Q1. COLLEGE QUALITIES
a. ACADEMIC STANDARDS

BRANDON CAMPUS

Strengths

58 I believe that we have many qualified faculty members at our college. Unfortunately, many of us struggle to try to achieve the goals and expectations of the administration in light of the population of students. A recent HCC publication suggested that over half the students at HCC do not have the basic abilities necessary to succeed in college, and yet we are held accountable for the success of each and every student. Yet, it might not be the quality of instruction; it might well be the quality of the student.

158 A - I feel the College does a fine job in its responsiveness to its diverse student population; if there is any fault, it is that EAP programs focus more on Hispanic students rather than others.

198 a. Most faculty and staff stay abreast of what is happening in the field, and we did very well with SACS review.

Weaknesses

58 It seems that we continue to lower the standards for our students - what we expect them to be able to do coming in the door and going out the door. The college also needs to address its means and effectiveness of communication. HCC emphasizes email as the official means of communication - I receive over 125 email a week! Many are announcements of events just a day or two before the event.

Recommendations

26 Create a faculty senate that has real power. Tell administrators they work for faculty, not the other way around. Stop hiring people with bogus degrees from Nova.

28 An employee training program and classroom at DAO would be useful; ten employees don't just get thrown into Datatel and Hawknet. Faculty in-service isn't enough, there should be a structured orientation, training on WebCt, Hawknet, gradebook and even some motivational tips for keeping students interested so we keep them. And it wouldn't hurt morale if the President stopped in to welcome new employees as well as look at the voluntary demotions and ask why.

64 Require more of students by raising expectations of faculty. Let's not give more responsibility to faculty let's add the needed support resources to serve the faculty effectively, and therefor give them more time to focus on teaching and learning. The College responds reasonably well to the student population of color but does very little in response to students with disabilities. Just because we are following the letter of the law does not mean we have made the College accessible. This should include not only physical access, which need improvement, but access in regards to learning materials. It should be made a priority to train faculty on how to create learning materials that benefit a student with a disability, but also non-disabled students as well.

77 Poll the students on specifics such as closing and opening times.

97 room assignments are not ideal; assigned a "poor" room while higher quality rooms sit empty; also, technical support in rooms is non-existent

143 Get rid of [3 administrators] to begin. Get rid of 35% of the administrators.

172 Advising staff needs one head person to keep all advisors on the same page

175 The college needs to work on establishing a more better connection to the community at-large.

213 More staff and faculty members meeting together, mandatory.

246 Once a student is placed in a prep program have another test that SPECIFICALLY places them in a class.

297 Suggest that the college still work toward streamlining the process for approving purchase orders.

311 Budget flow can be complicated and restrictive. Please bring back the departmental credit card. HCC needs a college wide recycling effort, especially for paper. Also cans, plastic and other waste. We are negligent as a community organization if we aren't addressing this issue. The new campus (south shore) is commendable for, from the planning stages, considering environmental impact. The college as a whole should adopt this practice.
**DISTRICT OFFICES/OTHER**

**Strengths**

1 Q1, a. It is good to see that the college passed the SACs on-site visit with no citations.
56 a. From my observation, the academic standards are very good.
124 Although I did not attend classes here at HCC, from the work I do and that which I have seen in others professes a great academic standard(a).
144 Academic standards are on par with the rest of the country. I believe that we do a great job of working with diverse groups.
148 High level of review and oversight.
154 N/A
184 Items A and C. Smaller classrooms provide a better learning environment than the huge classrooms at large universities especially for the less motivated students.
241 HCC provides a high educational standards to a diverse population and the students can achieve their maximum potential due to the superior learning environment.

**Weaknesses**

322 NA

**Recommendations**

27 A greater focus should be placed on attrition and assisting our current students with their success.
34 I think that A & R should pay more attention to the non traditional student. I also think that online registration should be available to all students not just credit students.
132 While our academic standards are high, I sometimes question the quality of our instruction. For example, some faculty continue to resist the movement toward the use of 21st Century technology (and classrooms). While delivering courses in the Lecture mode was appropriate in past years, the "new" client we are providing services to (the students) may not be motivated by this mode of delivery. What can we do to get the older faculty "on board" with use of available technology? Build incentives for using tools like campus cruiser, power point presentations, engaging students in classroom activities, et cetera. We can also set higher expectations of all faculty as it relates to the use of varied modes of instruction delivery. The higher the expectations (and follow-up) the more likely they will be to use the technology. How about a team-teaching approach where a senior faculty member (non-technology user) is teamed with a faculty member (of same discipline; or not) who uses technology? Thanks for the opportunity to express these ideas. Additional ideas can be found in case studies and Unified programs and curricula across all campuses.
245 CROSS TRAINING IN EACH AREA OF THE COLLEGE SHOULD BE PART OF THE STANDARD WHERE POSSIBLE.
332 1) Ask potential employees if they know what the first prime number is; any response besides yes is a good indication they should not be hired. 2) Have them write it down; again any response other than writing "1" is a good indication this institution should continue reviewing candidates.

**DALE MABRY CAMPUS**

**Strengths**

88 Quality of instructors for a and c
101 (a) and (c) Strong, committed faculty
105 Items a, b, c, and e Based on student success comments.
156 There is an apparent dedication by both the administration and the faculty toward learner needs.
Weaknesses

179 I believe that the college has become so focused on retention that we have let standards fall. We are interested in graduating students more than assuring that the students we pass have the skills and abilities required.

165 In many instances, HCC administration seems more interested in the financial issues of operation as opposed to what will provide optimum educational opportunities for its students.

Recommendations

10 Keep the students in mind always
79 This is only my second semester here, and as I mentioned in Q2, I am adjunct, so that is the reason I am uncertain on many of the items in Q1. I hope to be able to learn more about the College as I remain on-board, especially if I am fortunate enough to obtain a full-time position in the future.

179 Have standards for each course and assure that all faculty teach them and that students who pass have met them. Have fewer courses taught by adjuncts. Integrate adjuncts more into the life of the college, including having mentors for new part-timers.

180 Ask faculty for input; value us; don't treat us like we are meaningless to the institution.

PLANT CITY CAMPUSS

Strengths

304 1 & 2 both of these areas are constantly in the process of examining and being examined, of evaluating and being evaluated--metacognitively processing both the form, the content, and the processes themselves heighten awareness (participating in the process of being recreditialed probably increased my awareness of these areas)

YBOR CITY CAMPUSS

Strengths

54 Faculty continue to develop strategies to address the learning needs of our students.
59 A. HCC has produced a stronger and stronger student body over the years. I am very pleased. The new classrooms also help.

262 Item (a). The college has articulated well to all constituencies its academic standards, and expectations in this area. The standards are clearly stated in catalog for each program, department or course.

326 HCC offers a great education - small classes, one-on-one contact with instructors, dedicated faculty and staff.

Weaknesses

137 The staff to student ratio is below the necessary and the resources are not sufficient.

299 Students in Prep not receiving basic reading & writing skills before entry to college level courses.
Recommendations

67 HCC should be centralized. Decentralization has caused problems with employees as well as our students. Each campus is so busy competing with one another we have lost complete focus on our vision and mission. Each campus should be working together to accomplish our mission. As a result of decentralization, employees are completely burnt out and students are frustrated because each campus is pretty much doing its own thing and the same rules don't apply college wide. There is definitely no consistency among the campuses and the student's witness this daily. With our limited staff and available funds we could obtain so much more if we simply worked together. There's a saying...a house divided can not stand..HCC is certainly divided and other community colleges are running circles around us. The opportunity for us to be a great college is there...only if we work together!

112 Academic standards and outcomes need to be consistent for each course. There appears to be disparity in expectations and outcomes for courses based on the professor's values and efforts.

336 Be honest

339 Get outsiders to evaluate how inefficient the college is in doing its job. This includes non-academic area as well as academic.
b). FINANCIAL RESOURCES

BRANDON CAMPUS

Weaknesses

64 Financial resources seem to be limited to [an administrator's] pet of the year. Many, many programs wither because lack of attention and the ability to obtain resources in a timely manner.
143 b. When ever I want to attend something, I am told that there are no funds available. But, yet, there are funds to go to that stupid League for Innovation and other nonsense.
158 B - More needs to be done with maintenance on the campuses.

Recommendations

158 More money would be lovely -- but probably not immediately available. However, simple awareness would solve the latter problem.
311 Budget flow can be complicated and restrictive. Please bring back the departmental credit card. HCC needs a college wide recycling effort, especially for paper. Also cans, plastic and other waste. We are negligent as a community organization if we aren't addressing this issue. The new campus (south shore) is commendable for, from the planning stages, considering environmental impact. The college as a whole should adopt this practice.

DISTRICT OFFICES/OTHER

Strengths

293 b. The financial resources are better in this state than most other states in the country.

Weaknesses

119 Q1.b It is not clear that available financial resources are allocated to capitalize on their best use.
146 Communications with Financial Aid office need to be improved. Many complaints from students are about the financial aid office.

Recommendations

56 There needs to be more communication on how dollars spent are prioritized.
119 Examine the complete array of academic and administrative costs/benefits to more optimally distribute limited financial resources. Fulfill strategic initiative 3-A to reexamine the complete array of program offerings.
122 Cannot judge.
146 Better training for financial aid staff. Students complain no one returns their calls or the phone numbers are outdated/incorrect. Advise staff to answer phone calls.
154 N/A
219 From a Staff members point of view, it takes forever to get an expense rpt check.
322 More competitive salaries for clerical/administrative employees. More promotion opportunities from within HCC.
332 1) Ask potential employees if they know what the first prime number is; any response besides yes is a good indication they should not be hired. 2) Have them write it down; again any response other than writing "1" is a good indication this institution should continue reviewing canidates.

DALE MABRY CAMPUS

Strengths

105 Items a, b, c, and e Based on student success comments.
125 Ability to access financial resources for student and faculty growth
Weaknesses

1 N/A

57 b. There are no budget provisions in department budgets for replacement of wornout or broken equipment.

88 Bills are not paid in timely manner. More staff is needed in financial aid area to serve students.

108 We never have enough money to support student services (personnel, salary, technology, training, etc.).

165 In many instances, HCC administration seems more interested in the financial issues of operation as opposed to what will provide optimum educational opportunities for its students.

186 b - resources are often misdirected - a priority should be to move the college into the 21st century.

196 b. The math dept on the DM campus have received Zero money in the multiple year allocation for upgrading classrooms to be smart or 21st century. Not one math classroom has been upgraded, in fact we can't even get a projector put in a room let alone any other upgrades.

315 Financial resources is a no-brainer. I am an adjunct and my class went from 5 hours to 4 hours for the same amount of curriculum to cover. Not only that, my pay was decreased. Financial resources in terms of renumeration should go to the teachers. Fortunately for the college, I teach for more than a salary. I receive intrinsic rewards that keep me coming back each semester. I come back for the students.

338 Adjunct faculty should receive a salary increase and the right to be absent at least one day during the semester without any salary deductions. If we are the backbone of the school as stated many times by the administrators we should be treated with the respect we deserve.

Recommendations

57 Provide a budget for equipment replacement and allow unused funds to be carried over to the next year.

79 This is only my second semester here, and as I mentioned in Q2, I am adjunct, so that is the reason I am uncertain on many of the items in Q1. I hope to be able to learn more about the College as I remain on-board, especially if I am fortunate enough to obtain a full-time position in the future.

80 Financial Aide Office gets a lot of criticism from students for being disorganized and unresponsive.

88 Hire more staff in financial aid or make the staff at each campus equal to the students it serves.

108 Pay decent salaries to student services staff, implement a recognition program, allow release time for professional development; show them the respect they deserve.

115 Get more State and Federal funding!

165 Look to what programs are successful as opposed to costs.

178 More advertisement and knowledge on Financial assistance needs to be provided to staff and students.

319 b. Financial aid process should not be so cumbersome for students. Many don’t even have a package when school starts and don’t get money for books until well into the semester.

PLANT CITY CAMPUS

Strengths

304 1 & 2 both of these areas are constantly in the process of examining and being examined, of evaluating and being evaluated--metacognitively processing both the form, the content, and the processes themselves heighten awareness (participating in the process of being recredentialed probably increased my awareness of these areas).
Weaknesses

35 B. I have heard the student's complain that unless you are friends with the personal in Financial aide you have to wait until the friends are taken care of first and then if money is left over you might get it after classes start. There were also many complaints about the wait to speak with someone in financial aid at the Plant City campus. F. On campus Deans send out information to their departments and many times the information would assist other departments if they knew of it or the information is given at the Campus council meeting and the Deans do not share it with the staff.

277 B. Campus [PC] looks very seedy. It has been seedy for years. Landscaping dead and dying, never replaced. Cracked walkways. Tawdry interiors.

Recommendations

69 Finance - Staffing cuts in the delivery of Student Services at the Plant Campus have really adversely affected the services provided to students.

YBOR CITY CAMPUS

Weaknesses

36 For the amount of time and effort the adjuncts put in I feel that their financial compensation should be increased by at least 25%.

59 Pay remains low for adjuncts; some of us would love to get full time.

104 Financial Aid has been a terrible problem for our students at the Ybor Campus. I feel that more qualified help would be needed.

236 Campus and program specific funding is woefully inadequate. This is particular true in addressing and purchasing capital equipment for programs not funded by lab fees or with Perkins dollars.

Recommendations

36 I would like to reiterate that becasue of the amount of time and effort the adjuncts put, in I feel that their financial compensation should be increased by at least 25%. If you want to keep the best adjuncts happy this is the primary way to accomplish that.

137 The college need to allocate mor money for additional staff and technology

185 I do not understand how we “find money” all of a sudden, yet individual departments either have no budget or a mystery budget.

299 Test at prep to assure literacy at college readiness.
QUALITY OF INSTRUCTION

BRANDON CAMPUS

Strengths

26 The instructors are fabulous.
58 I believe that we have many qualified faculty members at our college. Unfortunately, many of us struggle to try to achieve the goals and expectations of the administration in light of the population of students. A recent HCC publication suggested that over half the students at HCC do not have the basic abilities necessary to succeed in college, and yet we are held accountable for the success of each and every student. Yet, it might not be the quality of instruction; it might well be the quality of the student.
198 a. Most faculty and staff stay abreast of what is happening in the field, and we did very well with SACS review.
297 c. I have seen a number of assignment guidelines from various classes that indicate HCC professors place student learning as a priority. Faculty model characteristics of good scholarship, clearly explain assignments, and encourage students to ask questions and seek assistance from a variety of avenues. Many faculty use initial assignments as teaching tools, allowing students to rewrite or revise following suggested guidelines. Given encouragement and proper guidance, an average student can develop into a good student.

Recommendations

64 Require more of students by raising expectations of faculty. Let's not give more responsibility to faculty let's add the needed support resources to serve the faculty effectively, and therefor give them more time to focus on teaching and learning. The College responds reasonably well to the student population of color but does very little in response to students with disabilities. Just because we are following the letter of the law does not mean we have made the College accessible. This should include not only physical access, which need improvement, but access in regards to learning materials. It should be made a priority to train faculty on how to create learning materials that benefit a student with a disability, but also non-disabled students as well.
77 Poll the students on specifics such as closing and opening times.
191 as an adjunct faculty member, much of the email and paper I receive are irrelevant. Since 80% of your faculty are adjuncts, some efforts should be made to communicate with us in ways that make sense from our perspective.
198 Reduce amount of adjunct faculty by adding additional full time faculty. Sometimes it is hard to have quality adjuncts, which negatively affects our students.

DISTRICT OFFICES/OTHER

Strengths

122 Cannot answer above because I am not a teacher or a student. answered only to move on in survey.
148 High level of review and oversight.
184 Items A and C. Smaller classrooms provide a better learning environment than the huge classrooms at large universities especially for the less motivated students.
245 Q1C OUR INSTRUCTORS ARE MORE THAN QUALIFIED TO TEACH THE CLASSES THEY CONDUCT. OUR INSTRUCTORS ARE CONCERNED FOR EACH STUDENTS SUCCESS.

Weaknesses

332 Encountered numerous faculty and staff within this institute of higher learning that were unable to respond appropriately to questions and inquires.
Recommendations

While our academic standards are high, I sometimes question the quality of our instruction. For example, some faculty continue to resist the movement toward the use of 21st Century technology (and classrooms). While delivering courses in the Lecture mode was appropriate in past years, the "new" client we are providing services to (the students) may not be motivated by this mode of delivery. What can we do to get the older faculty "on board" with use of available technology? Build incentives for using tools like campus cruiser, power point presentations, engaging students in classroom activities, et cetera. We can also set higher expectations of all faculty as it relates to the use of varied modes of instruction delivery. The higher the expectations (and follow-up) the more likely they will be to use the technology. How about a team-teaching approach where a senior faculty member (non-technology user) is teamed with a faculty member (of same discipline; or not) who uses technology?

Thanks for the opportunity to express these ideas. Additional ideas can be found in case studies and

DALE MABRY CAMPUS

Strengths

1 c. Professors are very knowledgable in their area of expertise.
33 none,
71 c. Quality of instruction, I see faculty here at HCC going "the extra mile" for many students. I also see some of the lesson plans prepared by other faculty members, and know they do their best.
88 Quality of instructors for a and c
101 (a) and (c) Strong, committed faculty
105 Items a, b, c, and e Based on student success comments.
107 Teachers here are excellent (c) and meet the needs of special populations (e.g., students with disabilities and students whose first language is one other than English) very well (d).
163 Prior to becoming an employee, I spent 5 semesters as a full-time student. The instructors I have had to date are passionate in their endeavor to give a quality education to all of their students. I have actually excelled in courses I could not grasp in high school (MANY years ago). I have yet to have a professor that I would not recommend.
165 The quality of instruction is superior. Students are receiving a high quality of education especially in consideration of the tuition charged. There certainly is a diverse student population at HCC which affords all students the opportunity to learn more than just the prescribed curriculum.
166 The quality of the HCC education is very strong.
169 Qualified and caring faculty. (c)
186 c - professors are dedicated professional who go above and beyond the call of duty for their students

200 C. faculty are very devoted.
253 The faculty are dedicated to helping the students learn and go above and beyond to ensure student success.
298 Instructors set the standards and most, from my perspective, hold students to high standards.
315 We have quality instruction for a very diverse population. What else is there to say? One thing that concerns me is that the level and philosophy of instruction varies from campus to campus. There doesn't seem to be a cohesive strategy concerning instruction.

Weaknesses

338 Adjunct faculty should receive a salary increase and the right to be absent at least one day during the semester without any salary deductions. If we are the backbone of the school as stated many times by the administrators we should be treated with the respect we deserve.
Recommendations

9 Quality is given lip service. We do not fund quality initiatives, we do not reward quality and we do not promote those who demonstrate quality service.

10 Keep the students in mind always

16 I recommend a more diverse math faculty so that it represents the diverse student population. I also think we get better student outcome when students are required to attend math lab as a part of the class. Overall, I love HCC and the staff. They care about the progress of the students. Part time faculty could probably a raise. The book store should rent calculators as well.

22 Some students are not aware there are tutors.

71 I know we have an open door policy, really difficult to work with students who do not have sufficient English skills. I have one student who is actually going out of her way to attend English classes at another campus, because she hear it was "easier."

180 Ask faculty for input; value us; don't treat us like we are meaningless to the institution.

186 Administration stop regarding faculty as "employees" and elicit our input in matters in which we are going to be impacted.

285 The January adjunct breakout meetings were informative and more helpful than previous. The evening option was much better than a Saturday morning.

308 Ask the "user" for input. Share information with the people who work side-by-side with the Deans. Don't assume the Deans will remember to pass it along. They are extremely busy and can't always remember.

PLANT CITY CAMPUS

Strengths

1 c. The instructors at Plant City are highly qualified and excellent teachers and roll models. They are very willing to give of their own time in assisting the students.

141 Well-qualified, dedicated faculty.

221 c. I believe most of our faculty a very good at instruction in the classroom.

