165: A) I have had nothing but positive experiences with this department. Even if I have had to wait, when I did make it to the head of the line I was greeted with someone willing to help. D) Great job! E) wonderful! H) Keep up the good work!

Weaknesses

57: Facilities and planning is really great. Maintenance cleaning of restroom Not good at all. The 1st floor restroom is just not it should be. They should check it more often. this is the main restroom visitor use.

94: (D) Cashier at certain Bursar's office could not be more rude or condescending to both students and staff, continuing a long-time tradition. (H) Facilities and maintenance staff need olfactory testing because the public restrooms need attention. They smell. Perhaps if they were cleaned regularly with disinfectant or bleach products, HCC wouldn't be rampant with viral infections on campus. (I) Students should not have to wait 4 months in to the semester to find out

what their Financial Aid amount is - or if it's even been awarded. Students should also not have to resubmit the same requisite paperwork repeatedly just because the Financial Aid Dept can't find it and claims that they never received it.

Recommendations

57: The first floor restroom should be checked Often! This is the restrooms used more by VISTORS.

95: Facilities require upgrading - install state of the art systems, update furniture, freshen paint, add art work.

98: HVAC adjustable in classrooms. More food service options at District (Coffee, Pastry, Sandwiches, pizza, etc.)

94: Train administration and staff to at least pretend that they care or are concerned about student and staff issues. Would be better for the HCC public image.

SOUTHSHORE CAMPUS

Recommendations

120: Some nights on campus there are limited resources. Perhaps scheduling could fix this. For example, on Monday night the library and study centre are both open; on wednesday night they are not. Perhaps classes that need these services should be scheduled on the same nights?

Q9. CAMPUS SERVICE
i). FINANCIAL AID SERVICE

BRANDON CAMPUS

Weaknesses

89: g Course scheduling should be centralized as to present uniformity to the students. Differing comments for the same delivery method of courses is confusing to students and impacts student success. Students need to be able to search for distance learning courses. The schedule changes daily and new sections are added. It is impossible to keep a current list of DL sections for students to view. Too many mistakes in Financial Aid impacting students. I believe this is mainly due to lack of resources. Advising-turnover is really high because the College pays lousy for a job that requires at least 2 years on the job before they are effective. Students at a distance cannot get effective student services. No one answers the phone. Services are not available online and online services that are present are not advertised. Email for DL advising. Some campuses REQUIRE students to come to campus-this adversely affects DL students.

Transcripts are had to get in a timely manner.

238: More advisors who really care about the students. Sales of books on line Offer more of the courses needed for graduation more personnel in financial aid more choices during the evening if not make more vending machines available upgrade technology to accommodate the load increases

303: There seems to be a huge need for more advisors and counselors. I also feel that there is information---many times important information---- given to students that is not always accurate.

DALE MABRY CAMPUS

Weaknesses

31: Students have great problems with financial aid. There may be a communication problem.

46: See previous answers for problems with financial aid and advising

85: H - Facilities:Our facilities are in need of repair, painting, and proactive maintenance. I - Fin. Aid: This area desperately needs to be addressed. The processes are outdated and there are too few staff to meet student needs.

141: Financial Aid is still the biggest problem for our students. Many miss classes at the beginning of the semester as they stand in line for hours and hours to be seen. Also, an efficient method of handling financial aid issues has not been implemented.

171: i. need more help in financial aid j. would like to see relationship with external vendors, starbucks, mcdonalds, etc.

200: Need more advising counselors - students often told conflicting solutions. Financial aid - previously stated Classroom equipment - better but still needs improvement to 21st century classroom. Often classrooms are cold and bathroom facilities are lacking (sinks don't work, soap doesn't work)

Recommendations

31: Revamp financial aid.

85: Facilities: Evaluate the current organizational structure, processes, and response times to requests. Identify the weaknesses and systematically address them. Contract out services like painting, plumbing, and HVAC maintenance. Financial Aid needs more staff, and electronic resources.

184: Students complain about financial aid frequently. Fall term, many did not receive their checks in a timely fashion. If they don't have money, they can't buy books, and this impacts their grade.

PLANT CITY CAMPUS

Weaknesses

49 Financial Aid - only one person left in Financial Aid at Plant City. It seems they are in no hurry hiring

replacements and therefore the students are the ones who suffer. Some of them go to other campuses for help.

313 i) Insufficient staff and administration slow to react to position vacancies.

69 Hire additional staff.

327: f) promised math lab never happened g) our financial aid comes so late that students are disenrolled from classes

YBOR CITY CAMPUS

Weaknesses

209: Financial Aid processes continue to be more cumbersome than they need to be as more and more district functions are pushed out to the campuses.

245: A. Not enough counselors B. Not efficient D. Rude H. Building Temperature never regulated correctly and shortage of people when you need them. I. Not always helpful to students.

16: h. Financial aid is very poor in staffing and response times

DISTRICT OFFICES/OTHER/ MACDILL CENTER

Weaknesses

28: Financial Aid should be applied to non-credit classes.

328: Financial Aid continues to frustrate students - long waits and lack of online process. Would like to better coordinate their efforts with financial services and foundation to improve services to students.

260: i. You know this from the program review but I hope DOA does something about it. I've heard (a top level Administrator) sound very unconcerned with this item because (he/she) didn't think that many students were impacted. Apparently, 50% of our student body needs to be on aid for her to care? I wonder if (he'sshe's) read the entire program review and the recommendations. I doubt it.

Recommendations

16: i. better training on financial aid staffing

19: Bookstore lacks the correct technology to provide a proper online store. The stores are not attractive. Financial Aid does not seem to have the proper resources to provide awards to the students timely.

28: To grow revenue especially for larger, longer duration certification type course offerings, financial aid needs to be available.

35: We need to offer the students more options. My friend a older student almost left due to a manager in financial aid. The financial aid tech convinced her to stay. Others students left.

254: Financial aid and advising seem to do as well as they can given the disparity in the numbers of advisors compared to the number of students needing help. Being able to have additional Financial aid and student services advisors would help.

94: Train administration and staff to at least pretend that they care or are concerned about student and staff issues. Would be better for the HCC public image.

205: PLEASE Shuffle budgets to allow for some salary increase. People who are great producers should not feel like there are no possibilities for promotion.

YBOR CITY CAMPUS

Weaknesses

209: Financial Aid processes continue to be more cumbersome than they need to be as more and more district functions are pushed out to the campuses.

245: A. Not enough counselors B. Not efficient D. Rude H. Building Temperature never regulated correctly and shortage of people when you need them. I. Not always helpful to students.

