COMMENTS AND RESPONSES TO OPEN-ENDED ITEMS BY CAMPUS

These comments and responses that are for public distribution have been imported exactly as they were typed by the respondents. However, in those cases that an individual(s) could be identified in a negative context, either by name or by inference, a notation such as [name of staff member] is listed.

The number that precedes each response is generated within Snap, the online survey software package. These numbers are included only for ease of reading, to determine where one comment ends and the next begins.

Q1. Please describe strengths of each of the items that you rated ‘Very Satisfied.’

Q1.2 Academic Standards

Brandon:
106: I think that we have very dedicated faculty and staff.
181: When last re-accredited, we received very high marks.
352: Faculty are outstanding albeit grossly underpaid.
389: As a retired USF professor, I feel the academic standards at HCC are outstanding in comparison.
483: Faculty work hard to make sure our standards are high.
541: The instructors at HCC strive to offer a balanced education for the diverse student population we serve. There are varying levels of difficulty for each course offered, but overall the standards are kept high to ensure our population is prepared for the move to a university or the work force.

Dale Mabry:
14: In the Biological Science we maintain academic standards appropriate to college level courses. I have taught at other institutions that pressure faculty to lower their standards so that the "customers" are satisfied.
80: Most faculty on the DM campus maintain rigorous academic standards to which the students are held for the quality and focus of the work the students produce. And because the students are held to high standards, and because the faculty and the students share high expectations, the quality of academics on the Dale Mabry campus is excellent and that translates to a very satisfactory rating from this faculty member.
102: Our department understands what needs of incoming studentsband has develed outcomes to take them to the next level.
105: The expected knowledge by students are meet with HCC academic programs.
177: I very much like the required attendance policy for Prep Writing. I think it is essential that students attend class. I also think that the minimum grade of 70 to sit for the exit is important. The quality of the prep writing program is outstanding.
281: There are many outstanding academic selections for programs, careers, and audits.
307: Faculty that is hired has the qualifications to do a great job and students do return for a great education.
310: dedicated faculty and supportive deans
318: Professional instructors
380: The standards for the advanced math classes are at the level of the cooresponding classes at USF and UT.
553: Our learning objectives are high.
Plant City:
262: HCC has high expectations of their students
323: All programs have predetermined outcomes-learning objectives- that students are expected to achieve. Most faculty are aware of these and strive to adapt curriculum to meet these goals.
397: English, Math, Science, History, Religion, Public Speaking
492: The academic standards are driven by the published course objectives that are agreed upon between State educational institutions.
551: I believe that by keeping our grade point averages up the outcome is a positive college experience with other students.

Ybor City:
16: As a member of this committee, I can personally attest to the quality works that we produce as a college.
122: HCC complies with SACS accreditation and state mandated standards. In addition, the College has highly credentialed and competent faculty/staff to teach and maintain rigorous academic standards.
161: HCC follows the same guidelines as other Universities.
182: HCC expects the students to acquire new knowledge of learning in every class enrolled.
212: There are guidelines that the college follows and maintains that keeps producing the greatest results in the graduates who go on and reflect that greatness.
253: Teachers care about student's grades and progress. They expect high quality of work.
257: Faculty members commit to and maintain high standards for learning. I think we do a good job of articulating student learning outcomes.
275: The course director/manager has done an excellent job with setting standards for students to meet.
359: I worry about student complaints about grades...not sure if I will get backing from supervisors!!!
512: Reading program has a very rigorous curriculum to enhance students' vocabulary as well as reading comprehension skills. The support for student success is a plus in reading/writing lab.
528: The professors go out of their way to understand their students, and create a bond so the studies are better understood.

MacDill:
168: Testing, papers, Gordon Rule writing assignments
216: As an instructor I appreciated coming on board and receiving a standardized set of learning objectives.
280: Schedule well planned (MacDill Campus), good students - very motivated

SouthShore:
203: I can see that the students are learning and improving.

District:
39: Keeping up with articulation agreements between colleges and preparing for the workforce.
50: Good curriculum committees and Clusters - strong faculty participation and coordination with academic administration
369: The College upholds integrity.

Other:
452: Accountability and responsibility are important in setting academic standards. It appears that the College strives for high academic standards. This should be the goal in vocational programs as well.
Q1.3 Financial Resources

Brandon:
335: clean temperature controlled classrooms with adequate space good audio visual and technical equipment in each classroom

Dale Mabry:
177: We have everything we need. The college does an exceptional job at supplying all classrooms with high tech devices so we can properly instruct students. Yes, budgets are tight, but whose isn't? The college is well run, very clean (and cleaned daily) and extremely high tech.
255: I always have the materials I need.
281: An economic downturns this college are sponsoring many ways to educate its community
464: I'm always hearing about numerous scholarship opportunities through class, boards and papers, and emails.

Plant City:
262: alot of resources are available
344: College provides proper instructional tools: paper, pens, office supplies to support classroom work.
395: With the help of Plant City's financial aid program I was able to pursue my degree.

Ybor City:
117: Excellent so far.
212: The College maintains a great number of students that pay by grants loans and cash also fund raiser and contributions.
253: HCC's programs to pay per month have been beneficial to many.

MacDill:
168: Technology in the classrooms
280: adequate pay, on time, great classrooms (but not nearly enough to support the student demand)

SouthShore:
196: The quality of the South Shore campus is outstanding. The equipment is up-to-date and state-of-the-art.

District:
39: Grants available.
375: My son attends classes at HCC and I find that receiving his FASFA money goes smoothly
394: The Foundation seems to be much more active in granting scholarships and getting money than another place I worked.

Other: - No comments
Q1.4 Quality of Instruction

Brandon:
106: I think that a majority of the instructors have high expectations of their students and provide a challenging educational experience. They also make themselves readily available for help outside of the classroom.
107: HCC prides itself on having highly qualified and motivated instructors in the classroom and developing and offering student-centered courses.
197: I can only speak for myself. I make sure I deliver quality instruction in my classes. I have problem with getting the textbooks changed to a newer one in my World Religion class. It is important that the textbooks be changed in order to meet the goals and objectives for this class as set by the college.
258: The faculty and their support do an excellent job of preparing students for the next level, be it higher education or job preparedness. All that is required is the student show they are interested and willing to take advantage of access of instructors and services supplied.
335: Instructors are diligent in selecting text and online materials to provide students with multiple learning opportunities.
352: Faculty are outstanding albeit grossly underpaid.
389: Listening to my students, I find over 85% are excited about their courses and the education they are receiving.
483: Faculty work hard to be quality instructors.
541: Instructors are observed regularly and valuable feedback is provided to ensure instructors are maintaining high levels of quality control in their classrooms.

Dale Mabry:
42: I strongly believe the dedication the Faculty have to their students is well-above average. The Faculty of HCC go above and beyond their job description to help their students despite a lack of support from the Student Services Departments of HCC.
55: I'm teaching here.
65: I believe we have a top notch faculty here.
70: HCC produces quality students who do well at 4 year universities. When I worked at UT, we consistently received quality applicants from HCC.
80: While some adjunct faculty may not measure-up to the level of preparedness and effectiveness that most experienced faculty would prefer, the full-time professional educators offer our students a quality of instruction that equals and often surpasses what many students receive from much higher-paid faculty at the four-year institutions.
102: Instructors at HCC understand they are there to instruct and take it seriously.
155: We have the best faculty who work diligently to make sure that we are doing the best for our students.
177: What I have seen (and that is limited because I am in the prep writing program) is top notch. The instructors care, they work hard to provide students with many options for tutoring, advanced work, and remedial work. They are hard working, dedicated instructors who want the best for the students.
185: I know that people who teach at HCC are very dedicated to providing a high level of instruction.
202: I think the majority of our faculty are excellent teachers who are passionate about their work.
208: Health Sciences, General Sciences i.e. chemistry, biology etc
227: From what I personally know by teaching and from what I hear and witness, I am proud as to the high standards and good quality of teaching we maintain at HCC.
255: The State Exit Exam for the Prep Math program assures we pass only those students who meet the requirements for the next class. Each faculty member cares about the individual students and tries to adjust to reach everyone.
269: All of the professors I have encountered are devoted to helping HCC students improve their knowledge base.
274: For the most part, the Teachers at HCC are amazing. Very knowledgable.
281: The best faculty, staff and administration.
293: In my experience we have exceptional instructors especially given the diverse demographic of the student population.
307: Student do well at the higher institutions they transfer to from the AA side and from the AS side students gain employment at good salaries.
315: Staff of varying and diverse backgrounds has made for a good standard in academic expectations expected of students campus wide.
339: I believe HCC has some of the best instructors.
440: high quality well educated caring instructional staff
542: Professors have excellent credentials and extensive backgrounds, both educationally and socially. They appear to enjoy their respective fields.
548: quality & dedicated faculty
558: Teachers are given many resources to teach at the college

**Plant City:**
262: excellent instructions
344: The instructors are professional and dedicated to teaching.
397: English, Math, Science, History, Religion, Public Speaking
420: At least from my point of view (being a faculty), I strive to teach high quality education, with the future of students in mind teaching them how to think and solve problems in order for them to develop the skills needed for their future workplace like problem solving and analytical skills, as well as applications of education to their work field and lives.
449: Teachers are knowledgeable about their areas.
492: The instruction is presented at several levels: in the classroom the material is covered with examples and explanations; homework problems are assigned to reinforce the lecture (the problems have answers in the textbook and additional problems are provided that are worked out by hand; office hours are provided as well as tutorial support at the Success Centers.