282 The college provides exceptional educational curriculum to students of all nationalities and needs. Many of our faculty and staff are HCC graduates, and that reflects the quality of our educational programs. We practice what we preach, and we lead by example.

292 c. Quality of instruction - instructors at HCC are very concerned with providing a quality education to their students. Many instructors go above and beyond to ensure that students are getting what they pay for.

YBOR CITY CAMPUS

Strengths

36 Bev Ketchum does a great job with her adjuncts.

47 Instructors are very good

55 The credentials and knowledge of the instructors are exceptional as well as their commitment to their profession.

264 (c) instructors are qualified, committed, and hard-working; (d) school in general is open to diversity: coordinators, staff and faculty.

275 testing policy with Developmental Math is excellent, teaches immature students discipline, college communication is literally right at fingertips (email and mailbox mail), never left "out of the loop"

Weaknesses

86 instruction not clear.
Recommendations

138 We need to be more considerate of comfort and convenience of our students. This affects the culture of the campus and their willingness to learn.

339 Get outsiders to evaluate how inefficient the college is in doing its job. This includes non-academic area as well as academic.
d). RESPONSIVENESS TO DIVERSE POPULATIONS

BRANDON CAMPUS
Strengths

311 HCC seems to make various efforts toward reaching diverse populations.

DISTRICT OFFICES/OTHER
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

DALE MABRY CAMPUS
Strengths

71 d. In terms of responsiveness to diversity, I see visible evidence that diverse cultures are respected and encouraged to host events in the courtyard. I think students of color generally are comfortably on campus.
107 Teachers here are excellent (c) and meet the needs of special populations (e.g., students with disabilities and students whose first language is one other than English) very well (d).
165 The quality of instruction is superior. Students are receiving a high quality of education especially in consideration of the tuition charged. There certainly is a diverse student population at HCC which affords all students the opportunity to learn more than just the prescribed curriculum.
166 The quality of the HCC education is very strong. HCC offers many outreach programs for diversity. (Black Brown College Bound & Internationale days on all 4 campuses)
305 A lot of attention is paid to diversity on our campus.
315 We have quality instruction for a very diverse population. What else is there to say? One thing that concerns me is that the level and philosophy of instruction varies from campus to campus. There doesn't seem to be a cohesive strategy concerning instruction.

Recommendations

105 Item d. I think the employees hired that are bilingual should be willing to help students that speak other languages.
319 d. Prep students should have a counselor assigned to just prep students who can work closely with instructors to increase retention of this population.
PLANT CITY CAMPUS

Strengths

282 The college provides exceptional educational curriculum to students of all nationalities and needs. Many of our faculty and staff are HCC graduates, and that reflects the quality of our educational programs. We practice what we preach, and we lead by example.

Weaknesses

1 d. We are not sensitive to students in diverse populations and their personal situations. e. We need to motivate the students to learn. f. Internal communication is basically by email. We need human communication and a time to ask and answer questions with faculty and staff. We need to be honest and open with our issues.
49 Diverse populations - seem to be the only groups who get the attention and motivation, the rest of us are just suppose to go along with whatever we are told. Internal college communication - we only hear what "Our" administrator wants us to hear and sometimes we get a different story than what is actually said in Cabinet. I think sometimes things are mis-communicated to staff. We always hear that "Plant City is a small campus and we have to do things different than other campuses.

221 d. The office of services to students with disabilities is overtaxed, and allowing severely disabled students fall through the cracks.

Recommendations

1 d. We need sensitivity/diversity training sessions.
221 d. Hire another person to replace the position that was lost in the office of services to students with disabilities.

YBOR CITY CAMPUS

Strengths

70 At HCC and particularly on the YBOR campus the faculty and staff appear to be aware of the diverse population and as a consequence make an effort to respond positively to that diversity. The college's use of different media (i.e. paper, computer and face to face) to get its message across is balance and meets it targeted audience. An example of this was the QEP communications program.

104 Being that I have been a student at HCC these were two areas that I felt the college was at its best.
114 d. Chiefly, I see no discrimination at all. All students' needs are addressed equally.
137 d. the students coming from other countries are welcome and the staff is helpful trying to accommodate for the language barrier.
228 HCC/Ybor provides a learning environment that "meets students where they are" intellectually, economically, and culturally while setting high academic standards/expectations. It's a winning formula.
264 School in general is open to diversity: coordinators, staff and faculty.
336 d. I think everone works with all of our students and co-workers.
Recommendations

1 Staff and faculty alike should be made aware that we are here for a common purpose. Mistakes are going to be made. Good customer service does not consist of passing the buck or looking for someone to blame; rather, fix the problem now and address the shortcoming later so it does not recur. Students (and some staff/faculty members) perceive disorganization when they are being given excuses for why something cannot be done.

67 HCC should be centralized. Decentralization has caused problems with employees as well as our students. Each campus is so busy competing with one another we have lost complete focus on our vision and mission. Each campus should be working together to accomplish our mission. As a result of decentralization, employees are completly burnt out and students are frustrated because each campus is pretty much doing it's own thing and the same rules don't apply college wide. There is definitely no consistency among the campuses and the student's witness this daily. With our limited staff and available funds we could obtain so much more if we simply worked together. There's a saying...a house divided can not stand..HCC is certainly divided and other community colleges are running circles around us. The opportunity for us to be a great college is there...only if we work together!

86 more too ajust

92 Student complaints against instructors - I believe there should be a central office where students can go and voice their concerns and someone will assist them.

181 Customer service training would be recommended.

223 Make registration easier for students. The Hawknet registration system is the worse especially when you are trying to find classes.

264 parking space for adjuncts; elevators that work in the parking garage

299 Test at prep to assure literacy at college readiness.
e). STUDENT LEARNING OUTCOMES

**BRANDON CAMPUS**

Strengths

246 e. I believe that we need to adjust how we put students into the prep programs. We getting to many students that should not be in prep and students that are placed higher then they should be placed.

Recommendations

64 Require more of students by raising expectations of faculty. Let's not give more responsibility to faculty let's add the needed support resources to serve the faculty effectively, and therefore give them more time to focus on teaching and learning. The College responds reasonably well to the student population of color but does very little in response to students with disabilities. Just because we are following the letter of the law does not mean we have made the College accessible. This should include not only physical access, but access in regards to learning materials. It should be made a priority to train faculty on how to create learning materials that benefit a student with a disability, but also non-disabled students as well.

77 Poll the students on specifics such as closing and opening times.

97 room assignments are not ideal; assigned a "poor" room while higher quality rooms sit empty; also, technical support in rooms non-existent

143 Get rid of [3 administrators] to begin. Get rid of 35% of the administrators.

172 Advising staff needs one head person to keep all advisors on the same page

175 The college needs to work on establishing a more better connection to the community at-large.

246 Once a student is placed in a prep program have another test that SPECIFICALLY places them in a class.

**DISTRICT OFFICES/OTHER**

Strengths

34 I feel that there is a true desire to meet the needs of the students by most of the departments within the college. There are always going to be a few areas that need improvement.

Weaknesses

226 Letter e - Perhaps due to the fact that for some time the College has operated the campuses as individual entities, for various functions or procedures are different. Many times the campuses have, without checking with other offices of other campuses, given incorrect information to students whereby giving the perception that someone doesn't know what is going on.

293 e. We need to do a better job with this area

Recommendations

27 A greater focus should be placed on attrition and assisting our current students with their success.
**DALE MABRY CAMPUS**

**Strengths**

- 105 Items a, b, c, and e Based on student success comments.
- 173 Students perform well after graduation.
- 200 A lot of planning has gone into learning outcomes.

**Recommendations**

- 1 Some students are not aware there are tutors.
- 173 Student services needs work
- 315 Keep the Testing Center open later in the evening. Keep the Libraries open later in the evening. Have administrative staff to handle situations in the evening. It is tough to tell students to go to the Dean's office or see an advisor to straighten out a situation or answer a question for them when they work during the day. This is not quality service. This would not be tolerated in the business world.

**PLANT CITY CAMPUS**

**Strengths**

- 142 e. Students are eager and willing to learn.

**Weaknesses**

- 23 We need to motivate the students to learn.

**Recommendations**

- 69 1) Communication at the Campus, especially as it relates to Campus Council and administrative decisions need to be improved. 2) Finance - Staffing cuts in the delivery of Student Services at the Plant Campus have really adversely affected the services provided to students.
- 282 We must continue to provide excellent service to our community. We must smile at every student, and let them know we are happy to be here. We must continue our own education in the effort to offer the latest and the greatest opportunity for our students.

**YBOR CITY CAMPUS**

**Strengths**

- 54 Faculty continue to develop strategies to address the learning needs of our students.
f). OFFICIAL INTERNAL COLLEGE COMMUNICATION

BRANDON CAMPUS

Strengths

77 The administration communicates from the top down but has poor communication from the bottom up. Instructors and students are told things but seldom listened to.
198 F. Fliers and email used efficiently for communication.
287 F. I am very well informed about all upcoming events and happenings.

Weaknesses

26 Communication at HCC is horrible because administrators don't like to bother letting faculty in on the decision making process, especially when it comes to academic decisions.
28 Too many people send out emails, recall them, and then re-send them; often the information is still wrong. Our HR management team [2 employees listed by name] isn't helpful and they treat employees (especially faculty) as if answering their questions is an inconvenience. We really have the worst HR department I've seen in over 20 years of business and teaching. They never come to campus to help faculty with issues and we should have HR rep. on each campus, to help those work work evening hours. HCC doesn't spend enough money hiring staff to help students in advising, student services, financial aid and distance learning. Distance Learning is the preferred method of learning for mature students, yet they can't get help because they don't have staff; instructors shouldn't have to be the one resource for students. We also have a heavy layer of upper management who never go on campus and help.
58 The college also needs to address its means and effectiveness of communication. HCC emphasizes email as the official means of communication - I receive over 125 email a week! Many are announcements of events just a day or two before the event.
64 Internal College communication is terrible. Oftentimes I find out information directly related to my responsibilities by accident. This information, because it effects how I perform my job, has a direct impact of faculty and students
136 f. the college generates its own spam under the guise of helpfulness
158 F - This has been an on-going problem. Look at recent emails re: technology & committees
167 There is no communication from the the administration - DAVIS ISLAND - to the faculty - ABSOLUTELY NONE - we are simply "told" what will happen

Recommendations

28 An employee training program and classroom at DAO would be useful; ten employees don't just get thrown into Datatel and Hawknet. Faculty in-service isn't enough, there should be a structured orientation, training on WebCt, Hawknet, gradebook and even some motivational tips for keeping students interested so we keep them. And it wouldn't hurt morale if the President stopped in to welcome new employees as well as look at the voluntary demotions and ask why.
58 I would very much suggest that HCC hire an outside consultant or consulting firm to address the MAJOR issues with internal communication. Without communication, everything else falls apart. There is a great lack of communication between administrators and the faculty; we are often talked AT. Honestly, if faculty treated students the way that some administrators treat faculty, we would be out of the classroom in a minute.
77 Poll the students on specifics such as closing and opening times.
172 Advising staff needs one head person to keep all advisors on the same page
175 The college needs to work on establishing a more better connection to the community at-large.
191 as an adjunct faculty member, much of the email and paper I receive are irrelevant. Since 80% of your faculty are adjuncts, some efforts should be made to communicate with us in ways that make sense from our perspective.
**DISTRICT OFFICES/OTHER**

**Strengths**

201 f. Communication could improve if all employees stayed current with their email and phone messages; and utilized info in public folders. Hawknet calendars and announcement posting could be helpful.

322 Mass emails from all departments.

**Weaknesses**

40 F. The rank and file are not notified of new programs, services, college expansion plans, etc. Most of what we learn we read in the newspaper or hear about it by accident. Nothing discussed in cabinet and leadership meetings is passed on the staff.

84 Too much extraneous email information for instructors. General college items: meetings, etc should be put on a separate bulletin board.

146 Communications with Financial Aid office need to be improved. Many complaints from students are about the financial aid office.

235 I feel we could benefit from a functioning intra net. Right now we use the public folders, which is not really convenient or effective tool to share documents or information. A college-wide calender is very much in need. I feel there should be one central location where faculty, staff and students could go to see what events (academic, cultural, sports, etc) where going on at their campus as well as the college district as a whole.

**Recommendations**

40 How hard can it be - with email - to keep the staff informed?????

56 There needs to be more communication on how dollars spent are prioritized.

226 There should be more sharing of information throughout the college via in-service meetings, discussions, etc.
Strengths

12 College strives to keep everyone informed of what is going on via phone calls and/or e-mails.
22 Notices are provided to faculty to pass along to students regarding grants/scholarships.
79 I feel well informed, via frequent email communication of the goings-on at the College, despite the fact I am adjunct.

Weaknesses

33 NO communication and procedures among departments. A fear of speaking up because your position might be jeopardizes. No technology used in this college, website such an important tool.
98 There appears to be a communication breakdown at times between the administration and the faculty. This is apparent on both sides and often leads to frustration and lack of trust.
130 F) It seems that the communication is lacking. The faculty and staff are always told after the fact and then told they should have spoke up during the processes.
156 Communication between administration and faculty is at time strained and in some cases combative, leading to non-productive results.
164 Item "f". Faculty were threatened last year with being fired without legal justification, and were asked to sign a statement giving [an administrator] permission to do this if for any reason she thought faculty were failing to keep student information secure. This, from an administration that until recently broadcast student Social Security numbers to faculty for convenience, seems incredibly obtuse and hostile, and has never been explained. Now we are being told that Barnes and Noble will take so much money away from our students that it will be able to sponsor scholarships. And we are being told that the administration is going to make fundamental changes in our technology and security, without faculty input. Official internal college communication is virtually nil.
166 IT and Communications HCC need a lot of work. IT needs to get this college on line in a conducive manner that works for both students, faculty and staff. First, HCC needs to be able to handle application for enrollment to graduation completely online students should never have to wait in line FOR ANYTHING!!!. The online portal should be set in unison, Webct should look and feel like Hawknet, and the HCC web page should match Hawknet and Webct. Most importantly these services should not overlap in what they do. WebCT and Hawknet overlap and , there should be one user name and password for both webct and hawknet.
169 (f) Communication is lacking throughout HCC. Responding or following up on issues especially is lacking. Seems people need some basic communication skills. If a question is asked and you don't know the answer, do not wait 5 days to tell me; respond right away that you are looking into it.Basic communication and respect skills. I expect more at this level.
171 (f). Official internal communication does not exist. It is willy nilly and often things are done deals before word on the topic is put out.
180 Faculty are left out of all major decisions. The only "communication" occurs when the administrators communicate to us the decisions they made without our input.
186 f - faculty are always the last to be informed about and/or included in decisions that directly affect them.
222 There no communication flow between faculty and staff. what is more important; there is no complete flow of current info between senior management and lower staff persons. Some Instructors are teaching subjects that they have no knowledge about and those taught are beginning to realize this. Student discuss these thing publicly.
253 Many people do not respond to phone messages or emails. Also, many procedures have been instituted prior to communications being issued explaining the rationale and process.
272 I would like to see better internal communication between staff, faculty and admin.
298 Internal communication, especially from office to adjuncts, is very weak. Need significant improvement in keeping adjuncts informed about deadlines (attendance, turn in grades, etc.).
308 f. more communication needed between those who make decisions and those who have to implement those decisions; when changes are made in budget or human resources, those changes should be shared with the people who are affected by them, not just with the Deans.
There seems to be little communication between the "day" shift and the "night" shift. Teaching at night you feel as though you have little to know administrative support.

F - The official internal communication is almost non-existent or very untimely.

Recommendations

1. Some students are not aware there are tutors.
2. Not certain what "official" internal college communication means. All I know is that quite often it seems the right hand doesn't know what the left is doing in this place.
3. Require all faculty and staff to use the features in Outlook, for example, keeping calendars up-to-date, streamlining mass email communication, and getting rid of ALL PUBLIC FOLDERS. It is too confusing and is not designed to be a storage medium. We can also do a much better job with our website. And we should be using a College intranet for communication. This must include creating discussion boards for topics not appropriate for mass email replies etc. The system needs to be easy to use for everyone.
4. Item f. I feel the Deans should communicate back to staff in a timely fashion.
5. Students should be made aware by all teachers of the resources available at the Tutoring Center and the Writing Center.
6. Internal communication related to changes in procedures should be improved.
7. Administration and faculty need to constantly work at communication in a positive and on-going way in order to precipitate trust and cooperation.
8. The communication within this school is very poor. Many times, information is not given out or when it is, it is after the fact. I believe that there should or could be a better means of communication between faculty, staff and administration.
9. Working in records I find it very disheartening to see students stand in line 2 or more times to try to bring us required documentation. I have only heard that other institutions have much more advanced programs that can actually access original driver's license issue dates, etc, so that students don't have to stand in line here, at the DMV (they recently had to renew their license which doesn't show that they have had one since 1986), and then in line here again. Technically, we need to advance. Imaging will help the filing and storage space, but not the data we need to make things smoother for students.
10. Work on communication and really listen to what people have to say.
11. Much better communication system. Train the Accounts, Budget and Purchase staff in the benefits of courtesy and pleasantry. And don't even try to train the lazy people in Admissions, Records and Advising - just get rid of them.
12. More advertisement and knowledge on Financial assistance needs to be provided to staff and students.
13. Ask faculty for input; value us; don't treat us like we are meaningless to the institution.
14. Administration stop regarding faculty as "employees" and elicit our input in matters in which we are going to be impacted.
15. A good CEO walks around his plant and talks to his workers because they're the real value. Get the Message!!
16. Open, honest communication as well as across the college discipline committees. In order to ensure academic integrity among classes (same course), I recommend two program centers (East - Brandon; West-Dale Mahb) were instructors of classes can work together to ensure program integrity and comparability among class offerings.
17. Clear and respectful medium and outcome of communication internally
18. Get the faculty and staff more in critical decisions effecting the College.
19. better communication internally; better student services for students especially in financial aid, records, registration etc
20. The January adjunct breakout meetings were informative and more helpful than previous. The evening option was much better than a Saturday morning.
21. Improve adjunct life at HCC. Put notices in adjunct offices. Put info sheets on who to contact for computer issues and other concerns - post the sheets in adjunct office and email to adjuncts.
Ask the "user" for input. Share information with the people who work side-by-side with the Deans. Don't assume the Deans will remember to pass it along. They are extremely busy and can't always remember.

Keep the Testing Center open later in the evening. Keep the Libraries open later in the evening. Have administrative staff to handle situations in the evening. It is tough to tell students to go to the Dean's office or see an advisor to straighten out a situation or answer a question for them when they work during the day. This is not quality service. This would not be tolerated in the business world.

better communication; vision; communication with outside constituents: school district, business leaders

PLANT CITY CAMPUSS

Weaknesses

23 Internal communication is basically by email. We need human communication and a time to ask and answer questions with faculty and staff. We need to be honest and open with our issues.

35 On campus Deans send out information to their departments and many times the information would assist other departments if they knew of it or the information is given at the Campus council meeting and the Deans do not share it with the staff.

277 F. Does it exist?

283 [An administrator] keeps a distinct distance between herself and faculty members. Although the door appears to be open and personal visits are occasionally made to campuses, faculty members are consistently omitted from decisions that directly influence the classroom.

313 f. Information needed to do our jobs is not communicated from administration. Information given to administration from higher up doesn't always make it down to the rank and file. District wide procedures are not communicated to staff efficiently. To say a procedure or form or information is in public folders is like saying look for a needle in a haystack.

Information for adjuncts less than desirable.

Recommendations

43 Better communication concerning opportunities and changes. More evenly distributed budgeting among departments-services on smaller campuses suffer due to less funds based on FTE; however, campus departments often serve the same number of students regardless of FTE. For example, students may register and use other services at the campus closest to their home even though they may have to commute to another campus for their program.