Q9. CAMPUS SERVICE
j). FOOD SERVICE

BRANDON CAMPUS

Strengths

303: I have always found the food at HCC to be outstanding. It has always been my experience that the cafeteria staff goes out of its way to provide a quality dining experience.

Weaknesses

33: Not a good Value for your money. Need a healthier menu.

43: A. See previous comments. J. What food service? Terrible hours. Terrible food and selection. Terrible prices.

185: Need more advisors & counselors. They are overwhelmed. Admissions: More staff, less reliance on student workers. They are overwhelmed. My understanding is that Lackman has been renewed. I feel this is a mistake. Staff is fine, but quality and variety is subpar.

238: More advisors who really care about the students. Sales of books on line Offer more of the courses needed for graduation more personnel in financial aid more choices during the evening if not make more vending machines available upgrade technology to accommodate the load increases

DALE MABRY CAMPUS

Strengths

170: the employees who work in food services are wonderful

177: There are a multitude of computer labs available for students. Food at the DM campus is excellent.

289: j. Maureen Wheelden has been tremendous to work with in regards to catering events. Provides excellent service in a timely manner.

Weaknesses

53: a. Advising at DM is very weak. d. Unfriendly attitude at DM. Talking on phone and socializing seems to be a priority instead of helping customers. c. Facilities at DM often in need of repair, and always a long delay in getting things fixed. Not proactive in anyway. Lots of talk, little action by Facilities Dept. d. Food is expensive. Quality and quantity not good. e. Takes very long time for students to get a transcript. Makes it difficult in trying to transfer to BA program.

171: i. need more help in financial aid j. would like to see relationship with external vendors, starbucks, mcdonalds, etc.

282: I like wholesome, natural food. This is not available at the DM cafeteria, except for grossly overpriced and limited salad bar. Student advising is miserable. Students are mis-guided constantly. The advisors are ill-trained and need to specialize in certain majors in order to become knowledgeable. Virginia Callaway is the only exception I have found.

Recommendations

172: Food Service is too expensive, and too slow by not rounding off to the nearest nickel and having to mess with pennies

PLANT CITY CAMPUS

Strengths

21: Food service is not an option at all campuses, and it puts strains on other resources and dilutes campus community when students have to leave and return for meals. I strongly suggest ensuring that students have an on campus meal option to foster community.

Weaknesses

112: H. The facilities manager isn't always helpful when a concern is expressed and it takes repeated complaints before something is checked out. The cleaning of work areas is only done when a person complains. They do not seem to be on a regular schedule. The restrooms are cleaned daily however, doors (you can see dirt where everyone opens & closes the bathroom stalls) and corners are not cleaned and it has a grungy appearance. J. There is no type of food service on campus- only vending machines.

139: Food service(i)is non-existent thus it rates a "very dissatisfied"

329: No food services consistently available.

DISTRICT OFFICES/OTHER

Strengths

183: Organized, great leadership

94: C: Bookstore staff and student workers continue to be helpful and enthusiastic, usually displaying a very positive face. Food service fairly good - Lackmann cafeteria service has improved and is getting better.

Recommendations

98: HVAC adjustable in classrooms. More food service options at District (Coffee, Pastry, Sandwiches, pizza, etc.)

243: Some type of real food & keep existing vending machines operable & stocked.

YBOR CITY CAMPUS

Strengths

242: b. ARR employees on most campuses are knowledgeable and courteous. j. great value. clean, convenient and cheap

Weaknesses

306: Very limited selection after 5pm

320: The food service at the Ybor Campus has been very undesirable. I've heard complaints of mold on the chicken and breakfast egg sandwiches tasting bad.

82: Our food service is too slow. We need at least one more cashier.

Recommendations

96: Consider putting in a food court with 2-3 different vendors serving different meals. Again, customer service should be our #1 priority - if students are not satisfied with their support services, it does not matter how great the instructional staff is. Word-of-mouth advertising is a powerful tool.

320: Have the kitchen police come for inspection more often...

120: Again, SouthShore is not an established campus. Student Activities do schedule social events to bring students together. During weekend and night classes, the campus is desolate. If not tempted by the snack machine, students must drive off. Needs some sort of community food room for students.

Q9. CAMPUS SERVICE
k). GRADES AND TRANSCRIPTS

BRANDON CAMPUS

Weaknesses

- 156: Sometimes difficult to get grade changes accomplished. Bursar's office is the most helpful.
- 76: Equipment in labs is not taken care of. Student services is not responsive to student needs and requests. Getting transcripts is VERY difficult & time consuming.

PLANT CITY CAMPUS

Weaknesses

- 262: Grades and transcripts (K) at the Dale Mabry campus it is very slow going to get a transcript. The most recent request took 28 business days to get from DM to USF - I was told it would take 3-5 business days, but no one would take responsibility to do it.

DALE MABRY CAMPUS

Weaknesses

- 70: Registration issues Sp 09. Grade submission Fa 08. Help Desk - Never helpful.
- 53: a. Advising at DM is very weak. d. Unfriendly attitude at DM. Talking on phone and socializing seems to be a priority instead of helping customers. c. Facilities at DM often in need of repair, and always a long delay in getting things fixed. Not proactive in anyway. Lots of talk, little action by Facilities Dept. d. Food is expensive. Quality and quantity not good. e. Takes very long time for students to get a transcript. Makes it difficult in trying to transfer to BA program.

DISTRICT OFFICES/OTHER

Strengths

- 322 k-Extremely efficient department.
- 283: Posting grades online - excellent.

Q13. CAMPUS SERVICE
a). LIBRARIES

BRANDON CAMPUS

Strengths

93: libraries are doing a great job security has very much improved, since some of the lead officers have been appointed esp Brandon

Weaknesses

238: Students need to be able to print materials in the libraries More tutorers needed in reading and math Get the word out from every vantage point increase test center hours & tutoring hours.

DALE MABRY CAMPUS

Strengths

31: The librarians are knowledgeable and eager to help. Faculty Services is well-staffed. Mary Reciniello at DM is a jewel. Tutoring Services (including the Writing Commons) is well run (although staffing could be upped).

53: a. Library at DM is great. Good place to study and helpful staff. b. Mail room and duplicating staff go out of their way to help. Great job...consistently. c. Writing and tutoring program at DM is well run.

137: a. The librarians have always been very helpful. Also they take my suggestions for book aquisition seriously.

138: a,b, and d: I hear only good things about these service providers.

149: g. very prompt and professional l. a benchmark for success

208: a. Librarians are extremely helpful. Exhibits are great for student activities. b. Mail is delivered in a timely fashion. f. No problems with faculty parking. g. Everything is done ahead of the two-day required notice. h. Security is prompt when called.