**Ybor City:**
2: Objectives are consistent.
16: We prepare students "better" than other community colleges for university level coursework and programs. Our professors (instructors) work very hard to ensure that each student is afforded quality instruction via face-to-face, online, etc.
61: The faculty set high standards for their students, but also help the student to figure out how the student can reach those standards.
117: Well-Qualified instructors
124: All of the instructors that I have met seem genuinely interested in the students and provide quality instruction. However, I have only met a minimal number of instructors. However, in hearing the students talk, they seem pleased for the most part
136: I have always been happy with the quality of the classes I've taken here.
171: I feel that the instructors at HCC are very diverse and highly-motivated. It is a pleasure to work with my colleagues and I continue to learn from them and improve upon my own instruction.
182: The myitlab resource has a wealth of information for both the student and instructor. It is user friendly.
212: The college maintains the finest instructors who are very dedicated to their discipline. It is evident in the quality of education.
257: Our students do better upon transfer than native students which attests to the quality of instruction they receive here.
HCC can be extremely proud of the quality of instruction and instructors at every campus. We all work very hard and are passionate about our jobs.

Faculty are committed to high standards and passionate about teaching and learning.

Professors try to do their best for the students, they are prepared, do different activities to keep students engaged in the class but students seems to be unsatisfied, uninterested on learning. The students want to receive an A without any effort. Sometimes the teacher has an excellent lesson plan for the day and half of the class are absent. It's very discourage.

Real world experience of instructors.

There are always HCC announcements sent through our Hawknet accounts.

Every instructor I know goes out of their way to help students. That doesn't happen at most 4 year universities

MacDill:

Instructors with experience in teaching diverse populations

I enjoy teaching and always feel supported by the staff at MacDill and the students keep me sharp as well.

SouthShore:

The other instructors I have spoken to seem highly dedicated to good instruction. I know that I myself will always try to do my very best. The support staff have always been properly helpful.

I like the texts and input from my department chair.

District:

From what I have seen and heard, the faculty maintain a high standard for students.

Good faculty dedicated to active learning and teaching to meet student needs

Students and alumni share accolades for faculty and their preparation for continuing their education.

I only know that teaching part time has brightened my view of the students but I do hear about problems about "certain" teachers or subjects all the time.

Other:

Hillsborough Community College has dedicated instructors, both full-time and adjunct. The instructors are very informed about their subject matter and take extreme pride in their efforts to deliver to their student’s quality information. Most are concerned with student retention and providing the students with the foundation necessary for them to become highly productive citizens, employees and/or employers in their current and/or future careers.
Q1.5 Responsiveness to diverse populations

Brandon:
10: Institutional valuing of diversity.
85: There is a very diverse population at HCC Brandon, not only race oriented, but age oriented as well...it is nice to see students who have raised family's, and now want to get a college education......it's NEVER too late!
106: I think there are many opportunities for students to get involved on campus for support and fellowship from student activities and clubs to support from faculty and staff.
107: HCC creates an all-inclusive atmosphere, offers students support, and has a wide-range of course offerings.
181: We have a whole department dedicated to diversity and our vice-president is doing an excellent job.
197: I see a lot of diversity within the student population. I am not sure if the diversity is great within the academic staff.
258: As a whole the college offers all students the same opportunities and services know matter there background to include race religion gender or national origin. I believe this lends to our students being better prepared for the world of tomorrow.
335: I have seen no group bias in a very diverse student population. And at least in the math department at Brandon there are instructors (including adjuncts) of very diverse backgrounds and cultures.
352: [A staff member] is pushy, unprofessional, and racist.
389: HCC is a melting pot. If our responsiveness to diverse populations were weak, the population would be less apparent.
540: HCC has made this a top priority.

Dale Mabry:
14: All students, faculty, staff are treated equally and with respect at HCC. The population is reasonably diverse, there are opportunities for diverse groups to celebrate their uniqueness in a manner that is welcoming to all (i.e. SGA events), and there does not seem to be tensions between diverse groups.
40: I feel HCC goes above and beyond when considering diverse populations. The programs that are featured on campus (i.e. international student festival), the clubs, etc showcase our reach out to diverse populations.
46: From what I see we have many diverse clubs for students and campus programs for them to go to if needed.
55: We have a good EAP program, as well as student services.
65: I appreciate the awareness and support campus wide for diversity.
100: I feel that the community at the college is very responsive to the Latin community. During Heritage month, the lovely party and accompanying food and music was wonderful. I felt the same way at the International Day yesterday, caring and responsive. I have high hopes for the title 5 grant and the additional resources it will bring to the college.
102: Many programs for diverse populations are scheduled. English instructors stress using diverse selections.
167: College climate is diverse friendly
185: All instructors are here because of a desire to reach diverse populations. I am sure of the responsiveness of my colleagues to diverse students in their classes.
201: Diverse group of students reflected in population. Faculty prepared to meet the needs of these students.
255: The college is constantly spotlighting groups to encourage understanding and tolerance.
266: All cultures and ethnic groups are treated with respect and sensitivity on this campus.
I have been overwhelmed by the diversity of the student population at HCC, particularly at the Dale Mabry Campus. The recent International Fair was a wonderful event which needs to be celebrated at least every academic year. It provides the students and faculty/staff with cultural enrichment.

HCC seems to have high numbers of diverse populations in faculty, staff, and students.

multi-culture that satisfies equal opportunities.

I don't find this to ever be an issue. Accommodations are always made when necessary.

There are several programs, clubs, organizations which reach out to a diverse population of students at HCC and help them to feel connected to the school and their fellow students. We are now for the first time creating a French club on the Dale Mabry campus after asking for several years. The positive response and sign up was huge at Spring fling. The students will be given an opportunity to perform community service, explore the arts of the francophone world via plays, cuisine, movies, music. It is programs like these which help students feel connected and I am happy to see change and be part of this change.

I believe we go above and beyond diversity. Sometimes to the detriment to American values and culture.

being able to serve each student with the matter that they deserve

All facets of the Dale Mabry, instructors, administrations and support personnel cater to student needs.

We have everyone welcome

HCC is extremely focused on serving diverse populations--the most of any college at which I have worked.

the international exchange program, very good idea to bring diverse groups together

This college is excellent in handling diversity here on campus. Students, here are treated equally, and if not knows the procedure to take in handling a situation that is uncomfortable with them.

The college is very good about assisting students with special needs and communicating this to the faculty.

Our faculty, staff, and student populations is a beautiful blend of cultures.

Each class has new faces and interesting new people from many different cultures.

Diversity is addressed.

As a member of the new diversity programs committee, I can also attest that we involve ALL populations of student, staff, and faculty by celebrating ALL populations.

Excellent

At our campus, in particular, we have many programs designed to reach out to at risk student populations. In my own courses, I am very sensitive to their needs and design my course to take these into account.

Acomadation is made for diverse populations in classroom and support areas

I think HCC has a very diverse population and offers many activities to address various diversity groups.

I have received no complaints from students of various ethnic backgrounds.

The College serve well the diverse populations and have numerous programs that are geared to enhance the mention groups.

Our student services programming and range of services applied to the varied populations we serve.

Coming from the Ybor Campus, at least I see a great deal of effort being focused on assisting in the unique qualities of a very diverse population.
283: The programs I have seen directed towards all the different populations HCC serves are exceptional.
287: From what I can see, the College makes every attempt to provide opportunities and encourage successful outcomes for every student.
418: Students have expressed satisfaction with diversity.
434: HCC is more accessible to any level (economically and intellectually) of students than any other university.
458: Here at Ybor, I think that we really go out of our way to promote cultural diversity. I think that we are very good at educating our students about other cultures.
528: The Ybor campus is extremely diverse, it is an eye opener, helps you better understand people.
530: The EAP program provides academic opportunities for students with a wide range abilities from a variety of geographic and ethnic backgrounds.
544: I have been with HCC for 11 years and have always taught a diverse group. There are always meetings and clubs advertised all around the campuses for a multitude of different groups and interests.

**MacDill:**
168: Quality instructors
216: No issues, I have always have a wide variety of students.
280: Diverse population at MacDill AFB - civilian, military all ethnicities and races; great faculty

**SouthShore:**
128: Multi cultural classes allow for more discussion
195: We have really done well achieving this goal. My students talk to me a great deal and students from various cultures feel very comfortable at HCC. Way to go!
203: I see a very diverse student body in each class, age, race, and ethnicity.
256: The diverse student populations needs seem to be taken care of in a very professional manner.

**District:**
29: I have seen many efforts to attract and to assure the success of minorities and those in need. I just hope that the students in the majority (whites) are not overlooked in the process.
220: HCC is very well represented among the African American and Hispanic populations.
289: The college ahs various conferences, scholarships and programs to encourage minorities.
332: There is an abundance of cultural events on the campuses, as well as college-wide celebrations for Black History month, Hispanic heritage month, and women's month.
394: I not only work with a very diverse population, but my College Success classes are really a "mixed bag" of races, creed, colors, etc. They all seem to get along quite well too.