49 New administrators on campus who motivate and support their faculty, staff and students in more positive ways. It's important to be involved in the "community" but it should not take away from the time spent on campus.

69 Communication at the Campus, especially as it relates to Campus Council and administrative decisions need to be improved.

252 Better communication; more inclusion of faculty voices in academically significant conversations and in the decision-making process

277 F. consult with staff and faculty before purchasing items for their use. Ditto for issuing regulations and procedures.

280 More attention to details. For example, webpages should be working and up-to-date.

283 Use the faculty staffed committees that are in place at the decision-making level.

292 Communication within the college needs improvement. I find that many times I only find things out by mistake. Information is not globally shared with all staff, faculty and administration.

313 Create an index for the items in public folders. When something is posted in public folders, send out the information needed to locate it. Don't send information through a communication chain of command expecting it to trickle down. We have email, send out informational notices directly to everyone in the department, not through the administrator.
YBOR CITY CAMPUS

Strengths

70 The college's use of different media (i.e. paper, computer and face to face) to get its message across is balance and meets it targeted audience. An example of this was the QEP communications program.

275 college communication is literally right at fingertips (email and mailbox mail), never left "out of the loop"

Weaknesses

25 Many policies and procedures at Hcc are a mystery. If you ask for assistance from administrators you will get a variety of different "answers." I believe there should be better communication and more policy to follow specifically in a checks and balances system. Over and over again paperwork is "caught up in the paper trail" or must be resubmitted because someone changed the "system" for this individual requests procedure to be handled again. Is it possible to actually have a manual that we could refer to for specific procedures? (The public folder system is inefficient.) Also, what about the idea of administrators working to build us together as a team - positive, specific, encouraging team building to encourage a supportive, strong, positive, and efficient team? It could make a huge difference.

67 On several occasions I've witnessed general emails sent out to the entire college with numerous employees responding (reply to all). Communication is important, but HCC has taken it to the extreme! In my position, I can literally spend the entire day reading emails I receive from the college and outside sources. My suggestion is that we minimize the number of emails that are being sent and direct them only to the departments that will benefit from the information. (f - Official internal college communication).

104 For certain Dept. the communication is horrible. I think that it should be mandatory for all Dept. Heads to get the message out to the ones that don't have a computer.

114 f. E-mail never has been and never will be a legitimate form of official, binding communication. The Dean's office frequently makes mistakes in its distribution list resulting in faculty members not receiving instructions for which they are held responsible. One day, a lawsuit will force the administrators to do their jobs properly instead of taking the easy way out by e-mail.

140 f. We as an institution do not communicate. All of the campuses have thier own way of doing things instead of having the same procedures for all of the campuses.

181 Internal communication starts with answering the phone. Many people do not even answer their line with their name and/or department. You have to ask them and then they sound like they don't want to tell you. Some department's voicemail does not even tell you who you have reached, so you don't know if you are leaving a message for the correct party. We are each other's customers within the college and everyone should be spoken to in a courteous and helpful manner.

223 Communication is very poor. The right hand doesn't know what the left hand is doing.

336 f. When asked for status of my reclassification, I never can get a solid answer. They are working on it, I don't know, I'll have to check. 3 1/2 years from when I turned it in, to 2 years in HR. I think that a definite answer to a status question should not be unrealistic.
Recommendations

1 Staff and faculty alike should be made aware that we are here for a common purpose. Mistakes are going to be made. Good customer service does not consist of passing the buck or looking for someone to blame; rather, fix the problem now and address the shortcoming later so it does not recur. Students (and some staff/faculty members) perceive disorganization when they are being given excuses for why something cannot be done.

59 Easier phone system to navigate.

92 Student complaints against instructors - I believe there should be a central office where students can go and voice their concerns and someone will assist them.

181 Customer service training would be recommended.

223 Make registration easier for students. The Hawknet registration system is the worse especially when you are trying to find classes.

335 Internal Communication: We continue to struggle as an institution with issues associated with a multi-campus institution. While each campus may be known for its specific programs and strengths, there are some things we must do consistently as a college. Academics is one of those areas and as long as Academic Deans are responsible to campus presidents rather than to the college's academic officer, consistency of academic policies and college communication will suffer.

OTHER COMMENTS

PLANT CITY CAMPUS
Recommendations

35 Additional staffing prior to registration would help to expedite students wait time and not holding staff meetings during the registration time would allow the staff to work and not have down time when the students must come back to get registered.

DALE MABRY CAMPUS
Recommendations

318 Improve the cafeteria offerings, which would include allowing debit card purchases. Improve opportunities for faculty and staff fellowship. Enforce smoking rules for students, faculty and staff.
Q5. DISTRICT OFFICE ADMINISTRATIVE AREA
   a). ACADEMIC AFFAIRS

**BRANDON CAMPUS**

**Strengths**

58 I think that the administration for the A.A. program does an incredible job serving our students, supporting faculty, and continuing to institute changes for greater effectiveness and success.

**Weaknesses**

28 a. Continuing Education gives the run around to students for information.

**Recommendations**

58 COMMUNICATION. If faculty are here to support students, the administration should be here to support faculty. Yet faculty are wedged in between and generally ignored.

198 Computer system should verify that prereq are met before allowing students to register on-line; advisors should require signature of professor teaching course to make sure a student can override a prereq.

**DISTRICT OFFICES/OTHER**

**Strengths**

122 I did not answer any "Very Satisfied". There is always room for improvement.

**Weaknesses**

119 Q5.a I am satisfied with most services provided by Academic Affairs, but I am dissatisfied with the disjointed administration of non-credit offerings. Also there is a great need to redress adult illiteracy in which the current level of service is child's play.

**Recommendations**

119 Q5.a Implement the con. ed. program review recommendations. Make a decision to either commit to adult literacy or eliminate the program.

**DALE MABRY CAMPUS**

**Strengths**

16 a. We provide a good breadth and depth in course work. Up to date and current.

88 The academics in the institution is great.

101 (a) strong director, strong VP

156 Academic Affairs is in constant communication with faculty and does a tremendous job of balancing admin needs with those of faculty and students.

173 a. Academic Affairs runs well

**Recommendations**

79 I would like to know how to learn more about the structure/program availability for students. I feel that would make me better able to advise them on where they can obtain assistance.

85 Also, not enough computer classes on MONDAYS at the DM campus. Test center hours on the Plant City campus are deplorable--not enough hours for the student's needs.

260 Develop a strategic plan to evaluate thoroughly student success when incorporating instructional technology to learning
**PLANT CITY CAMPUS**

Recommendations

35 Limit the number of meetings being held in a department and do not close during the hours of 12 - 2pm when other people are using their lunch time to come on campus.

49 New administrator who will motivate and support the staff.

304 When the CPT is being administered, please remind students (without, of course, increasing anxiety) that the results of the test will determine the classes they take--maybe suggest handing out a study guide (although I know it is difficult to let them go once they are here)

**YBOR CITY CAMPUS**

Strengths

326 We offer varied AA and AS degrees. Planning/Research - what helped us through the SACS accreditation.

Weaknesses

67 (a) I'm dissatisfied with Academic Affairs for the simple reason there's not enough diversity in this department. Case in point Ybor...how many full time Hispanics and African Americans do they have teaching at this campus?

82 Continuing Education offerings are very confusing to prospective students. Many times the courses are cancelled or times are altered.

262 (a) Increased and improved communications with faculty and staff.
b). ADMINISTRATION -- FINANCE

BRANDON CAMPUS
Weaknesses

28  b. Where to start? No training, no consistency, horrible communication (just budget and payroll; purchasing is great) with other departments. No sense of urgency to get stuff done. It shouldn't take 4-6 weeks for a requisition to get approved and move into purchasing - they're horrible.

64  Finance: The purchasing department is a mess. Staff is unresponsive and unhelpful; the amount of time spent trying to get something through this process (which no one can really outline) is unbelievable. Getting more resources and making the automation of the processess in this department would have a incredible increase of productivity across the College.

97  B - Payroll, need to remove SS # from stubs and use Employee # instead; is an ID theft risk! And, need to mail all stubs; Bursar office is not open when I teach and is too much risk to sit in a mailbox open to all students / faculty for a week!

158 B - Delay in adjunct faculty and overload payment is ridiculous.

162  B. I believe their is a lack of communication with the procedures/processes in this department. A simple example would be if I turn in a travel sheet and some of the travel is not paid for, I get no feedback or explaination unless I call.

Recommendations

89  Look at possible need to hire more employees in district office departments or increase customer service training. It is difficult to get responses from Payroll, College Attorney's Office and at times Human Resources.

143 Get rid of [3 administrators] to begin.
**DISTRICT OFFICES/OTHER**

**Strengths**

122  I did not answer any "Very Satisfied". There is always room for improvement.
201  b. New leadership listening to feedback and working to improve processes.
219  Payroll is always responsive when you call them with a problem. Wilma Warren is so professional and seems to know exactly what is happening with everyone's paycheck.

**Weaknesses**

40  B. Purchasing does not have adequate written procedures and functions on whims and moods. One day it's OK to handle a matter in a certain way and the next it's not.
201  e. Would like HR to offer employee training programs on topics of interest - planning for retirement, financial planning, how to buy a car, etc. h. A&R and FAO would benefit from utilizing technology, more ease for students. Focus on faculty advising students to help students and take load from understaffed advisors.
225  The Budget Office creates unnecessary roadblocks to Purchasing. One staff member is less than useless - the information that she gives is always wrong. Nothing should take months to go through Purchasing. We always have to follow up to make sure purchase orders have been processed, and the problem is usually that Budget has done something wrong.

**Recommendations**

30  Better communication is needed from Payroll. Employees often do not understand rules or procedures.
40  The executive staff should "shop" the campuses ... call different offices anonymously and see what the results are. As to Purchasing, provide written procedures governing the most used functions.
133  Simplify the process for setting up Purchase Orders in the Datatel system.
217  Purchasing is cumbersome and procedures are difficult to follow.
225  Train or get rid of the non-performers in the budget office - especially [an employee].
322  More accurate and responsive action/communication is needed with budget and purchasing departments.

**DALE MABRY CAMPUS**

**Strengths**

16  b. Our foundation is very forward looking.
79  b - I get paid on time, that is what I hope for from finance!
Weaknesses

78 b -- communication

Budget needs to allocate funds to each campus according to its enrollment of students. HR needs to focus on not loosing documents. Financial aid is the not working for the student benefit and it could be a great recruitment tool.

108 HCC's budget process is the most convoluted I have ever seen! Too many spoons in my pot, moving money without my knowledge. And why so many budget transfers?

156 Payroll shows little or no respect for the workers of this college, at times overpaying and then penalizing faculty members by withholding excessive amounts of pay to rectify Payroll's mistakes. More than once, paychecks have not been received by faculty, and the response from [an employee] has been that the faculty member must wait until the next pay period to receive any monies. [An administrator] is resistant to releasing monies for faculty and shows little respect for faculty members.

169 (b) Purchasing department needs to improve on turn around time and communicate better when they decide on their own to change reqs, etc. Hard to manage my budget when suddenly an account is changed on req without notifying me first. Happens too often that reqs and POs are edited without our knowledge and we can't see changes in Datatel on final PO.

171 (b). Personnel in Accounts, Budget, Payroll and Purchase departments are not trained in courtesy and are often downright rude. They need to remember whom their client is: that is non-financial people, so if we don't understand, they should PATIENTLY explain and not intimate that they are intellectually superior to all of us dumb, clueless people. (And none of them can write a memo or email that is even close to being grammatically correct to save their lives - even 2 sentences - and this is an institution of higher learning???) ……

171 DALE MABRY BURSAR'S OFFICE - they should get the prize for rudeness and disrespect. While attempting to get reimbursed for petty cash, the [employee] who was handling my receipt remained on the telephone, refusing to interrupt her personal call which was to make plans to attend the movies that evening. She went on to discuss the merits and minuses of each movie that was showing. This was [an employee]. Even when I asked questions about the reimbursement, she refused to terminate her call and barked short, one word answers at me. In another incident at the window, a staff member was very rude to me. An older student who was in line behind me and overheard the transmission asked if the staff member was always that rude.

186 b - Payroll area needs immediate attention - Still operates in the dark ages - checks for child support are sent to Tallahassee via snail mail instead of electronically - these checks have on several occasions been lost - blame is always placed on the US mail. Paychecks must be scrutinized for errors and omissions - blame is always placed elsewhere.

298 Does it really have to take several weeks into the semester for adjuncts to get paid?

305 It took 4 months for me to get reimbursed for money I had spent and turned in the proper request forms. That's ridiculous. It also required multiple phone calls -- such a waste of time.

318 B - Get rid of the rude and incompetent personnel. Require personnel to master basic grammar skills, both orally and in writing. Streamline the purchasing and accounting processes to be less archaic.

78 b -- communication
Recommendations

159 I am not sure that people at district remember that they are doing a job that impacts others lives.

253 First we need to process map each of these departments and document the current state of affairs. These departments have had dramatic changes in technology and information availability, but the procedures have been "band-aided" to the point of inefficiency. A total reengineering of the departments is necessary.

78 My answer does not reflect the personnel in those departments, it reflects the system. Why does it take so long to get a travel check back, but if I owe HCC $12 it comes out of my next paycheck instantly? Why is the Foundation not required to use internal resources to promote its needs-- IE- why isn't an Aquaculture faculty person a part of the Fishing Tournament and why don't they fundraise for specific departments in dire need-- instead of just the college as 1 entity?

156 The payroll department needs to be responsive to the needs of the college's staff and is in dire need of an overhaul in terms of taking responsibility for its mistakes.

169 Communication on changes made by purchasing to our submitted reqs and turn around time, especially on receiving PO numbers, has to improve. Items are paid for and then I get PO in mail ?? Not good.

178 Some errors were made in Payroll. Some new hires waited too long to see there leave summary. Some requests for User accounts for IT took to long and some items were missed.

186 update payroll and move it into the 21st century –

200 Accounting could be a little faster cutting checks for student club activities.

315 When you try to talk to someone in HR or Payroll, you should have personnel who at least understand your situation instead of forwarding you to a supervisor.

78 My answer does not reflect the personnel in those departments, it reflects the system. Why does it take so long to get a travel check back, but if I owe HCC $12 it comes out of my next paycheck instantly?

318 Get rid of the rude and incompetent personnel. Require personnel to master basic grammar skills, both orally and in writing. Streamline the purchasing and accounting processes to be less archaic.

178 Some errors were made in Payroll.

PLANT CITY CAMPU

Strengths

23 b. The employees in budget, payroll and purchasing are always willing to assist me with any questions that I have pertaining to their expertise.

35 B. When I contacted payroll the person was very knowledgeable about the question I had on my pay check and explained it thoroughly to me.

Weaknesses

21 b. I have had difficulty getting all the correct papers lined up and all the correct supporting documents for student activities on the Plant City campus. I also do not appreciate having to use my own credit card (and pay large sums of money because the card is charged to hold a reservation, for example) prior to getting reimbursement which may take a month or more.

283 B--most of college funds are spent for pet programs--which is human nature; however, teh classroom needs substantive support if we are to live up to our claims in the catalog. F--Our technological decisions are made separate from the identified needs of the classroom.

Recommendations

35 Limit the number of meetings being held in a department and do not close during the hours of 12 - 2pm when other people are using their lunch time to come on campus.
YBOR CITY CAMPUS
Weaknesses

59 I wish that HCC would mail or send paystubs to the instructor's mailbox on campus.
67 (b) The turn around time for obtaining a purchase order or having a check cut is unacceptable. Also, datatel is not user friendly. Someone really need to take a look at this process and the number of steps that are involved in requesting a purchase order or having a check cut. There are employees who have refused to coordinate an activity because obtaining funds or being reimbursed is frustrating. In addition to that...don't forget about the journal entries. You can literally spend days trying to manage a small budget. You know I really feel sorry for the individual that has to manage SGA's budget...that's a full time job!

92 We should offer more training in budget and human resources procedures and forms.
112 Purchasing is still cumbersome and takes a long time. Reinstating credit cards might be helpful.
299 Contracts for adjunct instructors negotiated at a lower rate than 3 credit hour course.
c). EXTERNAL AFFAIRS

BRANDON CAMPUS

Recommendations

175 Working with the External Affairs Department can be challenging at times.

DISTRICT OFFICES/OTHER

Strengths

20 Excellent fund raising results. Good media attention. Good community contacts (with local businesses).

40 External affairs are responsive and informative.

56 Item c. The functions indicated do not clearly reflect the scope of this department. If you are measuring satisfaction with External Affairs, why not include the College's marketing efforts (which would include media other than publications. The public relations aspect of this department includes contact with print and electronic media. These are important components of this area and certainly impact us in terms of whether we are attract students. Additionally, this area also includes other highly visible programs such as All College Day and Graduation, (not everyone attends graduation, however, they could check the do not use portion of this "satisfaction survey." The graduation ceremony is one of the College's biggest public relations efforts and for those attending there should be some indication of satisfaction. You might want to include a "special events area since many employees attend district-wide events such as All College Day. All College Day also provide public relations efforts because of the many community-based presenters that have participated.

322 c-Very efficient and productive departments. g-Incorporates changes with growth.

Weaknesses

160 c The Grants area is very slow to response and too busy with their personal life.

201 No alumni communication or activities, very disappointing! Grants staff should be more pro-active in teaching staff how to develop grant proposals.

Recommendations

132 Dissatisfaction with the following areas come via the experiences encountered in the past, but may not be all-inclusive of the areas in the parenthesis. For example, in the area of external affairs: I have had no direct experiences with the grants management sector, but have directly observed and experienced the great student programs and initiatives the major federal and private grants have afforded HCC students. Great job! In the area of alumni affairs: I am not sure that we have an up-and-running alumni association. Where's this office located and what, if anything, do they do on a daily basis to get our alumni involved with current institutional initiatives? (I would think our alumni would be great cheerleaders and a great niche to tap into). Again, I am not sure we have an alumni affairs (as I experience it from my Alma Mater) here at HCC. In the area of publications: The final artistic output that comes out of this office is great! However, the trials and tribulations that the staff attempting to receive services must experience is unnecessary, rude and unprofessional. For example, a draft copy

DALE MABRY CAMPUS

Strengths

91 HCC has been awarded some very impressive grants. Clearly, this speaks to the commitment by faculty to obtain additional funding for their program.

125 Grant procedure and procurement very organized HCC foundation very organized, IT offers many classes
Recommendations

9 Identify what it is and then measure achievement. Publicize and reward success.
88 Better allocation of funds to help the students
101 Public Relations--very lacking. Very difficult to get district help in PR. Do better on our own.
107 The Dale Mabry Science Department needs more money!
115 Get more State and Federal funding
318 Provide opportunity for faculty and staff to develop fellowship.

YBOR CITY CAMPUS
Weaknesses

67 (c) External Affairs - The college should be responsible for paying for all student departmental publication. Unfortunately, this is not necessarily the case. Some departments are responsible for paying for their own brochures, booklets etc...and this certainly can become costly. The other issue is I’m really surprised HCC doesn’t run more television commercials on our local channels. I realize this can be a great expense, but if you’re trying to increase enrollment it only makes sense to advertise on tv. FMU and other colleges understands this concept and constantly run commercials on our local channels. I recently witness an HCC commercial on a channel that really no one really watches (especially young adults) and found it amusing. Why do you think the same commercials are ran repeatedly? Yes, television can be expensive, but it’s a powerful tool and I believe the money we receive from increase enrollment can certainly pay for this expense.

185 I would like to see grant opportunity links come across our email on a regular basis, not just something embedded in a newsletter that we may not have time to dig out. I would like to see more training for writing grants offered at least a few times every semester.
d). HCC FOUNDATION

**BRANDON CAMPUS**

**Strengths**

158 D - Efficiently run

**Weaknesses**

162 D. [An employee] does her job well but when speaking with coworker, she is very short and almost to the point of being condescending and rude.