PLANT CITY CAMPUS

Strengths

262: A. Libraries are great! The staff is friendly and welcoming. F. Parking on the Plant City Campus is much improved with the addition of the overflow lot.

YBOR CITY CAMPUS

Strengths

34: Item A: Librarians and library staff are helpful and friendly. Items B and G: Khang Dinh and the rest of the mailroom staff are dependable and cordial.

45: The librarians are EXTREMELY helpful and knowledgeable. Jeneice Sorrentino was a huge help for me in getting my ENC 1102 classes started on their research papers last fall and again this spring. Security is also always very friendly and helpful, and Edna Jones-Miller has also been EXTREMELY helpful in educating me on how SGA and clubs operate.

175: a. The librarians go out of their way to be helpful. The guides they prepare for class assignments are excellent. b & g. Excellent service in the mailroom, including duplicating.

Weaknesses

34: We need a better instructional area for library orientations, and more computers. These issues are being addressed through other processes such as campus visioning.

Recommendations

115: The library at the Ybor Campus needs to be renovated starting with the furniture. The registration process is getting better, but can be improved a lot more.

Q13. CAMPUS SERVICE
b). MAIL SERVICE

DALE MABRY
Strengths

53: a. Library at DM is great. Good place to study and helpful staff. b. Mail room and duplicating staff go out of their way to help. Great job...consistently. c. Writing and tutoring program at DM is well run.

117: b. and g.: excellent customer oriented service.

138: a,b, and d: I hear only good things about these service providers.

179: b,g - mailroom and duplication does an exceptional job and is timely and courteous h - Security did a phenomenal job assisting with an alarm code issue at the beginning of the year and has always been responsive when necessary

208: a. Librarians are extremely helpful. Exhibits are great for student activities. b. Mail is delivered in a timely fashion. f. No problems with faculty parking. g. Everything is done ahead of the two-day required notice. h. Security is prompt when called.

222: Outstanding service, including email notifications of packages. Excellent sign-language interpreters and note-takers.

YBOR CITY CAMPUS
Strengths

34: Item A: Librarians and library staff are helpful and friendly. Items B and G: Khang Dinh and the rest of the mailroom staff are dependable and cordial.

175: a. The librarians go out of their way to be helpful. The guides they prepare for class assignments are excellent. b & g. Excellent service in the mailroom, including duplicating.

Weaknesses

82: The personnel in our mailroom are very unfriendly, unhelpful, and create a hostile working environment.

96: Mail service...in order to cut costs, a post office box was not renewed. Consequently, new business cards had to be produced for a large number of people. What savings did we realize as a result of that brilliant move?? Parking is terrible on the Ybor Campus. Staff members have to park far away from their work centers. Consider building a multi-level parking garage closer to the workcenters, or at best, assign parking spots to staff whose parking is next to their work centers.

Recommendations

82: Properly staff with person's whose personalities are suited to working well with the public.

DISTRICT OFFICE
Strengths

98: Mail service personnel are very quick to react. Bernie is an asset!

210: b. Prompt, efficient service. Ready to trace when necessary. g. Very quick turnaround on assignments. h. Very courteous and friendly.

94: B & G: Mail room and printing/duplication all continue to be quick, efficient, professional, and helpful.

Weaknesses

328: Mail room employees don't want to be helpful, just do their jobs. They don't appear to want to go the extra mile for others. Long waits and frustrating online processes continue in Registration for students.

Recommendations

328: It might improve outcomes if some of the support services (mail, copying, security, etc.) better understood how their work relates to student success or other employees' outcomes.

Q13. CAMPUS SERVICE
c. MATHEMATICS LABS FOR STUDENTS

BRANDON CAMPUS

Strengths

125: The Math lab is a great service to both the students who use them and the teacher. The assistants do a good job helping. Printing/duplication is convenient and at Brandon duplication services are very accurate and quick. Thank you.

DALE MABRY CAMPUS

Strengths

53: a. Library at DM is great. Good place to study and helpful staff. b. Mail room and duplicating staff go out of their way to help. Great job...consistently. c. Writing and tutoring program at DM is well run.

177: There are several math labs for students, all with excellent technicians on staff. Printing/duplicating always finishes my work within 2 days if not 1. Security is visible and responds immediately to phone calls. Disabled students have many accommodations available and excellent advisors. The DM campus has club activities almost daily in the courtyard.

PLANT CITY CAMPUS

Weaknesses

327: a) NO math lab, promised for the 5 or 6 years - never happened

DISTRICT OFFIC/ OTHER/ MACDILL CENTER

Strengths

133: (items C & I) The exit test pass rates at SouthShore are far above the college average. This can be directly attributed to coordination between the math lab, tutors and instructors.

Q13. CAMPUS SERVICE
d). READING/WRITING LABS FOR STUDENTS

DALE MABRY CAMPUS

Strengths

282: Test centers at both DM and Brandon are extremely well run. The reading/writing lab at DM is also excellent. Marcella Sherman deserves a raise and a promotion. SGA and student clubs are both very well run and add much to HCC student life.

Recommendations

172: ALL THREE, D, G, AND K WERE VERY RESPONSIVE

SOUTHSHORE CAMPUS

Recommendations

120: As an English adjunct, maintain a close relationship with the staff at the writing center. Find them very student centered and helpful. Most students report a positive experience after a visit

Q13. CAMPUS SERVICE
e). REGISTRATION PROCESS

BRANDON CAMPUS

Strengths

303: Although I am not a student and do not register for classes, it seems as though the registration process is pretty easy to access.

Weaknesses

76: Registration is always a problem - long long lines & frequently on-line registration does not work

86: It is very difficult to get good advice for registration. If you actually have three roadblocks, and you only ask about one of them, you will be given advice on only the one you ask.

89: Registration process should be tiered based on credits completed. The COLlege will NEVER have enough resources to allow all students to register at the same time without disruption of services. It's embarrassing to have the same issues semester after semester. ADA: faculty and some administration need training in ADA sensitivity. Test centers refuse to accommodate DL students who may need to take tests proctored. Our own students. Brandon campus is guilty of this. Parking-the College needs parking structures. Lack of parking impedes student success.

185: As mentioned before, Webadvisor can't handle peak registration. This is unacceptable if we are basically requiring students to register online.

206: Security at all campuses are not the same. DM security are seeming useless when there is trouble or in response time in Student Services. At BR, they are wonderful, they are there fast and helps with trouble students. If you are not on campus at 8 am, parking is horrible. We need more parking spaces for all campuses especially since the universities are sending us their students. With Hawknet, phone lines, and datatel crashing every registration, it gets very frustrating for staff, students, and supervisors to keep explaining every semester why the system crashes.