**Other:**
452: The College responds to diverse populations through hiring and student involvement.
Q1.6 Student learning outcomes

Brandon: - No comments

Dale Mabry:
9: Speaking for my Cluster (#4) I am assured that our outcomes and objectives have been very thoughtfully developed.
80: The learning outcomes that most of us faculty have in our courses mirror the level of rigor and expectations that we faculty have for the quality of work from our students.
102: MUCH time has been spent developing our outcomes and they are logical focuses non real world needs.
167: Students receive a quality education that surpasses most expectations of a community college graduate
281: In many cases student' outcomes speak for themselves.

Plant City:
273: I would have to say that the tutoring systems here is great. The tutoring staff here goes above and beyond helping students to obtain that breakthrough they need to understand a certain course.
395: I have learned much in my first year in college and continue to learn each day.

Ybor City:
2: Outcomes are consistent.
61: The content covered in classes in the SLOs gives students the necessary skills to succeed in any subject, in any branch of the job market.
117: Faculty understand the importance for assessment
124: Obviously, the students that I have taught tend to be generally very bright and interested in their class subject matter. As a result with good instruction and motivated students, their learning outcome excels.
171: I believe the learning outcomes for students are quite clear and encompassing of a curriculum that will prepare them to go onto a bachelor's program.
182: The tools given allows the instructor to monitor their progress.
212: The student are learning various disciplines and excel in their fields of study.
253: Again, teachers care about student's outcomes in class. They expect high quality of work.
418: The collaboration between the faculty and the administration in the development of learning outcomes has made a difference for students.
528: I love coming to Ybor campus everyday, I enjoy my professors and the bond we all share.

MacDill:
168: Objective, measurable
280: very few students with low academic achievement
472: Courses are developed around the outcomes and faculty are able to assess the outcomes the students reach.

SouthShore:
203: I can see the students improving.

District:
394: Expectations are high but I think some rules and regulations need to have more teeth as far as the students are concerned. It could be a generation thing, but it seems like I was not "like these kids when I was their age." So it goes.

Other: - No comments
Q1.7 Official internal college communication

Brandon:
314: College use of technology: e-mail--phone if necessary etc. to get information to the faculty--especially as related to student issues and college learning opportunities.
389: I feel HCC strives successfully to achieve balanced and useful communication standards.

Dale Mabry:
46: We are well informed of activities and notices through emails, bulletin boards and posters.
55: Our e-mail works fine.
75: I feel that, as realistic, my Dean and the College Administration as a whole does an exceptional job of sharing information. I am aware it is impractical to share all that is happening because many things many not come to fruition, but I feel more "in the loop" at HCC than I have at any institution in the past.
102: Always feel informed and administrators are clear about needs.
116: E-mail works great
177: I enjoy all the emails that adjuncts are provided and it helps us feel included and up to date. Your system for emergencies is excellent, and your updating provides a wide range of information that helps adjuncts feel a part of the campus and college wide activities.
208: E-mail is an excellent method of communication
281: Sensitivity is high, concerns are objective, with structural integrity.
398: All internal communications have been professional and done in a timely manner.
482: email is sent in a timely manner. Important information is passed along
542: Hawknet is extensively used by students and college personnel on a daily basis. Program managers communicate effectively.
545: The HCC community is kept abreast of District and multi-campus news via regularly published internal newsletters, email, etc.

Plant City:
273: The staff here is easy to communicate with and is good on setting appointments with students on a one on one basis.
291: Information that affects the entire college community is sent out to everyone in a timely and efficient manner.
323: Good. Most of the time. but a lot of e-mail is noise that doesn't need to be sent to everyone. The important info re: updates, upcoming events etc. are helpful.
395: With hawkmail and blackboard communications between students and teachers is as easy as a click of the mouse.

Ybor City:
212: Has been very effective and there is always room from improvement.
253: I always receive information about what is going on at HCC in a timely basis.
283: The quality and timeliness of internal communications is excellent. Very helpful in giving overall picture of college, goals, direction.
359: Appears to actually be outstanding...
505: Good email.
528: There are always HCC announcements sent through our Hawknet accounts.
530: I receive a plethora of information about things that are happening, opportunities for growth, requirements, concern for families, how to get aid, new programs. I think we are kept well informed.
MacDill:
168: Staff and faculty work together as a team
216: No issues, communications are always good and timely.

SouthShore: - No comments

District:
245: Very professional. Not inundated.
457: often and complete by email

Other:
452: Community announcements as well as College events and announcements are communicated well. It would be helpful to have a scrolling news alert on the website for students, faculty, etc.
Q1. Please describe weaknesses for each of the items that you rated ‘Very Dissatisfied.’

Q1.8 Academic standards

Brandon:
268: Academic governance is thoroughly dysfunctional and needs to be reviewed and restructured.

Dale Mabry: - No comments

Plant City:
291: The academic standards are unacceptably low. We are graduating students who cannot put a simple sentence together properly, although they may have received "A"s and "B"s in English and Gordon Rule courses. We are contributing to the dumbing-down of our citizens, which causes me great concern for our future.
344: We continue to allow students who are clearly not ready to attend college: low CPT scores and maturity levels. The instructors bear the weight of failure and lack of completion rates. The students should have a "serious" orientation--a Dean should be present for each orientation and clearly state that absences, late arrivals, and classroom disruption will not be tolerated so that the majority of the students may learn in a classroom that is centered on learning and progress. Going to the Dean after a student has terrorized a classroom is too late.

Ybor City:
140: Too many students in my exit-level courses show little improvement over those in my first-level prep classes. I believe they are just being passed along too easily.

MacDill: - No comments

SouthShore: - No comments

District:
28: I believe that we don't hold students to a high standard. The courses are dumbed-down.

Other: - No comments
**Q1.9 Financial resources**

**Brandon:**
- 326: Students are unaware of the consequences when they drop or withdraw from a course.
- 352: Administrators get paid too much!
- 430: not enough monies we have been scraping the bottom of the barrel.

**Dale Mabry:**
- 27: We only are supplied with paper and pens and even that is questioned! Also at the Advising Offices from campus to campus the material varies and that should not be.
- 70: HCC's limited financial resources prevent us from producing quality programming, etc. The prior policy of allotting the same amount of financial resources to each campus, regardless of size, meant that smaller campuses had an overabundance of resources and vice versa at larger campus(es). In addition, even though state policy requires us to bid out to companies and go with the least expensive or provide justification for going with a higher cost company, the culture must change on this item. Many times projects have had to be redone at a higher overall cost because an inferior company was initially chosen. The culture must allow for a more receptive reaction to justification for a higher cost company when quality requires it. Employees should think that if they submit justification, there will be support as long as sufficient evidence/reasoning is provided.
- 116: Biology labs need more money to keep up to par with other colleges and universities.
- 274: I overhear the students complaining about this department constantly! The staff seem to be rude and unhelpful. It appears that a better system needs to be implemented. It would benifit the college exponentially to make this department run more efficiently.

**Plant City:**
- 324: It seems that [a staff member] over rides the concerns of the employees and students and does not really listen to the [staff’s] concerns or recommendations even when there are statistics to support the requests.

**Ybor City:**
- 279: I think we are all morally damaged by the lack of and misuse of financial resources in this state across the board.
- 524: Not enough funds to carry out program needs much less allow for program upgrades

**MacDill:** - No comments

**SouthShore:** - No comments

**District:**
- 145: 1. Admins/Managers on fulltime salaries are also teaching or completing degrees online or other projects during work. Means their department gets shortchanged in leadership, things don't get done, and worse - students who get them don't get fully committed instructors. No fulltime employee should be allowed to teach more than one class per term and shouldn't be teaching elsewhere on the side. Where's the equity when everyone EXCEPT staff (who earn so little) got a raise and cost-cutting is a real concern? 2. Reverse decentralization so we have less management (Deans, Directors, Admins. etc) and can spend money on staff, advisors, etc (front line personnel) to support students. We hire advisors at $10K less than St. Pete and turn-over is frequent - it costs less to pay someone fairly than to pay cheaply and keep replacing them. 3. Where are training classes for students every time we upgrade or switch to a new technology? Just as we train faculty, staff, etc. we need to provide training in all college-supported technologies for our
students. 4. Don't always order supplies from OfficeMax - Amazon sells same for about half. 5. With audio-video conferencing/ conferencing etc. small meetings should not require travel. No admins should get reimbursed for mileage to campus meetings - it should be an expected expense at that level. 6. Travel budgets must be cut - conferences attended should have information beneficial to department not just leaders. 7. Dr. Atwater should clean house (especially HR), offer retirement packages and get the dead wood out of here so that we have money to hire lower-costing, more diverse adjuncts, and create programs to serve our students.

220: Lack of state funding and difficulty in obtaining assistance with financial aid questions/problems
457: poor response to students; numerous errors; employees giving mixed messages.