**DISTRICT OFFICES/OTHER**

**Strengths**

20 Professional, tasteful correspondence HCC Foundation
177 d. The College finally has a dynamic staff in the Foundation Office. The results speak for themselves.
201 d. Foundation is raising funds and supporting college projects.
234 5.d. I believe they serve their function well.
293 d. They seem to be getting it together

**Weaknesses**

226 A technique used by the Foundation seems to be to try and use guilt in an attempt to get employees to donate. First, your name is listed if you give and then you are invited to a "party." So those that have legitimate reasons for not giving are treated like outsiders. Also, the President's gala is so overpriced for employees that the appearance of those that attend belong to the "have not" group. Employees are allowed to use payroll deduction to give to United Way so the college will look good statistically and they are allowed to use payroll deduction to donate to the Foundation but for other areas, such as purchasing computers from Dell to enhance their knowledge, forget it.

**DALE MABRY CAMPUS**

**Strengths**

125 IT offers many classes

**Weaknesses**

78 d -- communication

**Recommendations**

78 Why is the Foundation not required to use internal resources to promote its needs-- IE- why isn't an Aquaculture faculty person a part of the Fishing Tournament and why don't they fundraise for specific departments in dire need-- instead of just the college as 1 entity?

**PLANT CITY CAMPUS**

**Strengths**

49 I think the HCC Foundation has done an excellent job in raising money for the college.
I believe this area of the college is doing better than it ever has. Ms. Garcia has done a great job.
e). HUMAN RESOURCES

BRANDON CAMPUS

Strengths

38 E. They were very answered any questions in a very timely manner.

Weaknesses

28 e. Rude managers (Elise, and Maureen are great!)and no help moutside standard hours; they are not people friendly.
64 Human Resources: You can never get a stright answer out of the staff there. One person tells you on thing and another will tell you something else. In regards to tuition reimbursement; it's not really a benefit unless it is always available. A faster turn around time in regards to fund availability is important. We can't plan to take classes, be 1/3 of the way through the semester and then find out we will not get and reimbursement. Come on, that's just mean!

Recommendations

89 Look at possible need to hire more employees in district office departments or increase customer service training. It is difficult to get responses from Payroll, College Attorney's Office and at times Human Resources. IT, in terms of desk top support at the Brandon Campus, assigned worker is stretched too think, need to look at hiring another tech or two to help with the load - response time to tickets much too long.

DISTRICT OFFICES/OTHER

Strengths

32 The Benefits department has employees that seem dedicated to providing their service to the HCC community.
52 e (Human Resources) - Responsiveness to customers with a limited staff. The Employment Office provides highly efficient and timely management of the application system. For all of their responsibilities to faculty and staff, the Benefits Office and Classification should have additional staff.
124 The Human Resources (e) area keeps up with the every day demand required but also goes out of its way to help solve larger challenges. I was treated very well by the folks in HR during my recent convalescence.
219 HR is the BEST!!
225 The Human Resources staff are very knowledgeable and helpful - especially Mr. Dawson.

Weaknesses

34 I do not feel that HR has any understanding of other department's situations and the online application process is very difficult.
201 e. Would like HR to offer employee training programs on topics of interest -planning for retirement, financial planning, how to buy a car, etc. h. A&R and FAO would benefit from utilizing technology, more ease for students. Focus on faculty advising students to help students and take load from understaffed advisors.
293 e. could do more in outreach customer service efforts
Recommendations

34 If the online application system is here to stay please make the instructions for printing the application easier to understand. Have some of the HR staff be polite when questions come up and possibly spend some time on each campus and speak to new hires to understand their frustrations.

245 Q5E POLICIES CHANGE OFTEN EVEN THOUGH EMAIL IS SENT, MANY PEOPLE DO NOT UNDERSTAND HOW IT MAY APPLY TO THEM. OPEN DIALOG MEETINGS OR LESS COMPLICATED EXPLANATIONS.

DALE MABRY CAMPUS

Strengths

71 e. Human Resources... I find the office very responsive (especially Zachary Dawson); I’ve had several incidences where I’ve needed to communicate with them, and they’ve been very responsive.

79 e - Human Resources did a stellar job of processing my paperwork, working quickly despite the fact I came in the day before a holiday

105 Item e- Always helpful Item i- Continually offer training and announce upcoming training sessions so you can plan accordingly.

108 HR staff are efficient, helpful, and knowledgeable.

169 (e) HR staff always helpful when I have needed them and very knowledgeable and friendly.

316 HR is very responsive to individual and College needs

Weaknesses

9 e. This area is not friendly, provides no support and "loses" paperwork. They are not innovative, do not provide guidance (for example: an employee handbook) and are not viable on campuses. h. Student Services is not student friendly, does not use technology and is very quick to blame anyone but themselves.

85 Not enough SFPD funds. Some are "hogged" by same faculty every year. Then there isn’t any left for other faculty to attend conferences - especially in the summer.

95 Benefits dept sloppy and can be unresponsive. Don’t know if that goes under b or e so I checked both

171 (e). Human Resources is another one who needs grammar lessons - but they need oral coaching as well as written.

180 HR is not paying some faculty members what their credentials entitle them to get paid. This is ludicrous and is further indication of how the administration undervalues the faculty.

253 Human resources takes too long to process information, the procedures are long and complex, records are lost, and the credentials are not always complete. We need to review the process, streamline the procedure and improve the customer service end of this department.

265 Human Resources - Individually good people, disfunctional as an organization.

272 (E) I feel that when inputting our comp earned is slow for reporting however if it is comp taken it comes out right away. Why?

281 I applied for a full time position and received an e-mail thanking me for applying for an adjunct position.

298 Does it really have to take several weeks into the semester for adjuncts to get paid?

318 E - Get rid of the rude and incompetent personnel. Require personnel to master basic grammar skills, both orally and in writing. Streamline the purchasing and accounting processes to be less archaic.
Recommendations

85  Split available SFPD funds equally between ALL semesters. Don't give everything away by Oct. 1st!

178  Some new hires waited too long to see there leave summary.

271  When hiring a part time specialist or adjunct i feel the HR should do the reference checks in stead of
the program managers....I feel out of my area of expertise taking care of HR issues...

315  When you try to talk to someone in HR or Payroll, you should have personnel who at least understand
your situation instead of forwarding you to a supervisor.

318  E - Get rid of the rude and incompetent personnel. Require personnel to master basic grammar skills,
both orally and in writing.

**PLANT CITY CAMPUS**

Strengths

23  e. The employees are more than willing to assist me with any new hiring problems that I encounter.

157  Very helpfull people durimng orientation. Very nice to work with them.

292  e- Human Resources - I have had great contact and communication with the human resources office.
Any time I have had a question, they have promptly responded.

Recommendations

69  2) Reclassifications and salary increases are needed for Records Specialists in ARR in order to retain
personnel. 3)On-line payroll rosters are needed

**YBOR CITY CAMPUS**

Strengths

15  e) Most of the experiences with HR have been very positive. Zach is especially attentive to the needs
of those contacting him, and quite responsive in getting issues resolved.

189  The benefits team is extremely helpful, friendly, and efficient.

275  The human resources employees at Ybor City are extremely congenial and that's not so common
around here.

Weaknesses

36  For the amount of time and effort the adjuncts put in I feel that their financial compensation should be
increased by at least 25%.

54  Human Resources should work with PDS to ensure that employees are given a thorough orientation to
the college during their first trimester at the college.

336  e. Too slow at completing reclassification tasks.
Weaknesses

58 The IT department makes decisions for faculty with little to no faculty involvement. We have faced all sorts of problems with our current network, and continue to experience problems. And Campus Cruiser has been around for a few years now, and the same problems we experienced from the start continue to exist. Nothing is integrated, and there is very little support for faculty - particularly new faculty.

64 64: OIT: There are two issues at work here; first they lack the resources to respond to the needs of faculty, students, and staff. Secondly, one of the [administrators] has a major communication problem. He does not want to communicate with people who do not appear at the same level as he in the organizational chart. There is also some question as to if he has issues in dealing with women. Many, female colleagues have issues in dealing with this person. It impedes them from doing their jobs effectively and therefore impacts the College as a whole. Student Services needs to have better customer service; this includes extensive web capabilities. Students should be able to complete the ENTIRE admissions, registration and any records processes ONLINE. They should also be able to retrieve their student id's without coming to campus.

158 F - More training is essential.

167 F. There is no communication between IT and the faculty - NONE - we are told what programs we will use, we are never asked until AFTER the fact how well they meet our needs - In all the years I have worked at HCC I do not ever remember having the issues that we have- and have had - with technology - the anti-virus is HORRIBLE - I never have had so much SPAM/JUNK email - cheap isn't always the best as far as security programs go.... Personnel in the IT department (from the top down) give faculty the impression that we do not matter - they are the "experts" - I could go on and on about this particular subject.....

Recommendations

46 Information technology resources in rooms do not work properly

89 IT, in terms of desk top support at the Brandon Campus, assigned worker is stretched too thin, need to look at hiring another tech or two to help with the load - response time to tickets much too long.

97 F - IT, little / no IT support in classrooms (not even card w/ instructions); had to stand on a chair to turn ceiling projector on / off for 4 wks (even brought my own batteries for remote, which did not solve problem); need to routinely ck / maintain all equipment, i.e., be proactive

143 Get rid of [3 administrators] to begin.

DISTRICT OFFICES/OTHER

Strengths

34 I have received very patient and supportive help from IT.

Weaknesses

20 Very slow response (help desk issues as well as wiring) Repeated requests required every time (more than 10 requests required for each of three different problems Took months to have laptops set up Took months to have wiring completed

51 Base on their answers to questions and their response to computer problems, it seems that the Information Technology Dept. lack the knowledge of the college computer system

133 f. More programmers are necessary to address the technical needs of the college. The current OIT set procedures in OIT are not customer friendly and poses too many barriers that interferes or prevents departments from obtaining technical advancement of services to students.

160 f Not enough staffing in It.

293 f. could do more in outreach customer service efforts
Recommendations

30 Also, IT seems slow to respond to help desk requests. Programmers are needed so that we can utilize Datatel better. The requests for data changes so frequently that by the time a project request is finally implemented, we are so behind that it is frustrating.

51 Either implement a new computer system or hire personnel that are familiar with Datatel

177 f. The College is in desperate need of programmers; first, to get us to the level we should have been at 5 to 6 years ago and then to move us ahead in order to provide excellent service to faculty, staff, and students.

 DALE MABRY CAMPUS
Weaknesses

98 The IT department seems to be stretched too thin to handle the necessary operation of the College. Many people are aware that Datatel has features to streamline our workflow and reduce duplication efforts. Unfortunately we have not invested the money in more programmers to deal with these issues. We need to handle students needs. This area must be expanded and processes must be automated. I have had students leave the College due to terrible service and negative experiences with some staff.

118 We have not had a successful registration in terms of technology in many years. Numerous items have been on a list for IT to address for years.

165 IT does try to resolve user problems but they really have some substantial issues to conquer. Grading in particular still remains a very inferior product. Instructors spend an inordinate amount of time submitting and resubmitting grades at the end of the semester. I personally spent almost the better part of two days last semester to submit grades.

171 (f). The IT people hail from the same group as the Budget and Purchase people; superiority coomplex and very poor grammar, expecially in written notices and email.

260 Quality control and outcome evaluation of use and student success through use of instructional technology.

285 Great assistance when having problems with my on line access

318 F - Get rid of the rude and incompetent personnel. Require personnel to master basic grammar skills, both orally and in writing. Streamline the purchasing and accounting processes to be less archaic.
Recommendations

16 Increase load capabilities on the Hawknet during registration and work out something so the military people are not dropped from the roll because the government is a little slow in paper work. It really messes up their classes.

128 IT needs to improve the knowledge of those at the Help Desk.

139 I agree with recent letters regarding the importance of faculty input to new information technology acquisition. I am surprised that we are having such campus-wide computer difficulties in the year 2007. Am guessing we're engaged with a company using old technology that can't accommodate faculty and students using systems at the same time during peak use periods.

163 GET UP TO DATE (2007 TECHNOLOGY/PROGRAMMING) ON-LINE TO MAKE IT MORE USER FRINEDLY AND RELIABLE

165 Perhaps purchase better software

173 Online applications. Online help desk for financial aid (that actually responds to students)

178 Some requests for User accounts for IT took to long and some items were missed.

253 First we need to process map each of these departments and document the current state of affairs. These departments have had dramatic changes in technology and information availability, but the procedures have been "band-aided" to the point of inefficiency. A total reengineering of the departments is necessary.

271 I also think getting help with technical issues like activating computer jacks is very slow.

301 Better training for student desk service personnel. More personnel - hours during peak times. Why not use faculty for advising and registration.

318 F - Get rid of the rude and incompetent personnel. Require personnel to master basic grammar skills, both orally and in writing.

PLANT CITY CAMPUS
Weaknesses

69 Need additional resources (programmers) to improve on-line student services and improve technology. Students are able to access some forms; however, more on-line services need to be interactive. Staffing cuts have affected the services at the Plant City Campus.

103 Whole system is "down" too often. Hawknet does not always work well. Class rosters are often incomplete, I can't use them. I have better ways to have contact my students through my own website. Sites (mail system, Web Advisor) are not "live" long enough. I can't record grades and check them before the site becomes inactive and all has to be entered again. Also I have to constantly "renew" my email site - it dies too quickly.

277 F. Provide user-friendly training, not "history of this program", programming details. Don't assume we know WHERE to click on an item just because instructor does; we need time to find it -- in the meantime, instructor is 5 steps ahead and half of us are out of there for the rest of the session.

283 F--Our technological decisions are made separate from the identified needs of the classroom.

Recommendations

49 New administrator who will motivate and support the staff.

69 Identify two specific programmers to work 100% with Student Services, so that technology can be improved in Student Services. On-line payroll rosters are needed

252 e. the level of IT support and the capability of the current technology are both areas for significant improvement;

YBOR CITY CAMPUS
Strengths

36 Excellent IT

55 It seems to be on top of any given situation regarding computing, problems, and solutions. They are always on ready with answers and solutions, and they know computing.
Weaknesses

15 f) IT is a joke. Email addresses are afoul; I know of three people who go by their "legal" middle name, which is confusing at best when trying to locate them on the email directory. Most of the computers in the YPST computer lab are out of service; Instructors, police & fire students attending short-duration specialized courses cannot access the wireless services because they are not a bonafide "student." Written guidance is non-existent; when asked why something cannot happen, the response is because "[an employee] said so."

A change in leadership in the IT department is an absolute necessity. Email addresses should be tailored to the individual (contrary to [an employee’s] guidance, there is nothing in the PATRIOT Act that speaks to how email addresses are created). An operational analysis of the YPST computer lab is a must, complete with a project tasklist and completion milestones to keep the IT technician on task. Create a generic password that can be changed monthly or quarterly to allow police academy students and instructors to access wireless services.

67 (f) Information Tech - The turnaround time for service is unacceptable. Also, the college overall web site needs to be updated. HCC fail to realize... students and prospective students view HCC overall!!! Not just the Brandon Campus, Ybor Campus or Dale Mabry Campus...whether you like or not we are "ONE" to them. So, when one campus web site (Ybor) looks bad it says a lot about the entire college! The college should have the appropriate staff to make sure each campus website is accurate and up to date...and we wonder why enrollment is down...for most student's the website is the first thing they see prior to attending HCC.

114 Put at least two or three competent managers in charge of the information handling systems that faculty members a required to use. A change in use each and every semester, year in and year out is pure stupidity.

137 f. the staff does not have the knowledge nor the desire to help. the management place barriers

299 IT and website usually cannot handle heavy loads. Need larger server. Contracts for adjunct instructors negociated at a lower rate than 3 credit hour course.

299 Need larger server.

335 F. The department of Information Technolgy, from the V. P. down, dismisses the needs of the faculty and seeks their input only as an expected step in a process rather than as a genuine desire to support the faculty and the mission of the college: to empower students to excel through its superior teaching and service in an innnovative learning environment.

335 Recommendations and significant feedback has already been given to the department of IT by the faculty and has been repeatedly ignored.

336 Someone should monitor the time frame of tasks.
g). PLANNING/MIS/RESEARCH

BRANDON CAMPUS
Strengths

64  MIS department does an unbelievable job with the number of people in the department.

Weaknesses

77  The problem with corporate driven projects is that they get set up at great effort and expense then very few real corporations use it. We need to rethink this.

DISTRICT OFFICES/OTHER
Strengths

34  I also feel that MIS is very helpful and keeps us on our toes.
40  Research is responsive and informative.
201  g. Deserve credit for SACS leadership and helping all to be accountable and data-driven in decision-making.

Weaknesses

293  g. could do more in outreach customer service efforts

Recommendations

124  The IR/MIS folks could use a staff assistant to help out both departments with many tasks. This would free up the ability and capability to do more demanding and higher level functions of the area.
133  Simplify the process for setting up Purchase Orders in the Datatel system.

DALE MABRY CAMPUS
Strengths

80  g)Planning/MIS/Research did a superb job in our SACS reaccreditation.

Recommendations

9  Identify what it is and then measure achievement. Publicize and reward success.
159  I am not sure that people at district remember that they are doing a job that impacts others lives.
253  First we need to process map each of these departments and document the current state of affairs. These departments have had dramatic changes in technology and information availability, but the procedures have been "band-aided" to the point of inefficiency. A total reengineering of the departments is necessary.

PLANT CITY CAMPUS
Strengths

66  I greatly enjoy seeing research coming from the IR office. This is powerful stuff to help guide the college along. However, as student needs are changing at a more rapid pace than ever, planning long term becomes more difficult. Therefore, it would be important to operate on principles that have a longer term life.

Recommendations

252  g. in terms of research, an institution of this size needs a larger IR staff, and a stronger dedication to assessing learning outcomes; there also needs to be more communication between IR and faculty/staff
**YBOR CITY CAMPUS**

**Strengths**

82  THE MIS department can always be depended upon to provide service beyond the norm.

138 Dr. Paul Nagy and Craig Johnson, in particular, provided much needed information to help prepare the HCC community for the SACS visit. I felt well-informed and prepared for such an intense review.

326 Planning/Research - what helped us through the SACS accreditation.

**DALE MABRY CAMPUS**

**Recommendations**

260 Develop a strategic plan to evaluate thoroughly student success when incorporating instructional technology to learning
h). STUDENT SERVICES

BRANDON CAMPUS
Strengths

199  h. The office for advising constantly emails to let me know they are available to assist students. The students have made comments about how responsive and helpful the advising center is.

Weaknesses

26  Student Services are the worst. I get so many student complaints about improper placement, rudeness, inefficiency, etc.

28  h. Long lines encouraged by our dated system of helping students. Most everything can be done online and why do we encourage students to wait to the last minute to register by having drop/add? 

FGinancial aid is always overworked and understaffed, and they've forgotten that the student is our customer. Everyone needs mandatory training on customer service skills. The Brandon Advising and student services does it great but why do students wait 4 hours at Ybor to see someone. WE NEED CONSISTENCY AT ALL CAMPUSES IN EVERYTHING

64  Students should be able to complete the ENTIRE admissions, registration and any records processes ONLINE. They should also be able to retrieve their student id's without coming to campus.

198  h. Every semester I have students in my classes that did not take the prerequisite. Some say the advisor signed them in without the prereq.

311  Student Services is overwhelmed. I have heard many, many complaints about the department on multiple campuses. They need more qualified staff. Customer service training.

Recommendations

28  TRAINING, TRAINING, TRAINING, and get rid of people who don't work or who aren't student service centered. IMPLEMENT AN EMPLOYEE REVIEW SYSTEM THAT ACTUALLY MEANS SOMETHING. Be a business and reward high performers, and get rid of those not performing. SET EXPECTATIONS FOR FACULTY AND STAFF AND FOLLOW THROUGH!

77  Everyone is student services needs to "play the role" of a student to see what it is like.

191  students who work full-time have problems resolving issues with admissions, advising, etc. staff who only work 8-5. Consider offering Saturday and evening hours.