313: Registration is a huge pain as students must use the online system which cannot handle the load. Telephone registration was beautiful...what happened to that?

7: The registration process would work fine if the server didn't crash every semester.

76: Rethink hours during times of registration....open registration earlier for the terms. Have calendars available in advance.

DALE MABRY CAMPUS

Weaknesses

70: Registration issues Sp 09. Grade submission Fa 08. Help Desk - Never helpful.

485: E- Registration: The technical problems with online registration are terrible. Other institutions do not have the ongoing issues we have had. There is an obviously lack of leadership in adequately addressing and remedying these issues. I - Disability Services: There are many places on campus that lack ADA requirements (e.g. automatic doors, screen readers on computers, etc.).

141: Need to allow ALL students to register online (even cross-enrolled students). Parking--a lot of money has been spent on consultants, but nothing has been done. The parking lots are inefficiently laid out and they are extremely dangerous!

171: e. seems not to be student friendly..long lines f. better since opening additional parking in w.t. edwards

172: Should be open over Christmas holidays to facilitate registration

- 187: E--The first day of registration causes the to "crash"--come on every semester? That is a major cause for concern
- 191: f. On any one campus there is not enough parking for faculty or staff. Some faculty give the students the code for the lots:(that means an employee is not going to have a space to park. If a campus is holding meetings for other campus then spaces should be provided for the employees going to that meeting. e. Unacceptable for students/parents/employees
- 204: e - Need additional staff to process students [paperwork]and phone coverage, and would like to see better customer service
- 280: online registration continues to be an embarrassment for this institution.
- 289: e. Online services are not adequate for the volume of students using them. Always problems at beginning of online registrations - makes us look incompetent.
- 296: Too laborious. Too many forms, signatures, places to go to get these approvals. Not a one-stop shop, students waste time traveling to different buildings trying to track down signatures.
- 204: Admissions need additional staff to better serve our increasing numbers

Recommendations

- 180: In regards to on-line registration. Because we seem to have issues at the beginning of registration because of the amount of people trying to access webadvisor, maybe we could implement appointment hours based on credit hours earned. It would limit the amount of individuals on the site at one time.
- 85: The online registration process needs to be assessed and fixed. Our IT staff should have been hired with the requisite expertise to anticipate, analyze, and fix these problems. If they cannot do what needs to be done, replace them with people who can do it.
- 179: Computer registration is a nightmare due to overuse. If there is a way for faculty to get rosters through another method, we should be trained on this.
- 180: Registration process needs much improvement. Go to an appointment time schedule. Also, we should go back to a printed schedule. Students request them all the time and we the system "down" at least they get to review courses. We could sell the college catalog for \$1-2 to supplement the cost of the schedules. Communicate with staff who know what is needed. I also think that Customer Service not only applies to our students but to our own co-workers.
- 296: Have needed personnel in one area during registration.

YBOR CITY CAMPUS

Weaknesses

- 209: Technology continues to be the weakest link in our registration process.
- 245: E. Needs to be more efficient without so much downtime. F. More parking is needed. J. Too many student activities during class hours.
- 257: If just once the registration would work properly we would be retaining more students. It is so frustrating that the students just give up and go elsewhere or nowhere.
- 261: Need a standard process for non-degree seeking students.

Recommendations

- 115: The library at the Ybor Campus needs to be renovated starting with the furniture. The registration process is getting better, but can be improved a lot more.
- 242: e. We must improve online registration. While enrollment has increased, the percentage is not as great as the increases shown for online registration. f. Part of our parking problem is due to the fact that classes are clustered around certain days and times. Parking is great on Fridays.
- 257: Get the system working like other schools seem to be able to do.

- 261: One set procedure
323: Have a back up plan/schedule when computer go down during registration;

DISTRICT OFFICE/OTHER/ MACDILL CENTER

Strengths

- 42: Q13E&G - District Campus Services staff go over and beyond in customer services and their work is of a high quality.
165: E) Simple, easy, convenient...except when the system is down. H)Great job! Notable mention, is Mr. Bernie (unsure of his last name). He is a always a pleasure to be in his presence. He is professional and always on duty.

Weaknesses

- 254: Registration problems seem to be primarily related to technology problems.
328: Mail room employees don't want to be helpful, just do their jobs. They don't appear to want to go the extra mile for others. Long waits and frustrating online processes continue in Registration for students.

Q13. CAMPUS SERVICE
f). PARKING

BRANDON CAMPUS

Strengths

102: Parking has greatly improved with the addition of the closed faculty/staff lots. Duplication always exceeds standards and the test center is extremely supportive.

Weaknesses

89: Registration process should be tiered based on credits completed. The COLlege will NEVER have enough resources to allow all students to register at the same time without disruption of services. It's embarrassing to have the same issues semester after semester. ADA: faculty and some administration need training in ADA sensitivity. Test centers refuse to accomodate DL students who may need to take tests proctored. Our own students. Brandon campus is guilty of this. Parking-the College needs parking structures. Lack of parking impedes studnet success.

206: Security at all campuses are not the same. DM security are seeming useless when there is trouble or in response time in Student Services. At BR, they are wonderful, they are there fast and helps with trouble students. If you are not on campus at 8 am, parking is horrible. We need more parking spaces for all campuses especially since the universities are sending us their students. With Hawknet, phone lines, and datatel crashing every registration, it gets very frustrating for staff, students, and supervisors to keep explaining every semester why the system crashes.

268: Why are there so many students parking in the faculty parking lot? They take up the parking spaces and I have to drag my teaching materials a long way through the lot.

303: Parking and duplication vary from campus to campus. On some campuses parking is a total nightmare as is the duplication services.

303: On the campuses where there is insufficient parking for faculty there needs to be more parking. Duplication services for the faculty would be improved if faculty could submit their duplication copies and requests on line.

DALE MABRY CAMPUS

Strengths

246: Now that the key pad has been changed, morning back-ups seem to be a thing of the past. Kudos to parking.

291: Great parking - keep it free. Great security - much better than USF.

296: Parking has been fantastic since new rules put in place. Much easier to find a spot. Happy that rules are being enforced.

Weaknesses

6: We do not have enough parking for faculty or students on the DM campus, it is a dangerous situation that is not fixed simply by ticketing those people illegally parked. Think about more parking!

141: Need to allow ALL students to register online (even cross-enrooled students). Parking--a lot of money has been spent on consultants, but nothing has been done. The parking lots are inefficiently laid out and they are extremely dangerous!