Other: - No comments
Q1.10 Quality of instruction

Brandon:
514: No written policies or procedures

Dale Mabry: - No comments

Plant City: - No comments

Ybor City:
86: In my department, we have no coordinating meetings, no level meetings, no subject meetings. Individual teachers strike me as capable and conscientious. How much more could our efforts be leveraged with bi-weekly meetings discussing usefulness of texts, scope of classes' curricula, individual student problems and strengths, opportunities and resources? I'm unhappy that class size is determined by how many bodies the fire department will let us cram into one space. Would it be possible to factor in, say, learning considerations? My department at USF limited class size to 16; SP College the same. My classes have up to 26 individuals. Just the quantity impinges on the quality. Students feel less connected, drift off into small discussions, the class wastes time.

MacDill: - No comments

SouthShore:
78: I've seen and heard of too many examples of instructors who simply seem that they could not care less about the outcomes of the students. Many are unable or unwilling to adapt to the needs of different students or take the time that is expected and needed of them as quality instructors in order to aid students, even in any small way, to try and help them understand the course material. There are also examples of fantastic instructors who do take the time and make the extra effort for their students, but that seems to be the rarity rather than the norm. I truly think more direct classroom oversight, evaluation and training is needed for many of the professors - especially those who are new to the college or to the profession for that matter - to make sure that the students are receiving the best that the job-seeking teacher pool has to offer.

District:
358: You do not get instruction.

Other: - No comments
Q1.11 Responsiveness to diverse populations

Brandon:
22: not enough is being done to assist
268: Our course offerings do not serve our diverse student population. For example, our history curriculum continues to focus on US and European history, ignoring Asia and the Middle East.

Dale Mabry: - No comments

Plant City:
476: Dr. Atwater I am a student at the Plant City Campus and we do not have a strong presentation of African American staff, not speaking of the cleaning service. I am speaking of the instructors. We need Full time African American Male and Females as instructors. I am apart of Colligiate 100 and African American Student Union both clubs are to be minority base clubs and we do not have minority advisors due to the school not having any present on our campus. I feel that some type of adjustment needs to be made. Along with me are many students and staff memebers that feel the same way. Thanks you for this oppertunity to express myself

Ybor City:
150: An abundance of unqualified employees

MacDill: - No comments

SouthShore: - No comments

District: - No comments

Other: - No comments
Q1.12 Student learning outcomes

Brandon: - No comments

Dale Mabry:
206: Students are underexposed to critical thinking about economic and political issues, resulting in poor personal financial management and low voter turnout.

Plant City:
291: A joke! Grades are inflated, and learning outcomes are not a priority.

Ybor City:
69: The population of students here at the Ybor Campus are in Prep classes, most of these students are not successful in these courses. Which causes a repeat in the cycle and the students are often frustrated and end there college career before it begins.
150: Students act like they are in high school
434: Few students has the motivation to do well in the class and they studied very hard. They tried to apply their knowledge in real situation. They are never absent. They are great! but... There are others that wants extra credit for everything because they are failing the class. They blame the teacher on how poorly he/she teaches or how much homework he/she gives. They don't come to class half of the time, but they want extra credit when they come, just for being seating in class. When they are in class, they are texting even though is prohibited, and if the teacher say something about it, they get upset and run to the Dean to complain about anything they can think of, but it's curious that they neglect to mention all of the above misbehaviors. I have seen many times when the Deans listen to the students and comply with their request without consulting the teachers. I have heard students saying: Don't the Dean go in favor of the students all the time? It's very sad and it's not only in HCC but in all the universities I have taught.

MacDill: - No comments

SouthShore: - No comments

District:
145: We have lots of meetings on why student's aren't doing well but we don't implement effective measures for change. Visit "best practice, award winning" schools and emulate their techniques and programs here. Change starts with better, fresh-idea faculty who are willing to try new things but HCC "waits" or worries about faculty buy-in. Admins need to create the sense of urgency for improvement and charge faculty with reaching higher levels. We had a First Year Experience (FYE) program here five years ago that attempted to get immediate feedback from faculty via Datatel which would "alert" our success center labs to contact students for reinforced learning. Faculty didn't want to be bothered with checking off an extra box in online roster (EARS-early alert response system) or "touch-base" (proven effective measure to keep students in class) with the students. With no management level buy-in for reinforcement it died and everyone went back to talking about the problem. Stop talking and do something!

Other: - No comments
Q1.13 Official internal college communication

Brandon:
10: It is woefully inconsistent.
56: no communication between campuses each does their own thing
90: E-mail and Phone call communication has many times been slow, or no response was received. Supervisors, as a third party contact, had to be involved in the effort to garner a response before this was achieved.
107: Is in significant need of improvement. Email has been deemed "the official means of communication" but much is covered in meetings that is never communicated beyond that space. "Public Folders" is still an ineffective means of organizing important documents and other materials. But it isn't just about technology - it is about a systemic desire to effectively communicate, particularly to engage in dialogue instead of monologue. Requests from individual faculty members, groups of faculty members, even required standing committees are disregarding, sometimes without concern of consequence for the faculty, students, or the college at-large. We are often "told" rather than "asked", and often when we are asked if our answers don't fit the predetermined plan or agenda then they are ignored. How frustrating is that?
132: There is poor communication in most areas at HCC. A lot of decisions are made without bringing pertinent folks around the table; much done via email it appears. Once decisions are made very poor in communicating those decisions to staff. Decisions are made reactively instead of proactively.
352: Horrible...
362: Very poor communication between Accounting, Purchasing, and Warehouse. I feel the greatest weakness is in the Purchasing Department.
514: simply the lack of communication i.e. The lack of passing on detailed information to specific site location.)

Dale Mabry:
27: We hear about it after the fact or after the approval or dismissal.
42: HCC consistently distributes information through many different avenues most of which provide said information in a manner not consistent with other sources. The HCC website contains numerous pages of incorrect information and far too many people are granted authority to disseminate information when they do not have a full grasp of the information.
206: I submitted an HRAR-1 to my dean on February 2nd, having heard nothing in a week from my phone call to HR. A month later one of my colleagues told me there's a specific HR person for that, so I emailed her and made an appointment at her office which she did not keep. I have since been told by another colleague that her supervisor is absent on medical leave. In sum, it is impossible to communicate with anyone in HR. This is far from the first time I have found District staff absent or unresponsive.
248: there is a lack of communication in our dept. information not getting passed down
349: My experience with trying to reach employees, especially Student Services, has left me feeling strained to reach folks working at HCC.
388: For it to be 2011, HCC is not with the sign of the times. There needs to be more technology present and used in a college environment. Especially with email and web page information
409: changes to policy and procedure occur and then information trickles to those who actually have to implement the changes therefore causing frustration for students, faculty and staff.
440: its just weak- cant further explain weak.
502: It seems like there are so many people doing the same work and we oftentimes duplicate our work. The concept of "Oneness" would be excellent to actually practice. Sometimes it feels as though we work against one another.
Plant City:
303: The breakdown of communication is really bad. Sometimes the information that is needed at the campus's are not pass time either in a timely manner or at all. Also, in some cases, the people that need to know the information, do not get the information.
324: The grapevine knows more about what is happening at the college than most employees and their information is more reliable than asking an administrator.
333: Communication at HCC is very poor. At the Plant City Campus, information is "filtered". There is a disconnect with the rest of the College, and many of us feel that because we are at Plant City, we are viewed as "second class citizens." We have even been told that the Plant City Campus is "dead a _ _ last!"
344: Too many departments are not synchronized on rules. Deans are not aware of or agree with Cluster guidelines. Many are not aware that out college still follows the Gordon Rule on Writing. It may not be mandated by state, but it is mandatory by our college because we have the transfer agreement to State colleges and those state college kept the Gordon Rule.

Ybor City:
2: [A staff member] on the Ybor Campus is a horrible communicator and very divisive.
32: Terrible, college has too many incompetent people that don't do their work and are never written up for this. An example would be financial aid reps that just show up to work and have a really bad attitude. This is the reason why students get so agitated and frustrated. No one really knows the real answers and students are given a run around. All they do is move staff around with a slap on the hand. This college is far from professionalism and not up to date with technology. I'm so tired of hearing "it's just the HCC way." I'm glad that we as staff member's can speak up and you as the President of the college must hear.
58: In most cases poor planning leads to other departments having to pick up the slack and cost over runs.
86: Wasn't sure how this differed from "quality of instruction," so I checked dissatisfied. But now that I think of it, though, that little flier which comes out with the schedule on the front always reaches me about six days into that schedule. Also, I've heard [a staff member] complain that [staff] don't give him what s/he needs. With all due respect, s/he has just complained about his/her own performance. We're about teaching here, right? ...and [a staff member] doesn't know how to communicate expectations? (?)
150: Administrators got a payraise. Employees doing the bulk of the "grunt" work have not received any payraise and have little if any info on why and when a payraise is coming
257: Important policy or procedural changes have no formal implementation process or notification/communication protocols. Changes are rarely communicated in a timely manner to all who need to know. Often front line staff -- those who need the information most critically -- are the last to know.