198  Computer system should verify that prereq are met before allowing students to register on-line; advisors should require signature of professor teaching course to make sure a student can override a prereq.

DISTRICT OFFICES/OTHER
Weaknesses

40  H. Student services does not keep staff informed of policy changes and staff on the campuses seldom answer the phone. Students cannot get answers and information that they need.

119  h. The advising system of the college needs a thorough reevaluation. See recommendation #15 of the Program Coding Task Force.

146  Item H. Problems with communicating with Financial Aid office.

201  h. A&R and FAO would benefit from utilizing technology, more ease for students. Focus on faculty advising students to help students and take load from understaffed advisors.

Recommendations

146  Advise financial aid to update telephone numbers. Advise financial aid to answer and return phone calls. Provide better training for new financial aid staff.

184  There are not enough counselors and advisors for the number of students that require their services
DALE MABRY CAMPUS
Weaknesses

75  H-- The Student Services area, at least at the DM campus has a high turnover rate. The dean does not seem to understand or care that he cannot overtax his staff and expect them to stay. Also cannot extend preferential treatment to certain staff members and expect other people to pick up the workload.

80  h) Student Services at Dale Mabry needs improvement. Advisors often give students inaccurate info about program requirements. A&R personnel often have bad attitudes with students. The Counseling Office is under-staffed.

102  For letter H: Though I seldom have to use Student Services, I'm often asked by students about Student Services. My experience at HCC has generally been great, but students relate many horrible stories about Student Services (long lines, lost mail/transcripts, rude service, etc.). So I may not use student services, but their customer service issues affect me negatively.

130  h) The students are always having a hard time with Financial Aid.

163  Working in records I find it very disheartening to see students stand in line 2 or more times to try to bring us required documentation. I have only heard that other institutions have much more advanced programs that can actually access original driver's license issue dates, etc, so that students don't have to stand in line here, at the DMV (they recently had to renew their license which doesn't show that they have had one since 1986), and then in line here again. Technically, we need to advance. Imaging will help the filing and storage space, but not the data we need to make things smoother for students.

171  (h). Student services - again more rude personnel. DALE MABRY BURSAR'S OFFICE - they should get the prize for rudeness and disrespect. While attempting to get reimbursed for petty cash, the [employee] who was handling my receipt remained on the telephone, refusing to interrupt her personal call which was to make plans to attend the movies that evening. She went on to discuss the merits and minuses of each movie that was showing. This was [an employee]. Even when I asked questions about the reimbursement, she refused to terminate her call and barked short, one word answers at me. In another incident at the window, a staff member was very rude to me. An older student who was in line behind me and overheard the transmission asked if the staff member was always that rude.

173  It is amazing that any students are ever awarded financial aid. It is the least responsive, most poorly run area of the college!

179  Students complain that the process is not student-friendly. I find that students are given advice that is wrong. The turnover in advisers and other personnel is too great for continuity.

301  I think student advising and counselling services need to be improved - students have a difficult time getting appointments and are often misinformed.

315  I had to tell two classes full of students that they did not have a class on a Saturday. The dates on their forms from the registrar's office had the wrong dates on them. That is inexcusable especially for students showing up at 8 a.m. on a Saturday morning. Every weekend student had the same error on their printouts. This is unacceptable.

Recommendations

13  student services department should be advised of appropriate dean for specific area, where a student will not be sent all over campus for help.

79  I would like to know how to learn more about the structure/program availability for students. I feel that would make me better able to advise them on where they can obtain assistance.

88  Better allocation of funds to help the students

98  Customer service training for any staff serving in a capacity in which they interface with students should be required. There should also be incentive based bonuses for those who are recognized for outstanding customer service.

105  Item h- I think financial aid is understaffed. I feel Advising staff in severely underpaid based on other community colleges resulting in staff continually leaving.

108  Give student services the resources they need to properly service students (retention, graduation rates WILL go up!) Simplify the budget process.

115  Get more State and Federal funding
See previous recommendations as to training in courtesy and customer service. If they prove to be untrainable, at least get them to smile and that may help to take the edge off.

Online applications. Online help desk for financial aid (that actually responds to students)

h. Pay better. Train better. have every adviser have a business card which is given out to every students her or she sees so that we can trace the decision-making process.

Need to provide additional staff student service areas.

Better training for student desk service personnel. More personnel - hours during peak times. Why not use faculty for advising and registration.

h. Help students more with financial aid process so they don't have to withdraw after classes start because they can't afford to pay on their own. Aid new students in the use of the computer system for registering, drop/add, withdrawal, grades, etc. Assign a counselor to work exclusively with prep students and prep instructors to increase retention rates.
PLANT CITY CAMPUS

Strengths

69  Student Services is a broad area; lumping Admissions & Records, Financial Aid and Advising departments together does not reflect specifically where weaknesses and strengths lie. Staff works extremely hard in these areas.

157  Very helpful people during orientation. Very nice to work with them.

Weaknesses

35  H. I never know what hours they are available in AR & R because they seem to always be a note on the door that they are in a meeting at Plant City.

49  Student Services on the Plant City Campus is so understaffed. In the last 3 years approximately 9 or 10 good staff have left the college "for better jobs". Sure they left the College, because it was so bad in Student Services that they found other jobs. I think that most of those who left were good, concerned, hard working staff who really cared about the students, but they could not work with their administrator. They were treated like second class citizens. I could go on and on about that department but I don't have the time right now.

Recommendations

35  Limit the number of meetings being held in a department and do not close during the hours of 12 - 2pm when other people are using their lunch time to come on campus.

49  New administrator who will motivate and support the staff.

69  1) Identify two specific programmers to work 100% with Student Services, so that technology can be improved in Student Services.

304  When the CPT is being administered, please remind students (without, of course, increasing anxiety) that the results of the test will determine the classes they take--maybe suggest handing out a study guide (although I know it is difficult to let them go once they are here)

YBOR CITY CAMPUS

Strengths

137  h. - the staff is very helpful and always try to look for the best answer

228  Advising is very supportive of students. The writing lab is especially helpful in my classes.

336  h. AR & R personnel are very helpful to students and staff

Weaknesses

67  Again as stated earlier HCC can improve their service quality by each campus working together as a team instead of competing with one another. The college policy and procedures should be across the board.

86  everyones very rude, gets upset when you question, attitudes not professnol

86  re train, customer service skills

112  Student service areas are inconsistent in the quality of service.

138  It would be greatly appreciated if employees at the District office could be more helpful and responsive.

181  Students are frustrated with the service enrolling and receiving proper direction. It would be helpful to have a "secret shopper" to examine the process and fix it.

339  H) Try being a student. Try using employee from different parts of the college; not the same few over and over.

339  All form, no substance. At times embarrassments.
i). TCTC @ HCC

BRANDON CAMPUS
Weaknesses

77 The problem with corporate driven projects is that they get set up at great effort and expense then very few real corporations use it. We need to rethink this.

DISTRICT OFFICES/OTHER
Strengths

293 i. They seem to be getting it together

Weaknesses

40   . I. TCTC is a ghost entity. No one knows what they do or how they do it.
225  TCTC doesn't set up rooms as requested, and they cancel training sessions that have been set up for months.
234   5.i. Drift on O'ship of state.

DALE MABRY CAMPUS
Strengths

227 Very helpful personnel

Weaknesses

105   Item i- Continually offer training and announce upcoming training sessions so you can plan accordingly.
253  TCTC has been in existence for many years and has never turned a profit. Our college’s mission is to educate the future workforce of Tampa, not the current one. I believe we should use our limited resources where they can do the most good----on the campuses in the classrooms!
265  TCTC - What is the purpose - What has it accomplished?
318   I - Get rid of the rude and incompetent personnel. Require personnel to master basic grammar skills, both orally and in writing. Streamline the purchasing and accounting processes to be less archaic.

Recommendations

318   I - Get rid of the rude and incompetent personnel. Require personnel to master basic grammar skills, both orally and in writing.

YBOR CITY CAMPUS
Strengths

137 i. - the staff is very helpful and always try to look for the best answer

Weaknesses

67   (i) TCTC - who exactly are they training? I would love to attend some of their workshops, but time and a lack of manpower simply won't allow me to.
339   ’I) What do they do ? doesn't PDS do the same thing ?
Q9. CAMPUS SERVICE
a). ACADEMIC ADVISING AND COUNSELING

BRANDON CAMPUS
Strengths
77 Advisors need to "play the role" of the student. The bookstore must make sure that books are available for all classes--no excuses.

Weaknesses
34 Advising does not often answer any questions from Continuing Education students they always send them to us. A few call us to make sure the information is correct but all too often they just send them to CE.

Recommendations
28 Let's go to block scheduling and set up incoming students schedules; let's do block fees for 0-12 credits like most high performing schools. Let's expect more from our employees and students.

DALE MABRY CAMPUS
Strengths
16 We have good counselors. They consider the ability of the student and the courses available

Weaknesses
80 a) See prior comments. Student Services in general at DM is poorly organized.
179 a. The advising staff do not know enough about academics and give bad advice. Then, I can't trace back who gave the advice because the students do not have the name of the adviser.
180 a. advisors/counselors always let students into courses who either do not meet the prerequisites, or do, but they don't indicate in datatel WHY they are over-riding the prereq. as a faculty member, that leaves me trying to decipher who actually should or should not be in my classes. Also, students are constantly told the wrong courses they need to take to graduate from certain majors so they end up stuck her longer than they should be! b and c. tied in with similar stuff as part (a).

Recommendations
308 Hire more people to work in advising, counseling, admissions and records, and financial aid. Move out those who are rude and mean.
315 How about making all the services available in the evening that are available in the daytime. I am not talking full staff but something that serves the needs of the students and staff in the evening.

PLANT CITY CAMPUS
Weaknesses
21 a. We need another advisor. It is urban legend that our students have to travel to Dale Mabry to see an advisor due to the 3 or more hour long wait at certain times on our small campus.
69 Insufficient Advising and Counseling staff to meet student needs.
103 Plant City campus has too few advisors and counselors. Students often leave after waiting for hours to see someone. Information given is not always correct since some advisors/counselors are new and don't know all the answers. Students are leaving the campus and getting advise elsewhere.
313 a. Insufficient staffing, some staff overworked, Administrator ineffective and manages by intimidation. Administrator impedes communication.
Recommendations

66 More $$ for student advising at the Plant City Campus. We saw too many students in the hallways waiting for a very long time to be seen. A new plan needs to be put in place to take down the high numbers. Students will ultimately vote with their feet to not stay because of the long waits they may have.

69 Hire additional staff.
252 a. a need for more counselors and advisors to assist students in the registration/placement process; to reduce the numbers of students being incorrectly placed and to minimize the amount of misinformation.

313 Get a new administrator who has direct experience in Student Services and a proven record of excellent management and people skills. Evaluate the staffing situation and modify service methods, making necessary adjustments.

**YBOR CITY CAMPUS**

Weaknesses

54 Perhaps an internal review of the course schedule should be done in light of student needs...
86 none

Recommendations

47 Admissions & Records, Advising & Counseling and Financial Aid are the most underappreciated departments I think in the college.
67 Collaboration!
82 a. The are not enough Advisors for the number of students at the college. We are not providing our students with the "student service" they deserve. Faculty advisors are not the answer for general (and time-consuming) questions that the students need answered. Perhaps, the recruiters could be utilized to be on campus and see students during peak times. or the college should re-examine the ratio of advisors to students.
86 more patience
106 More academic advisers are needed. Too many programs for too few staff members. Specialists needed for more accurate advising. For example: Have A.S. and A.A. specialists to advise on specific programs of study.
336 none at this time

**DISTRICT OFFICES/OTHER**

Weaknesses

158 A - Placement is an on-going problem. Controls MUST be activated.
201 a. need more training for students utilizing technology and video streaming

Recommendations

122 Have someone knowledgable to answer the student's call for help. Many students say I am the only person that answers their phone.
Q9. CAMPUS SERVICE
b). ADMISSIONS AND RECORDS

BRANDON CAMPUS
Weaknesses

63  item b: They need more help, so much paper work, not enough people to process it.
198  Not enough materials are purchased (books, lab notebooks) to supply all my students. Materials printed
by bookstore which require copyright approval aren't handled efficiently, even though the faculty
requesting them places the request with enough lead time. This has caused not having the material
available until 3-4 weeks after the semester has started.

DALE MABRY CAMPUS
Weaknesses

156  Rudeness toward students and potential students is staggering in its enormity. Many of us have witnessed
derisive and rude behavior by the admission and registrar personnel.
173  b. They lose too many transcripts d. Staff at windows need an attitude adjustment e. all rooms should be
"Smart Classrooms" i. Needs a complete reorganization
178  Restrooms are dirty and smell. Office does not get dusted. Carpet is very stained and filthy and a hazzard
because of the rolls in carpet.
272  (B) Student recorded keeping, i.e. transcripts.

Recommendations

156  Retraining of admissions and registrar personnel is needed.
171  Training in quality customer service and service with a smile. Telephones in Admissions, Records,
Financial Aid, Bursar's office should be answered by a person, not dumped in a voice mail system that
does not return calls.
308  Hire more people to work in advising, counseling, admissions and records, and financial aid. Move out
those who are rude and mean.

PLANT CITY CAMPUS
Weaknesses

210  They are very rude to students and staff (b).

YBOR CITY CAMPUS
Recommendations

47  Admissions & Records, Advising & Counseling and Financial Aid are the most underappreciated
departments I think in the college.
67  Collaboration!
86  more patience
336  none at this time

DISTRICT OFFICES/OTHER
Strengths

124  I deal with ARR totally over the phone and email and they are among the best I have ever worked with.
They are very patient and knowledgeable about what they do and perform their duties very well.
282  The college continues to address the needs of the student population. During peak time, the students
suffer long waiting times, miscommunition, and frustration in general. We need volunteers to work the
halls to ensure the wait time is met with friendly faces, and if necessary a refreshment or a magazine. The
effort we make will come back to "thank" us.
Weaknesses

122 b. They are inaccessible by phone to students. Many student complaints about this. One campus only this pertains to.

177 b. Need to ensure that student phone calls and/or messages are responded to.

Recommendations

133 1. Simplify the Admissions Application 2. Allow additional time for students to correct errors on the Admissions Applications and thus not charging students out-of-state fees when the students are indeed Florida residents. 3. Request OIT to revised the Hawknet screens requested by various student services and financial aid departments. This will enables students to ascertain accurate financial aid and student services information from Hawknet as opposed to visiting the various offices for assistance.

213 more people answering the admissions and records line.
BRANDON CAMPUS

Strengths

77 Advisors need to "play the role" of the student. The bookstore must make sure that books are available for all classes--no excuses.

Weaknesses

198 Not enough materials are purchased (books, lab notebooks) to supply all my students. Materials printed by bookstore which require copyright approval aren't handled efficiently, even though the faculty requesting them places the request with enough lead time. This has caused not having the material available until 3-4 weeks after the semester has started.

311 Bookstore revamp is a great idea (i.e. proposals).

Recommendations

58 The Bookstore needs to have sufficient numbers of books. When there is a problem, the faculty need to be notified.

DALE MABRY CAMPUS

Strengths

22 Outstanding organization of products

39 The bookstore staff meets the needs of the students, staff and faculty with hard work, dedication and professionalism. Though understaffed and not permitted to upgrade equipment, they overcome these obstacles every term. The rest of the institution could learn from their example.

125 Food service helpful with conferences bookstore always helpful with each new semester

130 C) I have alway been very satisfied with the bookstore. Their first concern have always been the students. I hope you think long and hard before outsourcing this department.

161 I've been very pleased in working with my peers in these areas.

165 The bookstore provides a good quality of service at an affordable price. It boggles my mind that HCC is even considering going to a major vendor to operate the book stores. USF recently charged my daughter $90 for a book that we purchased at an off site bookstore for $30.00. Shouldn't we be more concerned about costs to students?

171 (c). Bookstore personnel and management seem to be very knowledgeable.

179 c. The bookstore is responsive to faculty needs.

200 C. Bookstore does an OUTSTANDING job.

253 The bookstore is very responsive to the needs of the students and faculty. If we fail to submit an adoption or change one, the staff accommodates us in a timely manner. Also, the bookstore supports on campus events and is constantly looking for ways to better serve the students. I have many current and past students who have worked in the bookstores. They love their jobs and feel they are learning valuable life and job skills.

267 Bookstore does a great job and represents the students at HCC not the mighty dollar!!

318 C F - Bookstore staff is helpful and pleasant, and if an item is not in stock, they will get what I need. Computer labs seem to have nice computers but need more printers.

Recommendations

200 Please do not outsource the bookstore. They do the BEST for our students.

253 Keep the bookstore institutional. No one can do a better job of caring for our students than we can.

261 c. Three students in my class had to wait over a week after my class started for the textbook. Please ensure there are enough textbooks on hand. This particular one has been used for several years.
PLANT CITY CAMPUS
Strengths

C. The bookstore staff is always willing to answer any questions and assist anyone entering the area.

YBOR CITY CAMPUS
Strengths

36 Bookstore, well stocked and good service. YBOR classroom computer facilities and AV equipment are excellent. Class rooms a very clean and well maintained
82 C. Employees are always available to provide service for last minute changes or unforeseen problems.

Recommendations

67 Collaboration!
86 more patience

DISTRICT OFFICES/OTHER
Strengths

110 c always willing to help courteous good customer service.

Weaknesses

 c. less focus on resisting change and more on improving services to students and others.

Recommendations

177 c. The bookstores need to be appealing to consumers.
235 I think that it is a great thing that we are looking to outsource our bookstore, because they are not very nice and do not offer all the items I feel a college bookstore should.
Q9. CAMPUS SERVICE
   d. BURSAR OFFICE

BRANDON CAMPUS
Weaknesses

97  D - Bursar Office, not open all the times there are faculty & students on campus  
    E - Equipment, no instructions on how to use and no technical support; not proactively maintained

DALE MABRY CAMPUS
Weaknesses

19  d. Bursar - Possibly the rudest people ever!  
98  Some of the staff at the Bursars Office have exhibited inappropriate and rude customer service to  
    students, faculty, and staff. Also, being told that there is no money available for a reimbursement on  
    several occasions is not only unprofessional but indicates lack of planning and management.  
171  (d). See previously outlined scenario detailing experience with Dale Mabry Bursar's office.  
173  d. Staff at windows need an attitude adjustment  
318  D - Get rid of rude and incompetent personnel and require staff to master basic grammar skills, both orally  
    and in writing. Require staff to terminate personal cell ph calls while workind and while assisting patrons at  
    the window

Recommendations

50  People in the bursar's office need to be nicer. Occasionally the're friendly or unsmiling and in some cases  
    just rude.  
107  The Bursars Office should have petty cash funds readily available at all times.  
169  Some staff at bursars and student services at DM seem like they are going through motions. If they don't  
    want to be here, they need to leave or be told to liven up. (I guess true everywhere!)  
171  Training in quality customer service and service with a smile. Telephones in Admissions, Records,  
    Financial Aid, Bursar's office should be answered by a person, not dumped in a voice mail system that  
    does not return calls.

YBOR CITY CAMPUS
Strengths

38  The Bursar's office at the Ybor Campus is very helpful and provides great customer service.

Recommendations

15  Send pay advisories through college distro, vice having to go to the bursar.  
67  Collaboration!  
86  more patience

DISTRICT OFFICES/OTHER
Strengths

34  The Busr is always very cooperative.  
110  d. Bursar is very willing to help and very courteous.  
322  d-Quick response time to any requests.
Recommendations

To improve service quality in the areas of Bursar office and food service, I offer the following experiences and possible remedies. Bursar office: The overall bursar office services are good. It is not until peak-registration, or other peak times that the services suffer. At our largest campus, I have experienced only two (read "one") employees working a very long line. Getting additional help to open more windows can help during peak times. Another suggestion would be to place the one employee who seems to be surgically & permanently appended to the telephone on final disciplinary probation. For years, at least 99% of the time I have visited that campus and talked to students, I have observed, the [employee] in question on the phone. To me, this translates to hundreds of thousands tele-communication hours billed (on taxpayers tab). It also translates to unused, underused, wasted PAID manpower. It must cause morale problems in the staff -since one other team member works to provide "good services" to students and the other does not. I define the provision of "good services" to students as the ability to engage in a dialogue i
Q9. CAMPUS SERVICE
   e. CLASSROOM EQUIPMENT

BRANDON CAMPUS
Strengths

199   e. Very responsive and always ready to help.
246   e. I enjoy the new 21st century classroom. It makes teaching easier and more efficient
311   21st century classrooms are excellent.