171: e. seems not to be student friendly..long lines f. better since opening additional parking in w.t. edwards

191: f. On any one campus there is not enough parking for faculty or staff. Some faculty give the students the code for the lots:(that means an employee is not going to have a space to park. If a campus is holding meetings for other campus then spaces should be provided for the employees going to that meeting. e. Unacceptable for students/parents/employees

Recommendations

36: I would appreciate more faculty parking closer to DTEC, or permission to park along the edges of the lot when it's otherwise full.

PLANT CITY CAMPUS

Strengths

262: A. Libraries are great! The staff is friendly and welcoming. F. Parking on the Plant City Campus is much improved with the addition of the overflow lot.

Recommendations

112: F. Students and student workers are allowed to park in faculty/staff areas. This creates a problem during peak class times and staff that work a late shift can not find a parking place. These employees leave after dark most of the time and are now parked the farthest away from the buildings. Security seems to only enforce this at the beginning of each semester and students are aware of that.

YBOR CITY CAMPUS

Weaknesses

96: Mail service...in order to cut costs, a post office box was not renewed. Consequently, new business cards had to be produced for a large number of people. What savings did we realize as a result of that brilliant move?? Parking is terrible on the Ybor Campus. Staff members have to park far away from their work centers. Consider building a multi-level parking garage closer to the workcenters, or at best, assign parking spots to staff whose parking is next to their work centers.

128: Parking is better with the guard. Need to make it all staff only and handicapped. Students to parking garage. Assign number of spaces according to number in department? Purchase lot on Palm & 15th other side. Pave and use for staff.

131: Parking is a biiiiiisssssss issue. No parking or little parking available.

245: E. Needs to be more efficient without so much downtime. F. More parking is needed. J. Too many student activities during class hours.

320: Parking is always a problem.

Recommendations

131: NEED TO WORK ON PARKING!!!

175: f. Parking in the garage is unsafe if one gets out of class late at night. There needs to be a shuttle running from classrooms to the garage and more of a security presence in the garage h. Security doesn't always answer the phone promptly and is sometimes slow to respond. Thank goodness we've never had a real emergency!

242: e. We must improve online registration. While enrollment has increased, the percentage is not as great as the increases shown for online registration. f. Part of our parking problem is due to the fact that classes are clustered around certain days and times. Parking is great on Fridays.

320: Another parking facility close to the college.

DISTRICT OFFICE/OTHER/MACDILL

Strengths

215: f. Parking at DAO is great - especially if you arrive early enough to get my spot. I frequent DM campus and find the instructor and staff parking to be great as well. i. I have a young lady in my class who comes in every day to take notes for a student of mine. It is great to provide this service. Also, the student is given a note to hand the instructor instead of having to ask for help out loud in front of the class. h. Security has always been great at every campus I have been to.

Weaknesses

19: Parking is a huge problem at all campuses including GK. It seems more and more staff are filling GK when there are already insufficient parking spaces.

28: Parking in the TCTC lot is an eyesore and could potentially be a safety issue.

98: Need more parking at District.

157: Parking for adjuncts at YBOR is ridiculous!

Recommendations

24: Faculty/Staff need to know the gate codes to all campuses in the event that they have meetings that require them to gain entrance to a gated parking lot. Too often I have been at another campus needing to get in, and no security guard was there at that moment I was at the gate. I've had to call an employee at that particular site to get the code to get in...

28: If this is not an HCC lot, then there should be a forum with the city to discuss the state of this parking lot. It has great potential, the space can be utilized more effectively and it could even attract even more visitors to HCC District and The Corporate Training Center.

95: Improve parking lot surfaces, increase the number of spaces, and consider parking fees and fines. Increase surveillance devices, install access control.

132: Parking is a problem on every campus, and the limited parking at GK is a mess. GK employees have to deal with TCTC visitors and Security is not helpful when the lots are full. TCTC customers could use the hospital parking garage as one solution.

Q13. CAMPUS SERVICE
g). PRINTING/DUPLICATION

Brandon Campus
Strengths

- 102: Parking has greatly improved with the addition of the closed faculty/staff lots. Duplication always exceeds standards and the test center is extremely supportive.
- 125: The Math lab is a great service to both the students who use them and the teacher. The assistants do a good job helping. Printing/duplication is convenient and at Brandon duplication services are very accurate and quick. Thank you.
- 251: g. Lafran does a great job with very accurate work and a fast turnaround time.

Weaknesses

- 303: Parking and duplication vary from campus to campus. On some campuses parking is a total nightmare as is the duplication services.
- 303: On the campuses where there is insufficient parking for faculty there needs to be more parking. Duplication services for the faculty would be improved if faculty could submit their duplication copies and requests on line.

DALE MABRY CAMPUS
Strengths

- 31: The librarians are knowledgeable and eager to help. Faculty Services is well-staffed. Mary Reciniello at DM is a jewel. Tutoring Services (including the Writing Commons) is well run (although staffing could be upped).
- 36: Mary in the Print Shop is great-- so are the people who work for her. I appreciate the quality service!
- 49: The activities that SGA provide are wonderful!! The free food for the students and faculty is most appreciated. The duplicating center does an awesome job...always with the attitude "We are here to serve!"...with a smile
- 104: DM printing/duplicating services are managed/run in an excellent manner.
- 117: b. and g.: excellent customer oriented service.
- 138: a,b, and d: I hear only good things about these service providers.
- 141: Our Faculty services area has improved greatly. Procedures have been implemented to secure exams and email notifications are made to let us know we have packages. Duplicating is done quickly and well.
- 149: g. very prompt and professional l. a benchmark for success
- 158: the folks in duplicating excell above and beyond!
- 170: duplicating services are very speedy OSSD very helpful
- 172: ALL THREE, D, G, AND K WERE VERY RESPONSIVE
- 179: b,g - mailroom and duplication does an exceptional job and is timely and courteous h - Security did a phenomenal job assisting with an alarm code issue at the beginning of the year and has always been responsive when necessary
- 180: G. staff are helpful, friendly and always do a great job!
- 204: g - excellent service and excellent turn-around for special jobs j - provides students with excellent events, club venues are great!
- 208: a. Librarians are extremely helpful. Exhibits are great for student activities. b. Mail is delivered in a timely fashion. f. No problems with faculty parking. g. Everything is done ahead of the two-day required notice. h. Security is prompt when called.
- 289: g. DM mailroom has quick turn-around time for duplicating requests. They are willing to provide suggestions to improve print jobs.

290: Mary Recinello has been my strong right arm so far as preparing materials for classroom use, for more than twenty years. She is intelligent and perceptive, friendly and energetic, an enormous asset to me and to my students. HCC is fortunate to employ such a person.

317: Very organized; quick turn around time

YBOR CITY CAMPUS

Strengths

34: Item A: Librarians and library staff are helpful and friendly. Items B and G: Khang Dinh and the rest of the mailroom staff are dependable and cordial.