MacDill: - No comments

SouthShore: - No comments

District:
28: There is no communication of any worth.
71: Departments do not communicate well with each other. Students call looking for information, and when you don't have that information its hard to get them that if Departments don't answer the phone or at least inform you. Knowledge is power and if everyone new a little something about each others departments I think you would have more satisfied students.
79: Decisions are made without all of the stakeholders being informed, present, or part of the decision making process. This happens in all areas of the College. Many times decisions effecting the
ability to perform my job duties have been made and not communicated to me. Before, during, or after the decision has been made.

145: Outlook needs to be updated with everyones correct title and location now. If email is the official means of communication within the college, outlook contacts must be correct. Innteroffice mail envelopes get misdirected or lost - scanning and emailing documents should be done as often as possible. Again, decentralization means that each campus is getting information differently which can mean inaccurately. And each level of management may decide the information doesn't get to staff which leads to confusion about policies and procedures. Why aren't the steps or processes for things like travel reimbursement, Pcard reconciliation, how to enter a requisition, the steps it takes and where invoices need to go to be paid? the State of North Carolina posts this on their public website for all government employees and the public to see. Since we offer negligible training for those in staff assistant positions yet expect many to do accounting level work, we need to provide clear directions. Additionally this would cut down on the repetitiveness of calls to AP, Purchasing, Travel, Payroll, etc.

390: Too many times the person tasked with doing a project is not included in any preliminary meetings so they are in the dark about the project or appear not to be doing their job

Other:

276: Many employees do not respond at all or in timely manner to emails. Employees also could use crash course on email etiquette.

405: Student Services lacks greatly in communicating what is being told to the students to the internal staff. The procedures and policies, or lack thereof, change constantly and unfortunately it is not a "one size" fits all category. Also, student services at most campuses act as though they are doing the students a favor. They could use a good dose of good customer service and just how to be NICE to the students as well as the staff. Also, we do not have professional courtesy at any of the campuses or District, where a staff member gets the assistance they need. If this was corporate, this wouldn't even been open for discussion because at the end of the day it's all about teamwork and the best customer service you can provide. The first customer is the person you sit beside!

547: The established official form of communication for the college is e-mail, yet many managers don't acknowledge or approve of that.
Q1.14 Please provide any recommendations to improve service quality at the College-wide level.

Brandon:
10: Stronger leadership, responsiveness and communication from District.
18: it seems like the left hand doesn't know what the right hand is doing at times.
56: Monthly advisor meetings with ALL campuses so we are all doing the same thing for the students
59: need more FT and PT staff to serve the increase in students and faculty at the campus.
73: Rewrite categories in public folders so one doesn't have to spend hours trying to find something...only to eventually give up
85: I strongly recommend that each campus, not just Dale Mabry and Brandon, have a Physical Education Department, so that students can have the opportunity to work-out, and take classes that will not only enhance their health, and get them into shape, but will relieve a lot of the stress of college life. This would be a great addition to the HCC curriculum!
107: Hiring communication consultants from outside the college or seek the advice of those with degrees in communication for help with improving communication at the college. Get rid of the "us versus them" mentality that lies under the facade of "we are here to help you."
125: I filed a request with HCC LIVE to find out why one day I found someone else's USER ID on my laptop. The USERID I had found was [___ADMIN]. Despite two reminders to my question they have not answered -yes they did email me a ticket number, but after that nothing-. (The initial question was sent to them two weeks ago). I have also students complain that HCCLIVE does not respond to emails.
132: Students are constantly given the run around. Departments do not work in sync with each other. One area will clear a hold or restriction, for example, and that clearance doesn't coordinate with other screens. So the student may think an issue is resolved but it hasn't wholistically been taken care of. We state that we are "One College" and I completely believe in that philosophy, but service wise--we do not operate that way at all. The coordination of services needed to accomplish this is not in place. We are so de-centralized that there is no one or district department coordinating individual services across the college. The PMTs are the closest to district coordination we have.
139: Openness means being able to listen to new ideas, even if they do not conform to the usual way of thinking. Good leaders are able to suspend judgment while listening to others’ ideas, as well as accept new ways of doing things that someone else thought of. Openness builds mutual respect and trust between leaders and followers, and it also keeps the team well supplied with new ideas that can further its vision. Our Administrators need to be more open, try the ideas of others for your departments, sometimes we are to close to see what's wrong. First day mandatory attendance will work, try it.
165: Adjunct faculty are responsible for the majority of classes. My concerns: 1.Our salaries are poor compared to the national average for adjunct faculty. 2.There is no salary differential for Ph.D. prepared faculty like myself. [Name of faculty member]
181: Parts of the administration, such as academics and student services should be located on a campus with student access and not at the district offices where no college classes are held.
197: The Program Manager should have more interaction with the academic staff. This may not be a college wide problem. I am only speaking as it pertains to my situation. Academic staff should demand more from the students in terms of developing the habit of reading.
258: More day to day involvement of administration with students and staff, this could be accomplished by just touring the campuses on a regular basses, especially each individual campuses administrators.
314: As an adjunct--I am generally satisfied with the quality of services and help that I have been provided to date. One observation and "problem" is that in sharing office space with other adjuncts (which I know is necessary) it is often frustrating--the level of noise and confusion in the
room when other instructors are in conversation with each other or their students. Yet, this is perhaps unavoidable.

325: Better coordination between campuses is needed with regard to academic policies and procedures - we sometimes function as an "adhocracy" to far too great an extent for a major educational institution. I am happy to see the focus on fixing the problems with the I.T. infrastructure and software, however more needs to be done and hopefully the recent efforts will move us in that direction.

331: First, I would put money into the small and simple things on campus, like fixing all the water fountains and making sure they all supply cold water, or upgrading some of the VERY old bathrooms. If we are taking the initiative to be green, then we could install motion detecting faucets and/or toilets and paper towel dispensers. Secondly, we could step up our recycling efforts. For every garbage can on campus, there should be a recycling can right next to it, especially in the cafeteria, where the most waste is produced. Third, instead of spending hundreds of thousands of dollars on erecting a sculpture in front of the school, why not put that money toward paving the overflow parking next door to the school (in Brandon)? I have spoke to many students who agree and alumni who also agree. Also, I think that students could use some healthier alternatives in the cafeteria. Right now, our options are pizza, muffins, bananas, fried chicken fingers, french fries, granola bars and protein bars, a cuban sandwich (which no one knows about because it is not on the menu) hot dogs, and the panini selection. How about more fruit? Lastly, there does not seem to be a norm for the curriculum campus-wide. In other words, I am of the opinion that if you take the same course through two different instructors you should be able to learn the same material, in the same way, relatively speaking. As well, it seems that the Mathematics program has material so crammed into a semester that it is even hard for some of the professors to keep up, let alone the students. Thank you for this opportunity.

338: Student services needs more staff. They also need to adapt to provide more virtual services to distance learning students. Libraries need more Librarians (and staff) as identified in their program review. In addition, a designated digital resources librarian would be ideal to meet the distance learning/eResources needs of the college. Understanding that money is tight, we can not expect to increase enrollment (both physically & virtually) and not provide the faculty & staff necessary to meet the demands. I like the President's focus on revamping IT and technology at the college. I'm anxious to see these work groups get started. The wireless infrastructure update can not happen soon enough.

352: Fire [a staff member] immediately, and don't let her interfere in the hiring process. HCC should be looking for the best people to hire. What those people look like is irrelevant. Faculty and staff should be paid more.

362: I feel that HCC could use an Operations Manager to facilitate communication between departments.

389: I think we're doing well.

437: For student Financial aid find away to put more functions online .rather then have hundreds and hundreds of students come here and line up for hours and hours on end to see a person.

455: Educate teachers on how to utilize the tools available on Hawknet. Some teachers do not know how to upload files so that the class can have access to them, or even open a drop box to submit assignments online.

471: Consistency accross the campuses does no harm to academic freedom. Faculty members should PREPARE THEIR STUDENTS FOR THE NEXT LEVEL NOT JUST TEACHING THEM TO PASS THEIR CLASSES.

477: Better communications and interaction among the clusters across campuses.

514: update the alarm system, update the rate of pay to the 21st Centry, Better treatment toward employees (i.e. security officers) not to mention the inturnal corruption.

540: We need better and more IT staff. I do not believe our current methods of placing students in college level English courses are very accurate. Too many need remediation, yet many who do
are placed into college level writing courses. As a professional educator, I work with all who enroll in my classes, but it is unfair and perhaps unethical to place students into classes for which they have little hope of successfully completing. Our campus would benefit from campus-focused faculty meetings (as opposed to "in-service style" lectures that do not necessarily address campus concerns). We need to re-consider our curricula in many courses in light of contemporary realities (e.g., most students would benefit from a more advanced Intro to Computer course--they already know computer basics).