Weaknesses

26     We are supposed to use technology in our classrooms, but it often fails to work. The college has not hired enough tech support for faculty and students.
46     Computer equipment hardly ever works properly in room
64     Classroom Equipment: It's getting better but it still has miles to go before it's where it needs to be. I should be able to schedule any classroom and not have to worry if it has an Internet connection (that is HOT), a computer and an overhead projector.
97     E - Equipment, no instructions on how to use and no technical support; not proactively maintained

Recommendations

DALE MABRY CAMPUS
Strengths

61     I love the new 21st Century classrooms we need more.
253    As far as classrooms are equipped using Perkins funds, so we are fairly up to date.
285    Great upgrades to classrooms in humanities!

Weaknesses

165    Only a small number of classrooms are presently smart classrooms. Therefore some students are afforded premium educational opportunities and others are not. I understand that "Rome wasn't built in a day" however, there needs to be a more aggressive attempt to equip all classrooms equally.
173    e. all rooms should be "Smart Classrooms"
251    e. Need more technology available to use in our classrooms. Power point, internet software and elmo. Room not set-up very efficiently to use portable technology either. Have to turn off lights to use elmo or overhead.
281    IOn the Humanities Building there should be the same chairs and teacher computer/video equipment on the second floor as there is on the third floor. The desks on the second floor are very uncomfortable.
Recommendations

50  We're behind the times in our computer labs and students should not be able to find it so easy to
 download programs and mess with areas on the computer they shouldn't be able to get to. We need some
 kind of college wide system that requires all students must log on, and that access to the inner workings of
 the computers be denied. There should also be more computer staff located on campus to troubleshoot
 problems, especially in the evenings. I don't know about the AS side, but on the AA side, there are no full-
 time people who know what to do working at night, so if there are printer or system problems, no one can
 help. It's especially bad for any adjuncts using a lab in the evenings.

79  The main thing I feel is lacking is the ability to use an overhead projector as the main means for teaching.
 The room lighting and configuration is such that the overhead projectors are not particularly usable. I find it
 easier to lecture from an overhead than a whiteboard, and would like to have the opportunity to do so.

102  Classroom equipment/furniture. The new technology and furniture added to classrooms has been
tremendously useful. However, in some classrooms the old furniture was not removed properly. For
example, DUHM 320 has three table lecturns, and one lecturn should be enough. That same room still
has a handicap desk though all the desks seem to be appropriate for anyone with a disability.

261  e. I still do not trust the 21st century classroom equipment to work for me, so I continue to bring my own
 CD player. There needs to be a better instruction booklet for teachers to troubleshoot.

301  Need more smart classrooms for classes that require use of media. Smart carts need to be equipped,
 ready to go with better trained student personnel to assist if needed.

PLANT CITY CAMPU
Strengths

21  The smart classrooms are terrific

Weaknesses

35  E. Classroom equipment is not current. The Plant City Campus has no dvd players to support not smart
classrooms and not all of our rooms are listed to be updated. There also seems to be issues between what
is computer and what is av and who supports what.

277  My classrooms don't yet have some of the outdated items that they could have had.

Recommendations

141  Test center may need to be expanded by timeavailable and staff.
277  Smart classroom materials in ALL classrooms. Ability to use DVDs, project websites in all classrooms.
304  More computers, more student access to these computers . . .

YBOR CITY CAMPU
Strengths

36  YBOR classroom computer facillities and AV equipment are excellent. Class rooms a very clean and well
maintained
228  Love the new technology in the classrooms.
275  Everything is simplified and makes the instructor's job easy. I don't have to worry about anything but
 teaching the subject. Copy services are WONDERFUL. They are so fast and the staff is so friendly.

Weaknesses

181  We are training the future workforce of Tampa with equipment that is not up to date.
Recommendations

67  Collaboration!
86   more patience
112  Classrooms are not always clean. Although renovation is improving classrooms, some are still very old and dingy. Some A/V equipment is ancient.
264  (e) classroom equipment: there is no CD player available. Instructors have to haul their own boombox, and books and whatever apparatus is needed for a class. Some classrooms still have chalk boards; whiteboards are more practical and convenient;
335  e. Turf and budget issues confuse everyone on who are the responsible parties for assistance, training and maintenance of classroom equipment

DISTRICT OFFICES/OTHER

Strengths

34   AV equipment is always available.

Weaknesses

293  e. and f. more money needs to be spent here...some progress is being made but this should be our priority
Q9. CAMPUS SERVICE
f). COMPUTER LABS FOR STUDENTS

BRANDON CAMPUS
Strengths

f. The computer lab personnel will go out of their way to help students and faculty.

Weaknesses

62 Lack of quality, slow/bad service, lack of variety, and way too expensive. Also, not avail. for students and staff here after 2pm.
143 f. Can you believe that the computers in the main labs are four years old? And, there are no plans to replace them! [An administrator] should be gotten rid of.

DALE MABRY CAMPUS
Strengths

318 Computer labs seem to have nice computers but need more printers.

PLANT CITY CAMPUS
Weaknesses

35 F. The hours do not work with the students as to when computers are available for use when not in a class.

Recommendations

141 Test center may need to be expanded by time available and staff.
252 (f) an increase in the number of computer labs, based on campus size and student population.
277 Smart classroom materials in ALL classrooms. Ability to use DVDs, project websites in all classrooms.
304 More computers, more student access to these computers . . .

YBOR CITY CAMPUS
Recommendations

67 Collaboration!
86 more patience
181 Computers and software needs to be state of the art to keep up with the needs of our workforce. Old computers need to be replaced regularly to ensure students have the latest technology.

DISTRICT OFFICES/OTHER
Weaknesses

84 Equipment is old especially computer equipment and technicians not available to fix problems.
158 F - Again, more lab tech help is essential.
293 e. and f. more money needs to be spent here...some progress is being made but this should be our priority

Recommendations

84 Hire more computer techniciansto repair and upgrade equipment especially computer equipment.
260 I understand establishing and maintaining classroom equipment is in the process.
Q9. CAMPUS SERVICE

g). COURSE SCHEDULING

BRANDON CAMPUS

Strengths

58 I am fortunate to be a member of a campus that truly supports the needs of faculty in the classroom. Unfortunately, I have colleagues at other campuses who are still greatly lacking such support. I am also very satisfied with the level of input that I have with regards to my teaching schedule each term.

Weaknesses

28 Our schedule is out dated. A lot of students want online classes; they want online advising and support. We should have a distance learning student support and services off with live chat to help all those students who are "untraditional" and can't get to campus. We tend to offer the same thing every semester, and at the same time.

64 Course Scheduling: It's an impossible process when anyone can go in and change things in your schedule. Information should be sent to MIS in a spreadsheet and then MIS should control input. And for the love that all is holy, why are we still printing a schedule that is out of date before it even gets to the printers?

198 Not enough materials are purchased (books, lab notebooks) to supply all my students. Materials printed by bookstore which require copyright approval aren't handled efficiently, even though the faculty requesting them places the request with enough lead time. This has caused not having the material available until 3-4 weeks after the semester has started.

Recommendations

28 Let's go to block scheduling and set up incoming students schedules; let's do block fees for 0-12 credits like most high performing schools. Let's expect more from our employees and students.

198 Purchase enough materials. Analyze realistic leadtime for handling copyright materials.

DALE MABRY CAMPUS

Strengths

164 Item "g". I am particularly pleased that the administration has stopped scheduling surplus courses then canceling those sections that don't "make." That practice was tremendously abusive to the students in those canceled sections.

200 G. very flexible scheduling

Recommendations

13 in the course schedule book as well as online, courses should have all pertinent information, i.e., online computer classes should have orientation date, time and classroom.

PLANT CITY CAMPUS

Recommendations

141 Test center may need to be expanded by time available and staff.

YBOR CITY CAMPUS

Weaknesses

54 Perhaps an internal review of the course schedule should be done in light of student needs...

189 g. Being "obligated" to teach over an 11-hour time span twice a week.

Recommendations

67 Collaboration!
more patience
Q9. CAMPUS SERVICE
h). FACILITIES AND MAINTENANCE

BRANDON CAMPUS

Weaknesses

143 The toilet stays plugged and the urinal drips. It is as if we are third world country. Florida has become a third world.

Recommendations

97 H - Facilities, need to do a cleaning sweep of classrooms and restrooms after day classes and prior to night classes; I'm paid enough to teach let alone clean up my classroom every week

DALE MABRY CAMPUS

Weaknesses

80 h) Upkeep of campus grounds and buildings is very poor. Repairs are not made on a timely basis.

98 There are multiple facilities on many of our campuses that look terrible. The paint is pealing the carpet is stained beyond cleaning, and the furniture is outdated by 15 years. This coveys a negative message to our students and guests. I strongly suggest that we take a close look at assessing these issues, develop a plan to address them, and continuously monitor them. This is not being effectively managed now.

129 The wait for requested work to be done is too long....several weeks to fix an classroom door and I'm still waiting to have a pencil sharpner installed.

178 Restrooms are dirty and smell. Office does not get dusted. Carpet is very stained and filthy and a hazzard because of the rolls in carpet.

253 My room has a leak, which has not been addressed. There is construction going on under my classroom during class and exams that severely inhibits the learning process. The center of campus looks like inner-city slum. However, the custodial staff does an excellent job.

265 Grounds arounf Dale Mabry campus are unorganied and tasteless, similair to the quality of food and service in the DM cafeteria.

281 If there is a Humanities Building there should be the same chairs and teacher computer/video equipment on the second floor as there is on the third floor. The desks on the second floor are very uncomfortable.

298 Buildings looked good (DHUM) several years ago, but are now poorly maintained.

Recommendations

127 The facilities dept does not regularly inspect plumbing, which is in bad (and unhealthy) condition in many of the washrooms.

128 The upkeep and cleanliness of the buildings needs to be improved. This may be helped with the increase in maintenance staff.

139 Would prefer fast response for repairs of classroom equipment.

197 We're lucky if one toilet is functioning in each ladies' restroom in the DSSC building. I don't understand why all toilets are not functioning.

276 Bathrooms in the tech building are old and dirty most of the time, equipment malfunctions frequently.

301 Bathrooms are too small, not adequate for volume, often dirty. Halls and floors, general ground remind me of a developing country where I used to live (Africa).

315 How about making all the services available in the evening that are available in the daytime. I am not talking full staff but something that serves the needs of the students and staff in the evening.
PLANT CITY CAMPUS

Weaknesses

35 H. The campus has become increasingly filthy with cleaning not being done. Only a minimum amount of daily cleaning is done and larger items are not touched such as cleaning inside glass areas, vacuming under desks or non-classroom areas not to mention spot cleaning, but as long as a building is leaking it doesn't matter if it is cleaned. Several areas have been updated or renovated while the library building has not been touched since it was built. It is the one area other than the restrooms that every student including the public comes into at Plant City.

277 My classrooms don't yet have some of the outdated items that they could have had.

280 Plant City facilities is HORRIBLE. Trees just cut down and dumped in the woods, water faucets left running for months, piles of debris and trash left on campus and never cleaned, etc.

Recommendations

35 Contracted cleaning services only does what is needed to keep the contract and is only seen when free food is available.

43 Better communication and service from facilities and maintenance

69 Hire additional staff.

141 Test center may need to be expanded by timeavailable and staff.

YBOR CITY CAMPUS

Strengths

36 Bookstore, well stocked and good service. YBOR classroom computer facilities and AV equipment are excellent. Class rooms a very clean and well maintained

Weaknesses

299 Classes left in buildings receiving major reconstrucion without regard to students safety.

Recommendations

67 Collaboration!

86 more patience

112 Classrooms are not always clean. Although renovation is improving classrooms, some are still very old and dingy. Some A/V equipment is ancient.

264 (h) facilities: because of having to drag equipment along all day, from building to building in Ybor City, especially when it is raining, added to the fact that not every room is a "smart" room, makes instructors' life much more difficult and complicated. Instructors tire earlier, thus affecting level of teaching. There are no teachers' lockers or lounge for a break..... faculty lunge is used most of the times for actual classes due to lack of available space.

DISTRICT OFFICES/OTHER

Strengths

55 As a staff member, I know what each department under facilities and maintenance does. For the most part, with one exception, they are the hardest working individuals on Campus.

156 Course scheduling is designed quite wee, serving the needs of as many in the community as possible.

245 Q9H I FEEL OUR CAMPUSES ARE WELL KEPT CONSIDERING THE AMOUNT OF TRAFFIC AND CLASSES AS WELL AS VISTORS WHO COME TO HCC.

322 h-Much effort is desplayed to accommodate all.

Weaknesses

4 It takes a very long time to get anyh response to maintenance requests.
Recommendations

217 Why do we need our trash collected 2x per day while more significant cleaning doesn't get done or isn't done well?

235 I feel the facilities and maintenance take care of what is necessary. I don't feel there is any extra effort put in, the facilities are ok, but not nice. Things are never "dirty," but there are big cracks and temporary patchwork on sidewalks, chips in paint etc. I feel more preventative measures could be made to maintain facilities. Also, it seems that garbage is collected multiple times a day, yet we have no recycling program. I feel that we could replace one of the times a day garbage is collected and add a round for recycled paper to be picked up.
Q9. CAMPUS SERVICE
   i). FINANCIAL AID SERVICE

BRANDON CAMPUS
Weaknesses

64   Financial Aid: These services, like other Student services, need to have fully online capability in order to serve all students.

Recommendations

DALE MABRY CAMPUS
Weaknesses

98   Financial Aid needs more staff, a more streamlined computer communication process, and earlier cutoff dates for when people can apply and when we will accept applications. Food service needs to increase the hours of operation for the students, faculty, and staff that are on campus in the late afternoon and evening.
108   Either we don't have enough trained staff, or the people we have don't know what they are doing. This is the source of most student frustration by far.
130   i) I hate to see and hear from the students their frustration when dealing with Financial Aid. j) Lackmans menu never changes it's the same day in and day out and costly. The hours are not convienent for the night time students coming from work.
173   i) Needs a complete reorganization
178   Calls are not always answered by staff in Fin Aid.
179   Financial aid is not student friendly. Even the signs are hostile.
253   As far as financial aid, they need a larger facility, a receptionist, and better process.

Recommendations

108   Must work on improving financial aid services. Don't purge students with scholarships, VA granst, 3rd party payments, deferments. FA staff need to get that information out of the system. They also need to become more efficient at processing their paperwork and talking to students.
115   Get more State and Federal Funding!
171   Training in quality customer service and service with a smile. Telephones in Admissions, Records, Financial Aid, Bursar's office should be answered by a person, not dumped in a voice mail system that does not return calls.
308   Hire more people to work in advising, counseling, admissions and records, and financial aid. Move out those who are rude and mean.
318   Provide fellowship opportunities for faculty and staff. Improve internal college communication - both content and frequency. Enforce smoking rules for students, faculty, and staff. Allow use of debit cards in cafeteria and food service areas.

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.

YBOR CITY CAMPUS
Weaknesses

275   Financial Aid should be checking up on the people who are in the course but have been absent since the first test.
Recommendations

47  Admissions & Records, Advising & Counseling and Financial Aid are the most underappreciated departments I think in the college.
67  Collaboration!
86  more patience

DISTRICT
Strengths

160  i Again not enough staffing and not well trained.

Weaknesses

119  Q9.i Financial aid advisors must ensure that student assigned program codes reflect their academic intent, not subject to financial aid interpretation.
201  i. FAO needs re-org to better help students.

Recommendations

119  Q9.i Implement recommendations of the Program Coding Task Force.
122  Have someone knowledgable to answer the student's call for help. Many students say I am the only person that answers their phone.
Q9. CAMPUS SERVICE
   j). FOOD SERVICE

BRANDON CAMPUS

Strengths

28 The Food at Dale Mabry and Brandon is great and prices seem fair. Ybor is okay thought the service is great.

Weaknesses

34 On the Brandon campus it would be nice to have food service in the evening and on Fridays.

38 J. The food services are expensive and there have been many times when the food they serve are not fresh.

62 Lack of quality, slow/bad service, lack of variety, and way too expensive. Also, not avail. for students and staff here after 2pm.

63 item j: Too expensive!

64 Classroom Equipment: It's getting better but it still has miles to go before it's where it needs to be. I should be able to schedule any classroom and not have to worry if it has an Internet connection (that is HOT), a computer and an overhead projector. Financial Aid: These services, like other Student services, need to have fully online capability in order to serve all students. Course Scheduling: It's an impossible process when anyone can go in and change things in your schedule. Information should be sent to MIS in a spreadsheet and then MIS should control input. And for the love that all is holy, why are we still printing a schedule that is out of date before it even gets to the printers? Grades and transcripts: Entering grades is a continual problem for faculty. It still times out (yes, even with the changes made) Transcripts need more people to evaluate them. A couple of people can't do it all.

94 Many items over priced, not enough healthy options offered, hours too limited.

172 Very expensive $3.25 for a hamburger!!

175 The food service facility on the Brandon Campus has very limited hours and nothing for evening students.

191 not open in the evening - my students come from work and are hungry and tired.

211 j-food service availability (times open and close)

246 j. Brandon did not give this new cafeteria a chance to get off the ground. It seemed like the students did not have a chance to spread the word on how the food rated before changes were made with the menu.

311 At Brandon, food service hours are very limited. The Cyber cafe is useless if only open for the same limited hours that the cafeteria is open. The operation should be split. Open the cyber cafe when the cafeteria closes. The menu has gotten a little more varied, however.

Recommendations

58 Food Service needs to be provided for the majority of hours that the college is open - not end at 2 p.m. in the afternoon. What of the faculty and students who are on campus in the evenings?

76 Food availability needs to be increased. Longer hours etc.

143 Please get rid of [3 administrators].

191 cafeteria should stay open until 9pm.

246 The cafeteria being open later and unlocked on Friday for the use of vending machines would be helpful to staff and students alike.

297 j. Food service vendors should attend rigorously to cleanliness of all areas, including the dining area that is frequently in disarray with tables neither cleaned nor cleared.

312 Provide cafeteria services on Friday at Brandon Campus

DALE MABRY CAMPUS

Strengths

125 Food service helpful with conferences bookstore always helpful with each new semester

169 (j) DM cafeteria offers good selections but could add more chips, candies, etc., such as the small cafe sells.
Weaknesses

16 There should be a better price for combination meals in the cafeteria. Keep Ms. Mary open. Stop trying to remove her. She helps the students.

60 The hours of operation of the DM cafeteria are poorly planned and unfriendly to evening students, faculty and staff. Also, this cafeteria doesn't accept debit or credit cards.

75 Lackmann continues to provide poor food quality with high prices. Also very poor hours of operation.

80 Food Service has restricted menu, often poor quality of food, and high prices.

98 Food service needs to increase the hours of operation for the students, faculty, and staff that are on campus in the late afternoon and evening.

107 Lackmann Food Services has inconvenient hours, staffing, food selection, and high prices.

130 Lackmans menu never changes it's the same day in and day out and costly. The hours are not convenient for the night time students coming from work.

155 No night hours for students/staff that are at the college at night for the Cafeteria--only thing available is the limited items at the convenience store which are mostly snack items. There isn't much of a selection for sandwiches and a few salads and occasionally a soup is available. Also the prices of bottled soda are $0.25 higher than the bookstore. I know I would spend money if the cafeteria is open at night.