175: a. The librarians go out of their way to be helpful. The guides they prepare for class assignments are excellent. b & g. Excellent service in the mailroom, including duplicating.

261: Always on time and always willing to accommodate.

320: Mail, duplicating, security and library are great.

321: G - duplication services are always fast, staff is pleasant to deal with. L - tutorial center is willing to conduct one-on-one tutoring as well as specific seminars/classes in specific subjects. Very flexible and helpful.

Weaknesses

61: Duplicating center staff should be required to take customer service training.

306: Unable to get the offsite duplication service to work.

DISTRICT OFFIC/ OTHER/ MACDILL CENTER

Strengths

42: Q13E&G - District Campus Services staff go over and beyond in customer services and their work is of a high quality.

210: b. Prompt, efficient service. Ready to trace when necessary. g. Very quick turnaround on assignments. h. Very courteous and friendly.

94: B & G: Mail room and printing/duplication all continue to be quick, efficient, professional, and helpful.

243: Less students at time being. Always have working & available copy machines. Security available at a minutes notice.

Recommendations

328: It might improve outcomes if some of the support services (mail, copying, security, etc.) better understood how their work relates to student success or other employees' outcomes.

Q13. CAMPUS SERVICE
h). SECURITY

BRANDON CAMPUS

Strengths

- 93: libraries are doing a great job security has very much improved, since some of the lead officers have been appointed esp Brandon
156: Security is VERY helpful. They will help in any way they can.

Weaknesses

206: Security at all campuses are not the same. DM security are seeming useless when there is trouble or in response time in Student Services. At BR, they are wonderful, they are there fast and helps with trouble students. If you are not on campus at 8 am, parking is horrible. We need more parking spaces for all campuses especially since the universities are sending us their students. With Hawknet, phone lines, and datatel crashing every registration, it gets very frustrating for staff, students, and supervisors to keep explaining every semester why the system crashes.

DALE MABRY CAMPUS

Strengths

- 103: H. These are the most caring & professional people through out the institution.
177: There are several math labs for students, all with excellent technicians on staff. Printing/duplicating always finishes my work within 2 days if not 1. Security is visible and responds immediately to phone calls. Disabled students have many accomodations available and excellent advisors. The DM campus has club activities almost daily in the courtyard.
179: b,g - mailroom and duplication does an exceptional job and is timely and courteous h - Security did a phenomenal job assisting with an alarm code issue at the beginning of the year and has always been responsive when necessary
208: a. Librarians are extremely helpful. Exhibits are great for student activities. b. Mail is delivered in a timely fashion. f. No problems with faculty parking. g. Everything is done ahead of the two-day required notice. h. Security is prompt when called.
230: i feel safe day or night at any campus there is always security officers patrolling the parking lots. They are courteous and professional.
291: Great parking - keep it free. Great security - much better than USF.

Weaknesses

117: h. security: does anyone believe that those few unarmed ladies and gentleman provide any security?? They do not even enforce some rules/regulations. Also, we had repeatedly issues with locked classrooms early in the morning.(Science building - Dale Mabry)

Recommendations

- 117: Change the "bite" and presence of security officers. Have them realize, that open buildings and open classrooms are a priority in the morning.
138: Security seems to sit around and watch when issues arise and only assist if you ask them.If I am stuck at a gate and can't enter I expect the security guard in their cart,watching me, to come over and assist.They are lazy and slow to respond.(DM campus)

PLANT CITY CAMPUS

Strengths

146: H. Sean Green and his team do a fantastic job at our campus, and they are always prompt and professional.

YBOR CITY CAMPUS

Recommendations

175: f. Parking in the garage is unsafe if one gets out of class late at night. There needs to be a shuttle running from classrooms to the garage and more of a security presence in the garage h. Security doesn't always answer the phone promptly and is sometimes slow to respond. Thank goodness we've never had a real emergency!

DISTRICT OFFICE/ OTHER/ MACDILL CENTER

Strengths

98: Mail service personnel are very quick to react. Bernie is an asset!

165: E) Simple, easy, convenient...except when the system is down. H)Great job! Notable mention, is Mr. Bernie (unsure of his last name). He is a always a pleasure to be in his presence. He is professional and always on duty.

210: b. Prompt, efficient service. Ready to trace when necessary. g. Very quick turnaround on assignments. h. Very courteous and friendly.

215: f. Parking at DAO is great - especially if you arrive early enough to get my spot. I frequent DM campus and find the instructor and staff parking to be great as well. i. I have a young lady in my class who comes in every day to take notes for a student of mine. It is great to provide this service. Also, the student is given a note to hand the instructor instead of having to ask for help out loud in front of the class. h. Security has always been great at every campus I have been to.

247: Security at DAO has always been excellent

95: Improve parking lot surfaces, increase the number of spaces, and consider parking fees and fines. Increase surveillance devices, install access control.

243: Less students at time being. Always have working & available copy machines. Security available at a minutes notice.

Weaknesses

94: H: Security dept could improve their image if the security staff didn't ignore faculty, students, and staff who are smoking in non-smoking areas. This includes parking lots which are NOT designated smoking areas. Security should not be allowed to ride around on golf carts and smoke while doing so. Security staff should be required to adhere to campus smoking policy. Security should at minimum PRETEND to be helpful instead of ignoring employees who are trying to punch in a parking code and are having trouble.

Recommendations

24: Faculty/Staff need to know the gate codes to all campuses in the event that they have meetings that require them to gain entrance to a gated parking lot. Too often I have been at another campus needing to get in, and no security guard was there at that moment I was at the gate. I've had to call an employee at that particular site to get the code to get in...

48: I would like to see a security in sight in a morning.

Q13. CAMPUS SERVICE
i). SERVICES FOR STUDENTS WITH DISABILITIES

BRANDON CAMPUS

Weaknesses

64 Disabilities Services: HCC is the expert of following the letter of the law but not the intent of the law.

Just because we are compliant does not mean we are accessible.

136 i,k, they are satisfying some legal requirement, no apparent effort to help the faculty reach out to

students with disabilities

290 Disability students at PC are not receiving the services they deserve. If they receive them at all it is

with great challenge, like going to another campus.

DALE MABRY CAMPUS

Strengths

177: There are several math labs for students, all with excellent technicians on staff. Printing/duplicating always finishes my work within 2 days if not 1. Security is visible and responds immediately to phone calls. Disabled students have many accommodations available and excellent advisors. The DM campus has club activities almost daily in the courtyard.