Dale Mabry:
14: The different campuses and their entities need to work in a more cooperative manner instead of the competitive manner that I sometimes see. This is a great college and we could be even better if we worked together instead of against each other.
20: More information to adjuncts before they start their first semester. More intern information to adjuncts throughout the semester.
42: CENTRALIZE ALL STUDENT SERVICES/ REBUILD THE ENTIRE HCC WEBSITE
***Control editing capabilities of the website to District-Level
46: Be aware that the Dale mabry campus is the largest campus and may need extra help during high volume times to give better service to the student community.
55: I believe that the writing standards for students to be enrolled in 1000 level Gordon Rule courses should be raised. Instead of being able to write a paragraph, they should be able to write an entire essay. Unfortunately, I have had many students (an increasing number in the past couple of years) who do not really possess the necessary academic skills to succeed in my classes.
65: Facilities. Especially around the Technology building (DM). Paint is peeling, lights are out, heat and cold is inconsistent.
70: This would need to be a cultural change at HCC, which would take a decent amount of time and lots of communication not only from the top down but also throughout departments and middle management all the way to the front level staff. An email campaign alone will not cause this change. Mandatory professional development and programming, as well as presentations from leadership on a continual basis would be required. An overall focus on customer service would be required. Another issue to be contended with is hiring employees with lower education than positions should require because of low associated salaries. HCC pays employees lower than St. Petersburg College (and this was the case when SPC was St. Petersburg Junior College), Valencia Community College, etc. When front line employees with no college are hired and interact with students, it is impossible for them to fully understand the college student experience and thus makes it challenging to provide quality service to someone whose experience they have never gone through.
88: Part time instructors NEED to receive some way to earn paid time off. HCC will not be able to retain or garner good adjuncts by NOT paying them for required office hours (which sounds illegal) and for not giving a way to enable the accrual of paid time off.
97: One thing that I hear from a lot of students is that they did not realize that they have to apply for graduation. This is especially true regarding student who have only been out of high schools a few years. In FL, when high school students complete their requirements for a diploma, the school's administration/guidance department "takes care of the graduation process." It should be incorporated into both the cyber and standard orientation that registering for graduation is the student's responsibility and does not just happen. Let' fix it!
102: More time effective registration and advising process. # of classrooms to reflect FTE increases.
111: None
112: Technology workshops should be offered together with the contract paperwork, not upon request.
114: Hire more full time instructional staff and develop clear college wide policies. Create a way for administrators to understand what faculty do on a daily basis
115: As an institution changes are made at the lower end and on at the top when a President retires, moves on etc. Yet we continue to have some of the same issues. My belief is that unless changes occur in the mid level range, deans etc the status quo continues, people leave because of their dissatisfaction with the system. HCC is a great place to work but sometimes we are our own worst enemy.

134: Facilities maintenance on Dale Mabry campus seems to be unresponsive to campus requests. Online requests are not being addressed and still no communication about priorities in getting fixed or if/when things will be fixed. Could part of the problem be that Facilities is a district reporting function that does not report to the campus leadership? Seems this way.

141: We have a lot of part time instructors that do not always get as much guidance as they need. My students comment every semester about instructors that let them out of class early, sometimes as much as half an hour. I have so much to cover in class that I don't understand how they cover all of the objectives in less time.

149: It would be helpful if all departments would "learn" to support and respect each others expertise within the College, and literally take the time to observe, if needed, and appreciate what each individual department does, and have to go through on a daily basis, and not tear the other down as "some" departments tend to do when it relates to student concerns and accusations. We are considered "Hillsborough Community College", a "College of One". It should be a body that functions as a whole. How can the hand function properly without the fingers and thumb attached? We are not separate entities. Other than what I have stated, HCC is a great place to work and receive an education. Thank you.

166: I hear a lot of complaints that HCC employees were rude, did not explain things well. Everyone who comes to any of the HCC facilities should be treat as customers. If a student does not have a pen to register then we should provide one for them with our name on it.

167: Some programs appear to receive more resources (staff, equipment, nicer classrooms etc) than others even though a program may be increasing in student enrollment.

177: I am looking forward to seeing how HCC progresses as it becomes a 4 year college. I think it will be an outstanding service to the community. Why send the students elsewhere when they could continue right here with excellent programs and strong teaching.

185: I think we need to critically examine how retention strategies interact with quality of instruction and level of challenge that we provide. If the level of challenge presents problems for retention, then we need to critically examine the concept of retention. Would it be possible to identify students who are not interested in completion and offer them alternative programs more suited to their needs? If students are dedicated to vocational development, how much academic coursework should we require? What should the level of challenge be in those courses? I think the best option would be to think about retention and occupational tracking simultaneously. Should 'informal' students - those who just want a computer class to improve job skills - be counted into our retention numbers? Is there some way at admissions to separate those 'casual' students from those who are interested in pursuing a 2 year degree? Could we identify students who would prefer occupational training from those who want to complete a 2 year program to transfer to a 4 year institution? Can we improve retention for students who begin schoolwork without a clear goal and later decide they do not want to pursue an academic degree but a vocational certificate? Is there a way to provide a 'track' for them to help their retention while strengthening the academic challenge for those students who want to move to a 4 year institution?

190: I wish we did not have a public e-mail system where everyone's e-mail is publicized. Otherwise...happy!

192: The technology used at HCC is substandard. All employees and all students should have, not more than one, reliable email address. USF integrated their email using Google a few years ago. This should be done at HCC.

201: Salary increases which would be a miracle at this time in this economic climate.
206: HCC's low completion rate is chronic and defended by administrative claims about "the open door" and "part-time students." Student motivation is dismal. Most HCC students have very little idea why they're here, and their poor preparation doesn't help. Fourteen years ago, I was able to insert in the College's Vision Statement the almost-magical word "leader," as in, "...to become leaders in a global society." The words "become leaders" were soon thereafter removed by the College Administration, and replaced with the term "...their maximum potential." This change attacks and corrodes motivation, for it classifies our students as not-leaders, i.e., as followers, utensils, furniture. This isn't about national leadership, or even military commissions; it's about leading themselves, being in charge of themselves, in command of their feelings, their plans, their businesses, their careers, their futures, their lives. Please put the word "leader" back in the College's Vision Statement, and encourage explicit teaching about the relationship between feelings and habits, on the one hand, and conscious, reflective judgment on the other.

208: Perhaps we could reduce or screen out some excessive non-important messages. The important stuff becomes obscured.

210: Allow "Public Safety" officers to carry weapons (with proper training).

227: The cafeteria offerings and opening times are horrible. I expect quality food service (good nutritious and healthy food) available at least 8 hours on each day we teach/offer classes on campus. Here at Dale Mabry the salad bar quality and the soups have gone from great to ok to no longer attractive.

232: Although there are college-wide administrative procedures in place it seems as though each campus has their own set up procedures. I would suggest that all administrative procedures be updated each year (when necessary) and continued to be made available to all HCC employees. More importantly HCC employees need to be reminded and encouraged to use these procedures.

235: While the college is currently offering optional customer service training, "Take the Heat," this training should be mandatory for all staff. The following are real experiences on the lack of service from staff members to a staff member (me): walk into DAO and the receptionist does not acknowledge you; inquire on the DM campus Dean's office for room availability and you need to call back because they are too busy; ask the DM campus facilities [staff] for information and you are treated unprofessionally. I can understand why students are frustrated. If this the treatment I receive, what type of service and treatment are our students receiving?

238: Some students register in a class or classes in order to get financial aid. They attend once or twice or even three classes and then disappear. I think HCC needs to revisit the attendance policy to enable instructors to drop students after a certain percentage of attendance and transfer students records to the Financial Office to collect FA payments to those students as early as possible. This kind of policy and action will lead to better academic environment.

248: Information needs to be distributed to staff in a timely manner, should have more student services meetings

254: On academic standards, I worry that our emphasis on retention and graduation may mean that some students are getting through who do not have the skill set and knowledge base they need. I suggest that we balance our emphasis on retention with a focus on keeping our academic standards high. I have noticed that some of the students in my classes have met the prerequisites but do not have the skills and knowledge necessary to succeed in my class.

255: Our Financial Aid department seems to have a bad reputation compared to other campuses. Our students are using the Ybor office because it better handles the volume of students coming in and also the issues they bring.

274: There are other colleges that have better enrollment and financial aid departments. HCC should study and ask for help from this schools. One excellent example is NOVA Southeastern.

281: maintain student-focus.