161 Lackmann prices are too high with poor quality. SGA lounge, Ms Mary, has better prices with larger amount of good quality of food. If I do not get breakfast or lunch at Ms. Mary's I go off campus or bring in my own food.

171 Cafeterias need more variety and need to have more than one grill person so that at lunch time and in between classes, we are not waiting 6 and 7 deep, spending 20-30 minutes before we can even place the order. Cafeteria should offer nutritional content for diabetic and sodium-restricted diets. They would do a lot more business if they accepted debit cards.

253 Food service on campus is very dissatisfactory with the exception of Ms. Mary in the Student Lounge. At the spring adjunct inservice small pieces of toothpicks were found in 8 or ten sandwiches prepared by Lackman. Many of my students refuse to eat in the cafeteria because they have gotten sick from the food there. The students also complain about the "attitude" of the staff in the cafeteria. The cafeteria and convenience store are also not open convenient hours for early morning and night students. Also, the vending machines on campus are hidden or locked in the cafeteria. In addition, the food is overpriced.

265 Grounds around Dale Mabry campus are unorganized and tasteless, similar to the quality of food and service in the DM cafeteria.

267 Lackmans is the worst - just look at the food and the attitude - keep blaming their woes on [an employee] - very sad when a huge company is afraid of a Sr Cit !!!

271 Students and faculty that are here in the evening should have the same access for food as the day time people. If students do not receive the same treatment at night as the day students then their tuition should be lower.

315 I cannot tell you about Food Service because the college cafeteria closes before I show up for my class in the evening. It would be nice to get a hot meal for a change.

Recommendations

50 We need a food concession that provides decent meals past 2:00. In fact, we need a food concession that doesn't close out most everything by 1:30 just so they can be out by 2:00. Our afternoon and evening students aren't being served well at all! It's ridiculous. Does the food concern think that people quit wanting choices after 1:30? Or that people don't need a good hot meal for the evening? Often our students are coming directly from work, and all they have if they don't stop on the way, which is time consuming, is a snack store with old sandwiches, a few fast food microwave items (blech) and hot dogs if they're lucky.

139 Would like to see a higher quality of healthy fresh food and desserts in the cafeteria.

155 more night hours for the cafeteria. Not everyone works at the college during the day or attends during the day. Most working people go to school at night and to get a meal they have to pretty much go off campus to get one or be limited to what is onhand at the convenience store.

159 It would be nice if the food services department offered more variety. I am sure that those students who attend at night would also appreciate having access, as limited as it is, to food services. Our evening students most times come from work and don't have time to get anything until their breaks.
Lackmann to have better quality & quantity of food for the price offered.

the cafeteria needs to be accessible to those who have to work late shifts and don't get lunch until after 2 pm - as well as those students coming straight from work in the evening and want more than just a hot dog.

Get rid of Lackman and stop harassing Ms. Mary. The students will not stand for Ms. Mary being sent away!

Stop playing "head games" with Mary in the SGA Donut Shop - let her cook what she wants and serve the students and staff as she can - Lackmans is just another example of a company that just cares about money - I DO NOT THINK ANY OF THE POWERS THAT BE - HAVE EVER EATEN AT LACKMAN'S ON A REGULAR BASIS!!!!!!!!!

Food is expensive and not very good; possibly new vendors and more selection

How about making all the services available in the evening that are available in the daytime. I am not talking full staff but something that serves the needs of the students and staff in the evening.

Allow use of debit cards in cafeteria and food service areas.

**PLANT CITY CAMPUS**

Weakenesses

Lack of food service on some campuses

We have no food service on Plant City Campus. There is suppose to be a "Seven Eleven" type shop in the bookstore, they are trying to make it work.

There's not a cafeteria in our campus. That's inconvenient for faculty and students that don't have time to prepare lunch boxes to take to work.

j. the Plant city campus has NO food service.

Recommendations

(j) provide consistent food services on all campuses, with consideration of campus size and student population

access to food that is not out of a machine would be wonderful

Get a new administrator who has direct experience in Student Services and a proven record of excellent management and people skills. Evaluate the staffing situation and modify service methods, making necessary adjustments.

**YBOR CITY CAMPUS**

Strengths

j. Our cantina here at Ybor is wonderful. The staff is very polite, quick and the food is good.

Weaknesses

Dissatisfied with the quality of food and particularly the service of Lackman.

Recommendations

Collaboration!

more patience

Food service needs to be expanded to evening students, esp at DM and BR campus. PC needs some sort of food service. Ybor does the best job of taking care of student needs by having its limited menu until 6 pm. We do not need the entire menu available, but at least a quick "grab and run" kind of offering (chicken fingers, pizza, salads, etc...)

**DISTRICT OFFICES/OTHER**

Strengths

Food service is the great food and the employees are always courteous and helpful
Weaknesses

17 We do not have food services other than machines. The machines have older products and high cost. It would be nice to have a food service at the district like the campuses have.

245 Q9J GK 1 LOUNGE AREA FOR THE ENTIRE BUILDING. THERE IS NOT ENOUGH FOR THE LUNCH TRAFFIC. THE SNACK MACHINE HAVE EXTREMELY POOR CHOICES, NOT USER FRIENDLY.

Recommendations

245 Q9J PUT BETTER EQUIPMENT IN THE LOUNGE.

322 Better monitoring of vending machines is needed. Food is frequently stale or outdated. A change machine is needed if only exact change is to be used.

132 Food services: Experience: Extremely dirty floors, chicken that looks gray, smelly environment. Limited menu, running out of food, extremely high prices, uncorteous front line staff. Recommendations: Re-train the cafeteria staff, maintain a clean food services environment, feed our students the same food items and selection available to administrators when they cater Charge comparable prices for food items like brownies, sodas, coffee, etc. I believe our students are not rich, and most receive financial aid, would it be too much to ask that costs and services be comparable to the market? An additional recommendation would be to survey the front line staff and identify what is making them so unhappy. The effect of their unhappiness translates to the quality, or lack thereof, of services rendered to our students. While this last recommendation may not be possible due to the huge contract and other understandings between the vendor and the college, we could look at other options down the line regarding food services to students.
Q9. CAMPUS SERVICE
k). GRADES AND TRANSCRIPTS

BRANDON CAMPUS
Strengths

191 On-line grading and checking is great.

Weaknesses

64 Grades and transcripts: Entering grades is a continual problem for faculty. It still times out (yes, even with the changes made) Transcripts need more people to evaluate them. A couple of people can't do it all.

PLANT CITY CAMPUS
Strengths

K. Grading system works, usually.

YBOR CITY CAMPUS
Recommendations

67 Collaboration!
86 more patience

DISTRICT OFFICES/OTHER
Strengths

322 k-Extremely efficient department.

OTHER COMMENTS

34 It would be nice to have a generic sign-on for instructors that only teach for one class and those who are on contract and not in the system. This is one more example of not including CE in the rationale.
105 Provide incentives for staff that has been providing excellent service to students and community.
145 We need to improve our customer service to students at all sites. Some do much better than others but this is an area that needs improvement.
299 Place students in safe environment to achieve better learning.
318 Provide fellowship opportunities for faculty and staff. Improve internal college communication - both content and frequency. Enforce smoking rules for students, faculty, and staff.
Q13. CAMPUS SERVICE
   a). LIBRARIES

BRANDON CAMPUS
Strengths
191 great librarians at both Ybor & Brandon (the 2 campuses where I teach for you).
199 a. I ordered material for my class and the library staff were very helpful with suggestion and getting the
   materials I need in a timely manner.
213 abcdefgijk all of these areas have strong customer service qualities

Recommendations
311 Library would be greatly enhanced with teaching labs (Dale Mabry does have a PC lab). Also "quiet"
   study areas in the library are needed.

DALE MABRY CAMPUS
Strengths
80 a), b), g)- All are helpful and perform their jobs consistently well.
98 We should hire more part time people for the registration period to handle the long lines. This might
   help get students through the process more quickly.
101 (a) efficient staff, nice facility;
130 a,b,g,h) All these department work great the way they are. Always going beyond the call of duty.
169 (a) friendly and helpful staff at BR especially but others ok
171 (a) The library personnel have always been more than willing to help me and the students that I have
   observed. I find them to be congenial and approachable.
179 a,b,g Great continuity of service. Excellent people.
272 Registration dates should be followed and D-reg completed when time stated.
301 Overall - great library.
318 A B G - I find the staff in libraries and mailroom/printing to be pleasant, courteous, and quite eager to
   help.

PLANT CITY CAMPUS
Strengths
43 a. Libraries are doing a wonderful job given their tight operating budget
292 a- Libraries - the libraries and library staff are very helpful.
304 Librarian is wonderful (accessible to students, organizes and participates in activities)

Weaknesses
35 A. The library facility has not had any up keep done since it was built and is showing wear and neglect.
66 Library is very small and needs more books!!!

YBOR CITY CAMPUS
Strengths
36 Libraries, mail and parking are excellent.
70 The library at Dale Mabry and Brandon deserve an "A". The library at YBOR needs to be improved in
   terms of space and content.
106 Q13a. Our library staff at Ybor has done a wonderful job in making our resources "state-of-the-art."
110 a. very well informed and willing to go the extra mile. i. very helpful to students with need.
189 a. The librarians are extremely helpful to both students and faculty.
Recommendations

59 Library needs to be open during intersession. That was a major hindrance. Need elevators in that building as well. I had a pregnant student who couldn't take the elevator (none of us could find it). Very nerve-wracking.

67 Collaboration...each departmental campus needs to work together!

**Q13. CAMPUS SERVICE**

**b. MAIL SERVICE**

**BRANDON CAMPUS**

**Strengths**

213 abcdefgijk all of these area have strong customer service qualities

311 Mail/duplication services are fine.

**Weaknesses**

34 Mail at Brandon is always a day late because it comes in the early AM and there is not another pickup until the next day.

64 Printing/Duplication: The staff really tries to accomodate staff and faculty whenever possible, however the lack of color copying capabilities is ridiculous.

97 B - Mail Service, need a secure mailbox on campus (key / lock) and/or pay stubs mailed to home; also, tests get duplicated then put in mailbox that is readily open to students at any time

**Recommendations**

28 Training; implementing best practices as displayed by the top schools.

34 mail service twice a day.

**DALE MABRY**

**Strengths**

50 Our mailroom and printing/duplicating service has an excellent staff that are friendly and responsive to needs.

80 a), b), g)- All are helpful and perform their jobs consistently well.

130 a,b,g,h) All these department work great the way they are. Always going beyond the call of duty.

169 (b) mail room always on top of things at DM/BR

171 (b) I am impressed with the courtesy of the mailroom staff and the care they take to ensure the mail gets to the proper destination.

179 a,b.g. Good continuity of service. Excellent people.

200 B and G. Outstanding job/service to the faculty, staff and students.

260 the staff and students who work at the mailroom and copy center need to be recognized. They do an excellent job in meeting the needs of the faculty even if they are rushed (which is often)!

305 They are all excellent -- well-run, efficient, great and helpful personnel

318 A B G - I find the staff in libraries and mailroom/printing to be pleasant, courteous, and quite eager to help.

**PLANT CITY CAMPUS**

**Strengths**

292 b- Mail service - items sent through courier mail and regular mail arrive quickly and to the correct location

**Weaknesses**

23 b. The courier will only pick up "ordinary mail." The courier tends to "forget" to pick up any boxes that need to be sent interoffice.
Recommendations

23 b. A new mail service should be considered.

**YBOR CITY CAMPUS**

**Strengths**

36 Libraries, mail and parking are excellent.
48 mail and printing does an outstanding job. Very professional and quick turn around.
82 b. & g. (Ybor) I have never encountered a problem, and the employees are always professional.
326 Excellent cooperation from the mail service personnel and printing services on the Ybor Campus.

**Weaknesses**

67 Collaboration...each departmental campus needs to work together!
209 Mail pickup from each building (Central Location & Time) daily.

**DISTRICT OFFICE**

**Strengths**

124 The mail service (b) is quick and very efficient. I wish the USPS were the same!
201 b. set out a box at each campus for employees mail; focus on customer service
Q13. CAMPUS SERVICE

c. MATHEMATICS LABS FOR STUDENTS

BRANDON CAMPUS

Strengths

213 abcdefgijk all of these area have strong customer service qualities

DALE MABRY CAMPUS

Weaknesses

196 math students cannot get math tutoring in the math lab DHUM 101 as a directive issued by the dean.

PLANT CITY CAMPUS

Strengths

282 Our campus is most friendly, helpful and accomodating to the student. We have many services availab

Weaknesses

21 c. We do not have a math lab. Our dean is working on it, and I am hopeful it will be properly staffed.

23 c. Security does not respond to ANY phone call to their phone extension or their pager. Most security situations have been minor BUT if there is a real EMERGENCY, there would be no response and the consequences could be life-threatening.

35  C & D The Plant City campus do not have individual labs for these to my knowledge. We only have a tutoring area.

103 PC does not have a Math lab for students.

YBOR CITY CAMPUS

Recommendations

67 Collaboration...each departmental campus needs to work together!

DISTRICT OFFICE

Weaknesses

293 c and d update the labs for the student needs

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

BRANDON CAMPUS

Strengths

102 Tutoring Services (L). I've found that my students respond well to the advice given in the Writing Center.

199 d. The lab for reading and writing has been very encouraging the students who need the extra help.

213 abcdefgijk all of these area have strong customer service qualities

311 I've heard good things about the writing/academic success centers/tutoring.

Weaknesses

158 D - Greater staffing and more hours needed.
Recommendations

DALE MABRY CAMPUS
Strengths

(d) dedicated staff, good facility, good technology;
Reading labs are providing a quality service that totally compliments the reading curriculum. Due to the fact that each student's instructor is present in the lab while the students are there allows a student prime opportunity to interact with the instructor and get immediate feedback.
The writing center is a true asset. It is a great resource for the students.

PLANT CITY CAMPUS
Strengths

Our campus is most friendly, helpful and accommodating to the student. We have many services available.

Weaknesses

C & D The Plant City campus do not have individual labs for these to my knowledge. We only have a tutoring area.
D. We need a writing lab.

Recommendations

Organize a writing lab

YBOR CITY CAMPUS
Recommendations

Students need to know about the writing center.
Collaboration...each departmental campus needs to work together!

DISTRICT OFFICE
Strengths

HCC writing centers are very well set up. I know that HCC transfer students to USF or UT will sometimes come back and for help in the labs because it is so accessible & user friendly.

Weaknesses

Q13.d The college continues to decline in the % of students completing college prep reading (see Critical Success Factor B-5). College performance is well below that of the FCCS as a whole.
c and d update the labs for the student needs

Recommendations

Q13.d Improve the tutorial and instructional classroom services provided to students in college prep reading so that performance at least is equivalent to the FCCS average.

BRANDON CAMPUS
Strengths
Weaknesses

26 The registration process is a joke.
28 E. Registration should only be online; no more lines. No other college in our areas allows all these in person changes and late registration.
34 CE needs Online registration and a person dedicated to our registration needs.
64 Registration services need to be made online. The process is currently unwieldy and time consuming.

143 There is not enough time. [An administrator] seems to know only about office systems. During the couple weeks of registration, I don't even attempt to get on the computer. It is a waste of time. What about the students trying to get on?

Recommendations

34 Online registration for CE
175 On-line registration still remains a challenge for us. Not sure what can be done to make the on-line process during peak times smoother for students.
311 Webadvisor still a bit clunky.

DALE MABRY CAMPUS

Weaknesses

75 e. Instead of online registration we still use inline registration, so people hurry up & wait. HCC needs online app process and only allow problems to register in person.
156 Again, registrar's office is in need of retraining in terms of customer service.
186 e - too many snafus to mention during registration - staff is less than courteous
272 Registration dates should be followed and D-reg completed when time is stated.
316 Should be online application process.

YBOR CITY CAMPUS

Strengths

176 We loose students every semester due to the poor registration process and connections
181 Student wait time is not acceptable, and students are not given appropriate individualized attention.

Weaknesses

64 Registration services need to be made online. The process is currently unwieldy and time consuming.

Recommendations

67 Collaboration...each departmental campus needs to work together!

DISTRICT OFFICE

Weaknesses

201 e. very sad students cannot be better served during peak times, long waits are frustrating for staff and students,
293 e. reconfigure the way we register. Look at the processing to make sure the most senior staff people work on the most complex student problems.

Recommendations

201 Offer staff training on customer service, review processes between registration periods to solve the problems prior to peak times.
The registration process does not work as well as it could. With the long lines that students must wait in, it becomes very frustrating for both the staff and students. I feel that student ambassadors, or student assistants could be trained to help answer basic questions, and maybe teach new students how to register online in the computer labs on campus.

**Q13. CAMPUS SERVICE**

**f). PARKING**

**BRANDON CAMPUS**

**Strengths**

213 abcdefgijk all of these area have strong customer service qualities

**Weaknesses**

28 F. Parking garages??!!1!

62 Parking is terrible. Cannot expect staff to park in dirt lot, walk in rain and mud, and get to work on time (item f).

64 Parking: It's hard to do your job effectively when you have to spend 20 - 30 minutes looking for a parking spot. It makes staff reluctant to move between campuses (think about those in faculty support services) and is just another hurdle the College puts in the way of its workers. It is the administrations job to remove the barriers to excellence-not to create them. Instead of focusing on building dorms how about a couple of parking structures; Brandon and Ybor should be the first.

328 f. Not enough parking during peak hours.

**Recommendations**

76 More parking needs to be available.

311 Parking at Ybor & Brandon can be a challenge depending on time of day.

311 Parking at Ybor & Brandon can be a challenge depending on time of day.

328 We need more parking and more meaningful enforcement, ie: tickets that cost offenders money.

**DALE MABRY CAMPUS**

**Strengths**

79 f - Parking office has done a stellar job processing adjunct pass requests.

98 We need to build parking garages to address the parking issues.

**Weaknesses**

13 not enough security personnel to enforce no parking zone

16 Of course we need more student parking.

50 I believe the parking problem is well known. Our security people hide out in the lounges watching TV, congregate in the shade on their carts for long periods of time, and do not always respond promptly.

53 f. Too many students, too few spots!

60 Parking is a critically hazardous issue at the DM campus. The campus is over 900 spaces short for the demand, and there are no parking regulations in place and enforced.

75 (f) parking is a joke- we block off parking for events and force people to park illegally and then when they continue to do so we complain but nothing happens. HCC needs a parking system of tags for students--park w/o one get 1 warning then after that you get booted or towed.

139 We all know parking's an issue.

155 f. More parking for faculty/staff in front of tech building--but that is an age old problem

180 f. I think it's obvious if you've ever been to dale mabry on a school day.

186 f - parking situation is intolerable

187 Not enough parking spaces and no enforcement
Parking is dangerous and needs help. Why not institute the parking policy we have rehashed many times. Give Security the power to enforce safe parking. Redesign the parking lot to make it more ecologically and student-friendly (get rid of the medians) and go to an east/west parking up front.

PARKING...what more can I say....I know the college is trying but let's face it we have more people than space...going up is the only answer

**Recommendations**

108 Parking: 1000 spaces, 3000 students, plus faculty and staff - do the math.
127 Parking garage for DM.
169 (f) parking I gave satisfied, but again, parking rules are not enforced due to no parking department, yet in your face infractions should at least be given warnings. Why have carts patrolling lots if they can't do anything?
178 Parking: Not enough available and not any available in close proximity.
180 WE MUST HAVE PARKING GARAGES BUILT!!!
186 allocate resources to improving parking.
276 Need more parking areas

**PLANT CITY CAMPUS**

**Strengths**

292 f- parking- faculty and staff parking is terrific!