Weaknesses

485: E- Registration: The technical problems with online registration are terrible. Other institutions do not have the ongoing issues we have had. There is an obviously lack of leadership in adequately addressing and remedying these issues. I - Disability Services: There are many places on campus that lack ADA requirements (e.g. automatic doors, screen readers on computers, etc.).

PLANT CITY CAMPUS

Strengths

121: Access to the test center and disability service is well known and used by the students.

YBOR CITY CAMPUS

Recommendations

304: Students with disabilities should not be ignored and their needs have to be met. I believe that monitoring should be done to make sure that these students accommodations are being met.

DISTRICT OFFICE/ OTHER/ MACDILL CENTER

Strengths

215: f. Parking at DAO is great - especially if you arrive early enough to get my spot. I frequent DM campus and find the instructor and staff parking to be great as well. i. I have a young lady in my class who comes in every day to take notes for a student of mine. It is great to provide this service. Also, the student is given a note to hand the instructor instead of having to ask for help out loud in front of the class. h. Security has always been great at every campus I have been to.

194: Any additional resources for struggling students is a plus. A systems of measurement to justify any additional spending would help validate their work.

Q13. CAMPUS SERVICE
j). STUDENT ACTIVITIES (CLUBS, GOVERNMENT)

DALE MABRY CAMPUS

Strengths

49: The activities that SGA provide are wonderful!! The free food for the students and faculty is most appreciated. The duplicating center does an awesome job...always with the attitude "We are here to serve!"...with a smile

177: There are several math labs for students, all with excellent technicians on staff. Printing/duplicating always finishes my work within 2 days if not 1. Security is visible and responds immediately to phone calls. Disabled students have many accommodations available and excellent advisors. The DM campus has club activities almost daily in the courtyard.

187: F--Many activities on campus for students and diverse also--at least at DMC

204: g - excellent service and excellent turn-around for special jobs j - provides students with excellent events, club venues are great!

282: Test centers at both DM and Brandon are extremely well run. The reading/writing lab at DM is also excellent. Marcella Sherman deserves a raise and a promotion. SGA and student clubs are both very well run and add much to HCC student life.

Recommendations

141: The Test Centers need to be open on Fridays and weekends to accommodate our working students and our on-line class testing. Our SGA is operating very efficiently. They are putting the monies where they help our students and support the clubs. Our advance tutors are severely UNDERPAID. A chemistry tutor is paid the same as a student assistant who answers phones or files papers. As these tutors work one-on-one in advanced topics (chemistry, physics, economics, calculus, college algebra, accounting, biology, etc.), they should receive pay equal to or above computer technicians, who many times sit at desks with no student interaction for hours on end.

PLANT CITY CAMPUS

Recommendations

262: J. Student activities: actual procedures need to be in place for student activities paperwork and processes. Currently the procedures change regularly, what seems like almost daily. The staff at district do not seem process student activities expenditures in a timely manner, which results in overdue notices and holds on accounts.

YBOR CITY CAMPUS

Strengths

45: The librarians are EXTREMELY helpful and knowledgeable. Jeneice Sorrentino was a huge help for me in getting my ENC 1102 classes started on their research papers last fall and again this spring. Security is also always very friendly and helpful, and Edna Jones-Miller has also been EXTREMELY helpful in educating me on how SGA and clubs operate.

209: Ybor's SGA is very active and links all activities with learning outcomes or proven success initiatives.

Weaknesses

245: E. Needs to be more efficient without so much downtime. F. More parking is needed. J. Too many student activities during class hours.

SOUTHSHORE CAMPUS
Strengths

120: Again, SouthShore is not an established campus. Student Activities do schedule social events to bring students together. During weekend and night classes, the campus is desolate. If not tempted by the snack machine, students must drive off. Needs some sort of community food room for students.

Q13. CAMPUS SERVICE
k). TEST CENTER

BRANDON CAMPUS

Strengths

54: Testing Center and tutoring services go all out for students and their immediate needs

Weaknesses

89: Registration process should be tiered based on credits completed. The COLlege will NEVER have enough resources to allow all students to register at the same time without disruption of services. It's embarrassing to have the same issues semester after semester. ADA: faculty and some administration need training in ADA sensitivity. Test centers refuse to accommodate DL students who may need to take tests proctored. Our own students. Brandon campus is guilty of this. Parking-the College needs parking structures. Lack of parking impedes student success.

238: Students need to be able to print materials in the libraries More tutors needed in reading and math Get the word out from every vantage point increase test center hours & tutoring hours.

DALE MABRY CAMPUS

Strengths

172: ALL THREE, D, G, AND K WERE VERY RESPONSIVE

244: People are great in the test ctr. but it needs to be open for at least a few hours on Friday. The test center in PC is TERRIBLE!!! No availability whatsoever!

282: Test centers at both DM and Brandon are extremely well run. The reading/writing lab at DM is also excellent. Marcella Sherman deserves a raise and a promotion. SGA and student clubs are both very well run and add much to HCC student life.

Weaknesses

31: The test center staff is not well trained. The atmosphere is not serious and professional. Papers are lost, students are erroneously told that there is no test for them, and the rules (such as the cut-off time to take tests in the evening) are unrealistic.

Recommendations

31: Do not use student assistants in the test center. They compromise test security.

141: The Test Centers need to be open on Fridays and weekends to accommodate our working students and our on-line class testing. Our SGA is operating very efficiently. They are putting the monies where they help our students and support the clubs. Our advance tutors are severely UNDERPAID. A chemistry tutor is paid the same as a student assistant who answers phones or files papers. As these tutors work one-on-one in advanced topics (chemistry, physics, economics, calculus, college algebra, accounting, biology, etc.), they should receive pay equal to or above computer technicians, who many times sit at desks with no student interaction for hours on end.

196: test center is not a place for work study students to be employed. Disabled student services needs to look at how they word the documentation they give to their students. Besides that they do a good job. much too much paperwork is expected of the student club advisors.

258: They need better security in testing center to protect exams. They need better communication with faculty when a student needs accommodation. Students forget to give slips to faculty then want adjustments post hoc. Also the clarification as to testing environments needs to be clarified with student and faculty. Quiet room is too vague.

280: test centers need to accommodate weekend students.

YBOR CITY CAMPUS

Strengths

131: k. Test center has always been organized and easy to work with.

Recommendations

45: The ENC 0010 lab tests are full of errors, and the open lab hours are not as convenient for my students this spring as they were this past fall. The students really need TIME to practice the exercises, and many prep students work during the day and are available only in the evenings.

PLANT CITY CAMPUS

Strengths

121: Access to the test center and disability service is well known and used by the students.