293: I think especially at night, security might need to be more visible at times in the various buildings on campus where two or three classes are being taught while the rest of the building remains empty.
307: Financial aid needs to improve student needs at the college.
315: More internal training for math adjunct expectations and standards. This will cost money to pay staff and program attendees.
318: Reduce politics, strengthen basic elements, and use the descending chain of authority
349: Management needs to insist, from the top down, that responsive and quality service is of the utmost importance. There should be customer service protocol and a response time mandate.
376: Input into budget; improve internal communication; more resources for adjuncts and part time instructors
383: Requests for facilities maintenance work should be followed up with a time frame of when the work can/will be done. Custodial work needs to be more consistent, some areas cleaned or serviced regularly some are not. We have to request work be done that should be routine.
398: College students today are less likely to "get" the emotions of others than their counterparts 20 and 30 years ago, a new review study suggests. Specifically, today's students scored 40 percent lower on a measure of empathy than their elders did. The findings are based on a review of 72 studies of 14,000 American college students overall conducted between 1979 and 2009. "We found the biggest drop in empathy after the year 2000," said Sara Konrath, a researcher at the University of Michigan's Institute for Social Research. The study was presented this week at the annual meeting of the Association for Psychological Science in Boston. Is "generation me" all about me? Compared with college students of the late 1970s, current students are less likely to agree with statements such as "I sometimes try to understand my friends better by imagining how things look from their perspective," and "I often have tender, concerned feelings for people less fortunate than me." "Many people see the current group of college students — sometimes called 'Generation Me' — as one of the most self-centered, narcissistic, competitive, confident and individualistic in recent history," said Konrath, who is also affiliated with the University of Rochester Department of Psychiatry. Konrath's colleague graduate student Edward O'Brien added, "It's not surprising that this growing emphasis on the self is accompanied by a corresponding devaluation of others." Other recent studies have shown mixed results on the lower empathy they found, including the ever-increasing exposure to media in the current generation. "Compared to 30 years ago, the average American now is exposed to three times as much nonwork-related information," Konrath said. "In terms of media content, this generation of college students grew up with video games, and a growing body of research, including work done by my colleagues at Michigan, is establishing that exposure to violent media numbs people to the pain of others." The rise in social media could also play a role. "The ease of having 'friends' online might make people more likely to just tune out when they don't feel like responding to others' problems, a behavior that could carry over offline," O'Brien said. In fact, past research has suggested college students are addicted to social media. Other possible causes include a society today that's hypercompetitive and focused on success, as well as the fast-paced nature of today, in which people are less likely than in time periods past to slow down to really listen to others, O'Brien added. "College students today may be so busy worrying about themselves and their own issues that they don't have time to spend empathizing with others, or at least perceive such time to be limited," O'Brien said. Trust your faculty.
407: The departments need to have better communication throughout so that everyone is on the same page.
409: Develop a uniform training system that would mandate people are trained consistently when there are changes to procedures.
417: In my role on campus, I have very little interaction or understanding of the academic standards and/or teaching. I definitely would like to understand this better. As far as official communication from the College, I believe that the various HCC email lists are being used all too
often for personal communication, so I honestly have a hard time discerning what is official and what is not. As for under-represented populations, I see very little outward support for students who are gay, lesbian, bisexual, transgendered, or variant. With so much happening in the past few years with increases of college-level suicides and harrassment, I think we should do something to show that we are supportive and not put it on the shoulder of the small student group on campus (which is not very public). We do a great deal to support other diverse populations openly - and this population crosses all of those lines. Just something to consider as we intend to be a fully open and accepting academic environment.

424: IT needs work. I tried to use the HCC Live when before I was out of town with my password change and ended up with the wrong information. The person said that they were not familiar with Microsoft.

431: Educate the college community about Public Safety's roles, responsibilities, functions, and limited authority. Too many times the people of the college community are unaware of what we do.

440: Clean up campuses - there is too much litter/trash/debris.

448: English as a second language students need more support systems and programs to allow those who truly work hard and desire to learn to excel.

456: ...clean up the bathrooms...filthy most of the time, faucets never work right, paper towel holders don't work well most of the time...

464: I would improve the area of direction. It would be nice if certain academic advisors were specifically knowledgeable in one area of studies rather than just a broad knowledge. Maybe more direction is the area of incoming freshman getting an email the first week of school that tells them about online classes being accessed through online@HCC. Most students, as well as I, did not even know how to access that class. We thought we would be notified through our hawknet email.

474: I believe that there are too many levels between the President's office and the students/faculty/front-line staff. It is my belief that we need to form quality circles (representatives from various departments across the College) to review operations. In addition, there needs to be an analysis of each position. There are multiple redundancies in management that not only waste limited funds, but they also create opportunities for miscommunication and a lack of direction. Finally, there needs to be a critical evaluation of the hiring of consultants. The College staff and faculty are quite skilled, but we are never asked to help where our strengths lie. This is not only a waste of limited funds, but it is allowing disinterested parties to take control of the future direction of the College instead of people who truly care. HCC is a great institution with tremendous potential and a big part in the success of Hillsborough County. It is our responsibility to be leaders in these trying economic times. Thanks for listening.

479: Please remove adjuncts from the mass emailings more suited for full time staff and faculty (condolences, benefits, etc).

488: Because of the part-time employment regulations of the college, certain departments can experience high turnover and have to waste resources in hiring and training new employees. This, in turn, hinders how efficiently these departments can assist students.

502: Doing things the same college wide - instead of each campus doing things the way they want. I'm not sure how to fix this, but we are FLOODED with emails everyday and cannot keep up with them. I wish there was a way to streamline our communication.

509: I believe the standards are too low and result in the dumbing down of the student population. I believe our standards should be higher to encourage the best students to seek post secondary education opportunities at HCC. In the greater Tampa Bay community, HCC is thought of as a place where lower quality students go to get a degree before moving on. I think we can do better!

520: Need improvements in communications for better understanding of various aspects pertaining to college education.

545: One recommendation to improve service quality at the College-wide level include: a) technology that functions at optimal levels most of the time; for example, viruses and hard drive crashes on
the same computer(s) within a few months is unacceptable; web pages that take 10 minutes to load during instruction or when assisting students diminishes/impacts/questions the delivery of high quality college services (eg., Academic Standards, Financial Resources, Quality of Instruction, etc.)

548: student services - I hear many complaints about financial aide

553: You need seriously look at HR. Deans, program managers, staff are doing way too much HR work, such as forms and reference checks.

558: I have had an older student who was trying to take a test at the test taking center. Unfortunately, he can not see very well. I do not know if they have machines that will blow up the text for him.

**Plant City:**

3: Continue to make the campuses more uniform in terms of policy and procedures. Continue to review staffing at district and move positions to the campuses.

4: Hiring faculty/staff/administrators more reflective of the student population (particularly African-Americans, since there is not a single African-American dean at HCC, and it is not because qualified individuals do not apply), and developing a formal practice for addressing student complaints (academic), to be used consistently throughout the college; OR, if there is a formal process in place, ensuring that it is known to, and used by all deans; additionally, developing a formal process for the evaluation of online classes. It is my belief that these recommendations, if acted upon would create clear guidelines for faculty and staff, and improve the quality of the services we provide at all levels.

30: The wireless internet service is terrible for Plant City and Ybor campuses.

36: Better communication across all sectors and from the top down. Solicit input from departments directly effected by changes, or, at the very least, inform critical staff of said changes. Often changes are made at the district level, such as in finance, without informing staff. I'm a coordinator for one of our campus libraries, and I often discover changes have been made to my accounts without my knowledge. I just stumble upon these changes, and then have to figure out how to deal with them. It's very inefficient. Communication has improved over the course of my career, but some departments are better (OIT) than others (Finance). Much improvement is still needed to ensure effective and efficient operations.

64: The Human Resources procedures are very cumbersome when hiring a new person. Campus staff assistants prepare all paperwork to send to HR "to put in the system". Why can't we send a hiring recommendation to HR and they prepare and input information in the system? HR has a large staff, more than we have on the Plant City Campus. We even call references for the candidates. It seems to me that each HR staff only "specializes" in a certain area. Why not have "generalists" like we do on campus who can do several tasks?

84: HCC is lagging WAY behind other institutions in the use of technology and teching methods. In addition, antiquated communication and procedures, not to mention a lack of standard operating procedures between the campuses, make HCC a far less attractive option than other institutions.

123: I wish there was a way for Adjunct Professors that come in after 5pm could participate in workshops and other activities to help include us in campus relations.

214: Better Math Programs - P.C Campus We need more Math teachers and tutors

262: Better telephone communications

273: The only thing I can think of off hand if the transportation system here at HCC for the students. Most HCC students are involved with different events that are not here on campus. I think that shoulds should have more transportation obtion besides car-pooling here at HCC, Plant City campus.

291: Require students to use standard English in their writing assignments! Put greater emphasis on math and science mastery.

303: Include all individual that need to know the information. For example, if Advising needs to know something, instead of emailing it at the top and hoping it makes it way to the people that need to
know, include the advisors, generalist, etc. in the email that are sent to the Dean's and Assistant Dean's.

323: Do some reorganization of the dale mabry campus bookstore. They never order the amounts requested, so students do not have their books and then have to wait until more come in. This has been an ongoing problem since I first started at HCC in 2007. [A staff member] really needs some coaching and [description of behavior to be changed].

324: Morale is at a low because employees have been ignored and are always last to be asked about anything including what the employee does on campus in their job. Even the Dean that supervises the employees are normally clueless to what any given employee's day is about.

333: Inclusiveness in college processes and procedures would be a huge step forward.

344: Administrators be more informed and rational before making inquiries and decisions.

355: We need more minorities in administrators positions and more diversified programs for the 50% population of student body that HCC holds.

395: I think it would be really awesome if the culinary courses were offered in more than one campus. Each campus that offers these courses could also have their own gourmet rooms which would provide students in that campus as well as the community, good food for a low price and also earn the school a little revenue.

397: Student Services

420: I think we need more and better mentors for students to plan their careers. We should have faculty getting involved in this task.

476: I facility looks horrible we need so many upgrades. we not have Wi-fi in most areas of our campus we have been told each semester for the two I have been here that we would be getting it that semester we need your help with making this correction to assist us the students with what we need to be better equiped for success. And the Wi-fi we have is always going down. I am talking about the Plant City Campus we need so many upgrades. our buildings have trees growing in them on the back. The landscaping is not of a college look but of a old retirement home please help

492: Maybe an emphasis on retaining and applying learning to later courses. My classes have a Mathematics pre-requisite that seems to have been lost in the students mind. The English classes include citing references (another lost skill.)