**Weaknesses**

35 F. The parking area for faculty/staff is not enforced and others park in the spaces. When you work a late shift it is very uncomfortable to leave after dark and have to go to the outer edges of the parking area when you get off work after 8:00pm. However others are allowed to park in the marked areas so that when you come to work there are no available spaces.
290 Parking is always a problem. If you leave in the morning, good luck getting another one.

**YBOR CITY CAMPUS**

**Strengths**

36 Libraries, mail and parking are excellent.

**Weaknesses**

15 f) Parking in Ybor is terrible. Although the parking garage helps to ease congestion, it does nothing for people attending classes several blocks away.
64 Parking: It's hard to do your job effectively when you have to spend 20 - 30 minutes looking for a parking spot. It makes staff reluctant to move between campuses (think about those in faculty support services) and is just another hurdle the College puts in the way of its workers. It is the administrations job to remove the barriers to excellence-not to create them. Instead of focusing on building dorms how about a couple of parking structures;Brandon and Ybor should be the first.
82 f. I work at Ybor, need I say more :)
106 Q13f. When I am searching for a place to park EVERY DAY I feel like a second class citizen--NOT a full-time faculty member. Many people who are not supposed to park in the faculty lots are doing so.
264 (f) parking: adjuncts have to park in the parking garage, where the elevator rarely works; this makes instructors have to carry heavy loads at times (boombox, books, food, teaching material, etc) going up and down the stairs. All four floors. Parking facilities still need improvement.
273 f. Parking at HCC is horrible
299 Need better parking facilities for part time.
336 f. It's unfortunate that parking in Ybor is a nightmare for students and staff.

**Recommendations**
Consider running a shuttle (using electric vehicles which could be purchased on an energy grant) so students attending classes in areas such as the police academy do not have to walk in the rain. Could a parking garage be built adjacent to YPST?

Collaboration...each departmental campus needs to work together!

Parking is available but security is needed in the garage and to escort one to the garage, especially in the evening.

f. Parking at the Ybor City Campus will always be a problem for employees.

DISTRICT OFFICE
Weaknesses

f/h security personnel could be more proactive to ease parking problems

f. revamp this by centrally controlling this...get more spaces and spend the money

f. Parking has become an issue on all of the campuses.

Q13. CAMPUS SERVICE

Brandon Campus
Strengths

Very efficiently operated copying room.

the most helpful people on campus

Service with a smile and will help you with anything at any time.

G - Fine efficiency

Copying service excellent at Brandon

all of these area have strong customer service qualities

Weaknesses

Printing/Duplication: The staff really tries to accommodate staff and faculty whenever possible, however the lack of color copying capabilities is ridiculous.

DALE MABRY CAMPUS
Strengths

The duplication team is very responsive and helpful.

Printing/duplication is always done on-time (early, as a matter of fact) and EXACTLY as requested. They are wonderful!!

All are helpful and perform their jobs consistently well.

Very prompt service.

All these department work great the way they are. Always going beyond the call of duty.

I appreciate the fast response of the print shop.

Item "g". Charlotte and Mary have over the years set a superb standard for service supporting faculty efforts. I am grateful for their help.

(g) duplicating services, when needed, has been great

(a,b,g,h) All these department work great the way they are. Always going beyond the call of duty.

I appreciate the fast response of the print shop.

The DM Duplicating Services staff are very quick and efficient - they do a wonderful job!!

B and G. Outstanding job/service to the faculty, staff and students.

Printing/duplicating is very timely and accommodating.

the staff and students who work at the mailroom and copy center need to be recognized. They do an excellent job in meeting the needs of the faculty even if they are rushed (which is often)!

Our printing and duplicating department is fantastic....they have a thankless job but handle it politely and calmly!
A B G - I find the staff in libraries and mailroom/printing to be pleasant, courteous, and quite eager to help.

Recommendations

need more choices in the print room especially with in house workbooks, more flexible with late submissions for copies.

YBOR CITY CAMPUS

Strengths

Printing and duplication is always on time and does a perfect job.
mail and printing does an outstanding job. Very professional and quick turn around.
b. & g. (Ybor) I have never encountered a problem, and the employees are always professional.
Q13g. In 23 years, this department has made 1 error in duplicating my materials! Outstanding! Ybor Campus
g-very prompt
g. The printing/duplication team is flexible and efficient.
Printing/duplication is very supportive.
(g)printing/copy room: staff has been extremely helpful and understanding.
Excellent cooperation from the mail service personnel and printing services on the Ybor Campus.

Recommendations

Collaboration...each departmental campus needs to work together!

DISTRICT OFFICE

Strengths

Kathy at the DAO printing/duplication office is always prompt and courteous.
g and j. they get it...it's about providing service to our faculty and students
Extremely quick completion time to assignments given; always accurate. Very willing to help. h-Very attentive and ready to help. Always courteous and a pleasure to greet.

Recommendations

Faculty should be permitted access to copy machines, esp. when the mail room is shortstaffed.
The staff in the printing/duplication department at the DAO are excellent, but I really feel that color copies should be an option and more copying services (larger signs, laminating, etc) should be offered.

Q13. CAMPUS SERVICE

h). SECURITY

BRANDON CAMPUS

Strengths

h. The security officer that works the parking lot on Tuesday night is always there to ensure our safety and always with a smile.
abcdefgij all of these area have strong customer service qualities

Weaknesses

H. What does security do? Except for Bernie at DAO, they sit in their offices on the computer or hang around. Why aren't they handing out maps to students and walking lost kids to the right buildings? They could be major information specialists wearing "Ask Me" buttons so students feel comfortable; they could be driving students to their cars; getting to know our customer, and building that sense of community that helps with retention.
Recommendations

Security is slipping because of the changing of the guards.
We need more parking and more meaningful enforcement, ie: tickets that cost offenders money.

DALE MABRY CAMPUS
Strengths

a,b,g,h) All these department work great the way they are. Always going beyond the call of duty.
They do a great job in keeping us safe

Weaknesses

not enough security personnel to enforce no parking zone
Our security people hide out in the lounges watching TV, congregate in the shade on their carts for long periods of time, and do not always respond promptly.
Parking is a critically hazardous issue at the DM campus. The campus is over 900 spaces short for the demand, and there are no parking regulations in place and enforced.
Security seem very unconcerned about this. And, not sure what security officers do all day...don't see much of them, except when they are on break.
h) Equipment, e.g. computers, projectors, is frequently stolen from DM campus. Security seem very unconcerned with about this. And, not sure what security officers do all day...don't see much of them, except when they are on break.
Often see campus security in lounges
(h) Security - what security? There is no isible security on this campus - they are all hiding - or taking showers, or napping, etc.
Parking is dangerous and needs help. Why not institute the parking policy we have rehashed many times. Give Security the power to enforce safe parking. Redesign the parking lot to make it more ecologically and student-friendly (get rid of the medians) and go to an east/west parking up front.

H - On campus security is a joke. Clal security and voice mail answers - NOT good, not safe and very unprofessional.

Recommendations

Don't know if we could use better security in the evening, or if I faced an unusual circumstance when I needed them after an evening class and was unable to reach anyone for over an hour.
(h) security at DM is lax in that you don't even know they are here at times and they are concerned with petty issues instead of more important things. They also have no real authority so I recognize it is hard for them.At BR, when theft occured, I was told the cameras did not have film in them so we could not see what happened.Again, no interest it seems in pursuing theft of HCC equipment,even when it was thought staff involved.That is not security.

Security: Not enough available.

Provide fellowship opportunities for faculty and staff. Improve internal college communication - both content and frequency. Enforce smoking rules for students, faculty, and staff.

PLANT CITY CAMPUS
Strengths

Security is prompt, available, visible.

Weaknesses

h. No campus security chief. Assignment of staff by seniority. Inadequate staffing-hard to find one when you need him. Unwillingness to assume responsibility for all campus security items, such as technology where they want the campus to do all the work.
H. Due to the current renovations and the relocation of security it is very hard to reach them by phone and they are not visible any more.

h. I do not have any complaints concerning current security personnel, but I feel some of the campuses could greatly benefit from an increased security presence.

Security is not good at our campus due to the several routings that need to happen just to get a response. And, sometimes there isn't anyone to talk to about a problem, such as opening a door when needed. Not a good system to be centralized when individual campuses have immediate needs.

h. Students take our faculty parking and nobody seems to care. When you call the security phone at PC campus and nobody answers, there's not even an answering machine to take messages.

H. I should not have to call security to unlock classrooms for daytime classes: 5 times this semester, to date. Various excuses offered; is it REALLY up to the cleaning crew to do this??

Recommendations

23 h. Plant City needs additional security staff and security training sessions.
66 Allow the individual campuses to handle their own security and then have central reporting to ensure quality service, not central location handling all affairs for security.

**YBOR CITY CAMPUSS**

Strengths

36 Security at YBOR parking is a major plus.
336 h. Security is always here to help.

Weaknesses

86 they also have attitude problems, when called to unlock doors, they take forever, class is almost over by the time they arrive
228 Security could be better on the weekends. Sometimes it's hard accessing classrooms and restroom facilities. Students need the weekend courses, and at least some visible support from security.

Recommendations

67 Collaboration... each departmental campus needs to work together!
112 Parking is available but security is needed in the garage and to escort one to the garage, especially in the evening.

**DISTRICT OFFICE**

Strengths

322 g-Extremely quick completion time to assignments given; always accurate. Very willing to help. h-Very attentive and ready to help. Always courteous and a pleasure to greet.

Weaknesses

201 f/h security personnel could be more proactive to ease parking problems

Recommendations

6 They need to be much more visible all over the campus especially during the time between classes. And, they need to set an example! Do not smoke in front of their office door, do not smoke in the public eye. Speak to those who are breaking the rules and don't be one of the offenders!
30 Security is ok, but they appear to be unmotivated and unfriendly if they are bored.
BRANDON CAMPUS

Strengths

213 abcdefgik all of these area have strong customer service qualities

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.

Recommendations

283 hire tutors who have training to work with disabled students.

DALE MABRY CAMPUS

Strengths

79 They are wonderful!! I - I had a student who had an issue with the math tutoring center. Arleen, the director, quickly responded to me about the issue and did an amazing job of reassuring me regarding the matter. I would feel extremely comfortable referring any of my students to those services.

101 (i) excellent coordinator and excellent staff

253 The Students with Disabilities Office is doing very well under Alison Guest's direction.

Weaknesses

165 There is such a need on the Dale Mabry campus for services for students with disabilities. However, the students with disabilities are not receiving the quality of service to which they are entitled.

179 i. I sometimes feel that the faculty are seen as the enemy and the requests made are unreasonable.

Recommendations

16 Also disable students should have more of their own dedicated tutors so they can get more one on one tutoring.

95 For disabled students, explain in general terms why students get accomodations. Like why would you ever not be required to take essay tests or be allowed to use a dictionary.

165 Hire personnel who are familiar with federal requirements, knowledgable of student accomodations, and also who are willing to interact with faculty to provide an optimum educational experience for disabled students.

178 Not all restrooms are easy access for wheelchairs.

285 The services for students with disabilities are cumbersome and confusing for adjuncts teaching one evening a night in addition to working full time during the week.

PLANT CITY CAMPUS

Weaknesses

21 k. The disabilities coordinator is very responsive and caring. The problem is the testing center times, availability, and services (need a reader or scribe.)

221 i. another person needs to be hired to keep up with the demand at that PC campus.
I. Students with disabilities do not have tutors who are trained to work with them. Most instructors have no special training to work with them. 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.

Recommendations

hire tutors who have training to work with disabled students.

**YBOR CITY CAMPUS**

Recommendations

Collaboration...each departmental campus needs to work together!

Q13. CAMPUS SERVICE

j). STUDENT ACTIVITIES (CLUBS, GOVERNMENT)

**BRANDON CAMPUS**

Strengths

abcdefgijk all of these area have strong customer service qualities

Weaknesses

SGA seems to offer only entertainment events—this is a college campus. I would think they could include activities that might enrich the lives of students here—not just give free food (item j).

**DALE MABRY CAMPUS**

Strengths

(j) SGA on BR/DM very good, students involved

Weaknesses

j. we need more clubs for students.

SGA has lost touch with the students - would love to know where ALL the money is spent!!! All they do is "hang out" in the SGA clubhouse eating popcorn and drinking free sodas - It was a very sad day when Bill left the college - HCC lost a great president and a great person!!

Recommendations

Process to start club cumbersome. Clubs don't really need to go to SGA meetings every week. That's hard on commuter students.

J. SGA ?

**PLANT CITY CAMPUS**

Strengths

j. PC SGA is very active, enthusiastic and has the BEST interests of the students.

j. SGA have many resources that can help all students in the campus.

Plant City student activities and SGA are second to none! Excellent!!!!!

Our campus is most friendly, helpful and accommodating to the student. We have many services available to the needy student in the labs, student government, and advising.

Weaknesses

J. Student activities seem to only focus on ethnic events and serve food to the contracted cleaning staff.
The SGA has always impressed me at this college. They try hard to engage our students.

**Weaknesses**

SGA seems to offer only entertainment events—this is a college campus. I would think they could include activities that might enrich the lives of students here—not just give free food (item j).

Student government should hold real elections with the entire student body.

**Recommendations**

Collaboration... each departmental campus needs to work together!

**DISTRICT OFFICE**

**Strengths**

g and j. they get it...it's about providing service to our faculty and students

**Weaknesses**

SGA - SGA Advisors and Deans are not cooperative in following College procedures; they continually go against College policy and cause additional work for other departments; Deans do not exercise good judgement in advising SGA Advisors and students on appropriate use of funds or management of SGA Advisors' time

**Recommendations**

Campus Presidents to take a more active approach to ensure Deans of Student Services follow College procedures and make wise use of SGA Advisors' time and resources

**Q13. CAMPUS SERVICE**

**k). TEST CENTER**

**BRANDON CAMPUS**

**Strengths**

k. Very efficiently operated test center.

abcdefgijk all of these area have strong customer service qualities

**Weaknesses**

Test Centers: Need more hours (nights and weekends) and better paid workers who have been TRAINED. There should be a standard of operation that is the SAME throughout the College.

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

**Recommendations**

K, L. Not a smooth system for testing and tutoring students.

Train the testing proctor to effectively monitor testing situations.

**DALE MABRY CAMPUS**
Strengths

253 And, the Test Center has made changes as needed to meet the needs of the students.
301 Testing center is worth its weight in gold. Now that they have GREAT hours for students, needs to provide announcements of closing.

Weaknesses

193 k. attitude; not student friendly; shut down often during scheduled hours of operation; lost a test

Recommendations

171 Recognize the staff members who do stand out - and retrain the ones that don't.

PLANT CITY CAMPUS

Weaknesses

21 k. The disabilities coordinator is very responsive and caring. The problem is the testing center times, availability, and services (need a reader or scribe.)
23 k. The test center does not meet the needs of the students or the faculty.
277 K. Does not exist at PC campus.
283 k. Testing center does not have word processors for students to take tests. The test proctor does not monitor the students so cheating is prevalent.
290 The testing center at Plant city is so substandard. The students do not have the same benefits of DM. The hours are short, restricted and limited to the availability of one person. Cross training would be helpful.

Recommendations

23 k. The test center needs to be reorganized with the STUDENTS' Best Interests NOT the STAFF.
157 K, L. Not a smooth system for testing and tutoring students.
283 Train the testing proctor to effectively monitor testing situations.

YBOR CITY CAMPUS

Strengths

135 The test center at Ybor is a lifesaver!
275 Tutoring and test center are great. The staff is interested in student success.
299 Test Center does excellent job

Recommendations

67 Collaboration...each departmental campus needs to work together!
82 k. The testing centers should have a more flexible schedule (including Sat. hours) to accommodate our working students.

DISTRICT OFFICE

Weaknesses

234 13.k. Equipment failures
Q13. CAMPUS SERVICE
I. TUTORING SERVICES

BRANDON CAMPUS
Strengths

79 They are wonderful!! I - I had a student who had an issue with the math tutoring center. Arleen, the director, quickly responded to me about the issue and did an amazing job of reassuring me regarding the matter. I would feel extremely comfortable referring any of my students to those services.

101 (I) excellent supervisor, dedicated tutors
102 Tutoring Services (L). I've found that my students respond well to the advice given in the Writing Center.
311 I've heard good things about the writing/academic success centers/tutoring.
321 Brandon's new Academic Success Center is doing a wonderful job providing comprehensive tutoring services to students.

Weaknesses

290 No tutoring services for nursing students.

Recommendations

129 Hire tutors that could work with the prep reading students.
157 K, L. Not a smooth system for testing and tutoring students.
312 Tutoring services not available for psychology students

DALE MABRY CAMPUS
Strengths

79 I had a student who had an issue with the math tutoring center. Arleen, the director, quickly responded to me about the issue and did an amazing job of reassuring me regarding the matter. I would feel extremely comfortable referring any of my students to those services.

101 (I) excellent supervisor, dedicated tutors

Recommendations

16 The tutoring center should allow more walk in tutoring and help others as available. They should not turn people away for lack of an appointment.
50 I believe that all tutoring services should be evaluated as to the types of positions being used and that a more equitable, consistent, and sensible system between campuses and even within campuses should be developed.

PLANT CITY CAMPUS
Strengths

290 No tutoring services for nursing students.

Recommendations

157 K, L. Not a smooth system for testing and tutoring students.

YBOR CITY CAMPUS
Strengths

275 Tutoring and test center are great. The staff is interested in student success.
Recommendations

Collaboration...each departmental campus needs to work together!

Tutorial centers need more tutors, especially at Ybor. Could also use a larger location.

OTHER COMMENTS

Training; implementing best practices as displayed by the top schools.
takes their job for granted, thinks that they can't be replaced.
Get more State and Federal funding.
While all the services are "satisfactory" considering the staff have, it will be worth while to research the number of staff other institutions (comparable to our size) have. For example, while the registration, and student services areas provide very good services to our student now, this may not be case all the time. Most of the people "in the trenches" work for very low wages and with little support from management or unit leadership, at times. Realistically, they are the "first person our future, current student sees" when they visit any of the first floor service locations. Why not provide them with the tools needed to do their job in less stressful manner? If we are really serious about the data gathered and verified via this survey, we can identify funds to hire FT regular part-timers. We can also conduct a study of salaries for admissions, academic advisors, test center personnel and others can be done and we can align ours with the market. A specific example is the turn-over rate in the advising sector of our campuses. It's almost like we are the 'training camp for our next door feeder 4-yr. institution.' W months down the line. Our students suffer, the limited staff left behind suffers, the unit managers suffer, and the staff morale is in the pits. We are giving the impression that "we don't care" about the turnover rate. (I guess we can always underpaid labor, train them and keep going through the cycle). Senior staff, left to work in under-manned areas are expected to "make do," day-in-and day-out while the never-ending hiring process starts again. There's one particular exception, one particular FT regular student services position that is the one exception to the scenario above. It's a very-well paid position, occupied by an employee not capable of carrying out the duties of that position. Now, why would we keep all that money tied up for years, move the person around to less-demanding roles, keep them 'on the books', and hinder the progress we are trying to make. In my opinion it is not fiscally sound. It is absurd to continue awarding pay increases every year to a non-producing, not-contributing, person who can become a liability to the College at any moment. Grace has saved us the College at any moment. Grace has saved us thus far! Fiscally, we can fund at least two regular part-timers with those funds, maybe three. I understand this in only a survey, but I am confident that some good will come of this data. While I would not like to be "involuntarily dismissed" form my duties as a result of experiences expressed on this survey, I believe my silence can be a great detriment to the institution and an insult to my values and integrity.

Get rid of [3 administrators]. Also get rid of 35% of the administrators.
Training, training and more training. Supervisors need to review their employees work and take appropriate steps for improvement.
Once again, review operations with process mapping. Quit trying to improve operations by fear tactics.
Not necessarily a recommendation so much as an observation: construction on campus has tested the flexibility and adaptive skills of staff, faculty and students. I am impressed.
Provide fellowship opportunities for faculty and staff. Improve internal college communication - both content and frequency.