327: g)Problems are handled quickly, good personnel k)Test Center is responsive, easy to work with - never a problem for me or my students

DISTRICT OFFIC/ OTHER/ MACDILL CENTER

Strengths

183: Success Center at Brandon is exceptional, model should be followed at other campuses

**Q13. CAMPUS SERVICE
I). TUTORING SERVICES**

BRANDON CAMPUS

Strengths

- 54: Testing Center and tutoring services go all out for students and their immediate needs
313: It's great that we can finally send the students to one place to find a tutor.

Weaknesses

- 238: Students need to be able to print materials in the libraries More tutorers needed in reading and math Get the word out from every vantage point increase test center hours & tutoring hours.

DALE MABRY CAMPUS

Strengths

- 31: The librarians are knowledgeable and eager to help. Faculty Services is well-staffed. Mary Reciniello at DM is a jewel. Tutoring Services (including the Writing Commons) is well run (although staffing could be upped).
162: 13L - The Learning Commons at DM provides superb academic support to students in many different disciplines. Similar support is available at all campuses.
222: Outstanding service, including email notifications of packages. Excellent sign-language interpreters and note-takers.

Recommendations

- 141: The Test Centers need to be open on Fridays and weekends to accommodate our working students and our on-line class testing. Our SGA is operating very efficiently. They are putting the monies where they help our students and support the clubs. Our advance tutors are severely UNDERPAID. A chemistry tutor is paid the same as a student assistant who answers phones or files papers. As these tutors work one-on-one in advanced topics (chemistry, physics, economics, calculus, college algebra, accounting, biology, etc.), they should receive pay equal to or above computer technicians, who many times sit at desks with no student interaction for hours on end.

DISTRICT OFFIC/ OTHER/ MACDILL CENTER

Strengths

- 183: Success Center at Brandon is exceptional, model should be followed at other campuses

OTHER COMMENTS

Strengths

- 144: x
- 294: I did not rate anything very satisfied.
- 6: Everyone is doing their job.
- 287: working hard overall
- 6: Everyone is doing their job.
- 287: ok to a certain point.
- 311: LeeAnn and Faye give the personal attention to detail that makes things happen.
- 317: Program manager great
- 6: As far as I know, everyone is doing their job.
- 141: None
- 287: very satisfied overall
- 312: Fran is the nicest, most efficient worker I could ever hope to work with.
- 156: There is nothing wrong in a major way. It's the philosophy behind some of the decision making that's the problem.
- 255: Staff are very friendly & willing to help.
- 235: Good people doing a great job under difficult circumstances.
- 121: none
- 327: Not this year
- 21: Very responsive to questions and concerns.
- 96: N/A
- 261: none
- 96: N/A
- 283: Posting grades online - excellent.
- 283: N/A
- 110: A. I believe the college has done a great job with continuing to improve academic standards.; B. I sometimes instruct and the highest level of instruction, I myself follows through with. C. I apply the learning outcomes of syllabi and measure.
- 305: College is extremely well managed
- 255: I never had any issues with any for the staff or faculty. Everything always runs smoothly.
- 53: Strong leadership in these areas.
- 96: Much of the staff in the specialized areas are subject matter experts in their areas of responsibility. As professionals, bosses empower them to run their respective programs with minimal supervision. This leads to job satisfaction and retention of superstars.
- 183: Reliable, ethical, responsive to college needs, great leadership
- 53: Strong leadership in these areas.
- 96: Much of the staff in the specialized areas are subject matter experts in their areas of responsibility. As professionals, bosses empower them to run their respective programs with minimal supervision. This leads to job satisfaction and retention of superstars.
- 43: A. See previous comments. J. What food service? Terrible hours. Terrible food and selection. Terrible prices.
- 305: College is extremely well managed
- 183: Organized, great leadership
- 133: (items C & I) The exit test pass rates at SouthShore are far above the college average. This can be directly attributed to coordination between the math lab, tutors and instructors.

Weaknesses

- 144: x
- 294: I did not rate anything very dissatisfied.
- 168: n/a
- 287: none
- 36: none
- 36: none
- 108: b. Most dissatisfaction received from FA department; unreasonable wait time, unfriendly staff, miscommunication, unclear instructions from staff, etc
- 287: the department need more communication
- 121: There is not enough support and supplies for adjunct instructors in all areas. The students are allowed to enroll too late in the class especially where there is a lab with a class.
- 321: G - duplication services are always fast, staff is pleasant to deal with. L - tutorial center is willing to conduct one-on-one tutoring as well as specific seminars/classes in specific subjects. Very flexible and helpful.
- 156: There is nothing wrong in a major way. It's the philosophy behind some of the decision making that's the problem.
- 238: Come out of the "me" zone, let's be more in line with each other. We have a lot of committees that are overlapping and no one is listening or hearing anyone. Certain people act as if they know it all, therefore the ideas and thoughts of others are ignored.
- 301: N/A
- 47: Very frustrating.
- 235: j. There isn't any.
- 82: Same as previously discussed under College
- 261: none
- 261: none
- 283: N/A
- 283: N/A
- 281: None

Recommendations

- 144: x
- 164: I really have to think about this one.
- 287: keep up the good work
- 179: I am a full-time temp this year, and I believe I would have really benefited from an orientation to student services. I am unsure what departments are housed there, and details such as matters to discuss with advising versus counseling. Where does this go? Can I move it to another section or does it have to stay exactly where it was responded to, even if it's not the correct section?
- 287: meet more often when things are changing.
- 89: Automation, integration and commitment to customer service.
- 156: Provide more full time people. Find some other way to schedule classroom space.
- 89: I think they are self-evident.
- 238: More workshops like the retention workshop at all college day, get those suggestions and follow thru, don't sweep them under the rug, act on them.
- 120: Since I am on South Shore, most of my interaction is limited to online pages, e-mails or through support staff. For example, I never met the HR person, as most of my paperwork has been handled through the departmental assistant. In contrast, I personally interact with Student Services and can name the entire staff. (make sure that it is in other).
- 47: Very frustrating.
- 261: none
- 315: I'm not sure how to answer this
- 283: N/A

283: N/A

36: Our department has potential for growth that I hope we'll realize. There's a little bit of stuckness in "we've always done it this way."

294: Some type of customer service training because the customer service in some areas of the college can sometimes be lacking and is often due to people get too "comfortable" in their jobs.

124: We need to stress customer service in all things we do...

242: Create a culture of measurement and accountability. HCC Leadership does not hold their teams accountable. They also over assign work. While our budget is shrinking, assigning more work than can be accomplished only aggravates the problem.

294: Some type of customer service training because the customer service in some areas of the college can sometimes be lacking and is often due to people get too "comfortable" in their jobs.

262: Accountability for all areas is essential.

121: Better budget planning for the science lab and provide advisory information in a welcome packet for all new students.