Ybor City:

2: Replace poor administrators with administrators with clear communication skills.

16: It's fine at the college level.

32: Hire competent employee's that are willing to go the extra mile for students. I could say that the Ybor campus only has 5% that are willing to go the extra mile. Some have students running all over campus looking for an answer. I know that OIT are working on certain things to provide quick access to our students and employee's with technology. I think we should have a tight knit group that are willing to work together to improve this college. Parking is a big issue at the Dale Mabry campus, can we access funds to build a garage in unpaved lots? Students have to walk in the dark and feel unsafe even though they have the emergency call boxes, dangerous people are out there and bad things could happen in less than a second.

44: Maintenance budget cut too much. Need to restore funding.

47: Hire people based on the quality of their skill set, not their color profile, gender, or nepotistic relationship with other full-time college employees.

61: Although internal communication has improved, I see a need for further improvement--especially the dissemination of information in a timely manner. I feel the IT teams should be highly successful in this area--I hope so since I have volunteered to improve it!

69: Advisors positions should be upgraded, we carry a great deal of the collegewide services on our shoulder and we are underrated and paid as well. The communication with management is poor. Employees don't voice there thoughts or opinion due to fear of administration. Some students are
not treated fairly, because of there academic standards. Administrations should be required to work in an advisor slot the week of registration, in order to get a better appreciation of Advisors.

74: More employees.
86: Sat in a meeting a while back with two 30-year vets wingeing that they've been seeing the same problems for, lo!, all those 30 years. More recommendations? Check your past minutes.
96: In YBOR Campus, More professional space for afternoon/evening adjuncts. Present space has five desks so close together there is no room for privacy / for counseling students. ONE SCANTRON machine should be in YBOR faculty building we have to walk across the street in the evening to score exams/ quizzes.

117: More counselors and advisors needed.
122: Some departments have not yet adjusted to the "One College" concept. These departments still operates like silos. The quality of internal customer service among inter/intra departments need improvement. In order to be more efficacious with our service quality we will have to practice internally among ourselves what we do so well externally.

129: Better communication is needed between campuses, departments and programs to improve efficiency and reduce waste/duplication of services. Standardization of textbooks used will simplify ordering and may reduce cost through volume purchasing. Thorough screening of adjunct candidates prior to hiring to ensure that they are a proper fit with our student population. Improve adjunct training to help them understand the dynamics of the college prior to their first class. For some adjuncts, the first class that they teach is their first experience as a classroom instructor. They have no classroom management training nor have they been trained to educate adult and/or developmental students. Encourage every staff and faculty member to become involved in at least one campus activity, committee, or council.

130: Please take note of the Faculty Instructional Technology Committee reports/requests that are sent to the Deans and Directors board approximately every 3 months. They outline faculty concerns about administration and use of instructional technology college-wide.
131: Later hours for the bookstore, particularly the first few weeks of the semester. I require my students to use blue books (essay booklets) and of course some of them wait to the last minute to purchase them. If they don't have them and use them they lose points on the exam. They are told to have them in the syllabus and every class prior to the first exam (about four weeks of continuous notice) but some students still fail to have them at exam time.

138: Perhaps better communication between each campus individually so that correct information can be provided to the students on matters such as Financial Aid, Add/Drop dates, etc..
140: Be sure that program managers are doing their jobs to ensure the quality of education through supervision of labs and guidance of new faculty.
148: Have a policy that is college wide and not interpreted differently at each campus.
150: If you want good employees, hire good people. So many people here do not do their jobs and still get a paycheck. The more work you do, the more work is given to you while your co-workers get away with being late everyday, having 2 hour lunches and leaving early each day. It is very sad.

170: MORE ADULT CLASSES,NEW LIBRAIES(MULTI-USE),MORE SHOWS,AND CONCERTS,MULTI PURPOSE BUILDING.
183: Perhaps allow use of Turnitin.com to improve academic writing of students.
209: Give instructors a dedicated resource during drop/add so we can take care of class issues instead of being forced through that ridiculous phone service the students use. Additionally, stop the 'half-day' in Admissions during drop/add week - this should be a full work week for them.
222: Quality of instruction is an issue with online courses. Quality standards have not been developed, and evaluation of content/instruction does not take place.
260: Hire more motivated workers and release those that are not willing to give each and every student 110%.
279: I think the College would be wise to pay attention to instructor recognition and support in these difficult times. Many of us are very happy that we have good and rewarding jobs from the student/faculty point of view but don't feel that our efforts are recognized or appreciated in many cases by administration.

287: Provide required training to ensure that the quality of service is consistently high within any given department. Create standards that are consistent among the campuses regarding the quality of service in every department at every campus. Encourage early retirement or discharge employees who do not respond to the training.

305: 1. A handbook for new adjuncts with a list of FAQ's would be most helpful. 2. An orientation of student services so that the new teachers/adjuncts can direct students to the right person. Often they ask us questions that we're not able to answer.

329: Improve communications.

359: As I am a new instructor here at HCC, services appear to be very good...........

373: I think we could posted important information better.


418: Business processes can be better aligned and simplified to provide better service to students. We need to reduce paperwork, wait times, and policies that are barriers for students to enroll, register, and access financial aid.

434: We, as teacher, need to have back again the support of Administrators to run our classrooms, the students are running the show. Teachers are giving away grades to avoid confrontation with students and Deans. I refuse to do that. I am the odd among my colleagues. I am considered the tougher one, but they (the students) even admit that they learn more and they thank me at the end. Every year, I am more and more flexible, (less tougher) I have to if not, the students evaluations will say how terrible I am and probably the administrators will take that into consideration and fire me. My mom was a teacher many years ago and she was appauled that students nowadays evaluate teachers. She said that's absurd, and I agree. Giving such power to the students...I don't think is a good idea. We are creating/raising lazy men and women. We have to wake up!

441: Certain courses are offered without pre-reqs that they should have, allowing students who aren't ready to take the class in. Having the Mass Comm and Digital Media classes as separate departments is confusing.

447: HCC employees should treat the internal customers (HCC staff and faculty) and the external customers (students and visitors) as GOLD. Some employees are rude and/or ignore the people that approach them (it looks like they are doing a favor instead of doing their jobs). In private sector it is unacceptable behavior. It is amazing how many times people keep talking by the phone while some one is waiting for them, or make simple processes very slow, or have an unfriendly attitude (instead of a smiley face), etc. It will be nice to have secret shoppers visiting offices, bookstores, cashiers and registration windows. Secret shoppers should act as students and coworkers. I don't know if the problem is that they feel that this job is too secure, maybe incentives or punishment as in the private sector may work. The customer Service training is good, but nobody attend to the training that college offers, it is a culture that has to come from top to bottom.

505: I wish the hawkeye printed more regularly. a tough newspaper is important and they do a good job.

524: Bring the "Help Desk" back to the College. It took four calls and several weeks to get a problem solved - which was solved only when the issue was referred back to someone on campus.

530: What does this mean? Service for what?

544: Perhaps some employees could check their e-mail a little more often. Also, students complain about the availability of textbooks at the Ybor campus. But overall, it's good.

MacDill:

168: More multimedia opportunities in the classroom
Dr. Atwater,  It is always my pleasure to teach and I always appreciate the opportunity to do so. I think the best thing would be to continue the balance of some hands on classes with some learning in theory that gives a traditional style university lecture. I try to do both in the intro to computer science and technology class. Thank you again for giving me the opportunity. Sincerely, an Adjunct Instructor.

SouthShore:
nothing really, just perhaps make it a bigger campus
I recommend more direct classroom oversight of the professors from administration, including professional evaluations made from observation over a larger sample size than just a one class lecture. Tough decisions have to be made if we want this institution to maintain the quality and reputation that it has worked so long and hard to gain. Everyday, I see students who are slipping farther and farther behind, and it seems that the instructors are not fully complying with their duty of providing at least some small bit of assistance, outside of simply reciting information from a book during lecture, without treating it like it is some offensive burden (as some do). I know that this is an obvious and widespread problem and not one that can be approached lightly or rashly, but in order to keep growing and thriving, we must focus on the quality of the professors and the instruction they provide - that is the key to getting students to learn and the continued success of this institution.

As a new campus, we do not have an extended supply of materials for the lab that has accumulated with time. I would like to have more material and reagents available to make better lab experiments possible. The basic principles can be covered but the students are not getting to handle more up to date procedures.

Trust the professors and let them do their jobs. At Southshore where I teach, it was a WONDERFUL teaching experience until the past year or so. The administration, professors, and support staff were a close knit family. [A staff member] wrecked that completely. [He/she] micromanages more than I have ever observed in many years of business and teaching. The morale is now lower than any place I have ever worked. So many professors who at one time were enthusiastic and excited about their jobs now begrudgingly come on campus. I know of half a dozen of my professor friends who have had to go on anti-depressant medications because of increased job stress. We love our President, Dr. Allan Witt. He is the one who worked so hard on the great environment that once existed at Southshore. PLEASE, for the health of our campus, help us! We all feel no one cares or is listening to our voice.

I'm new and adjunct, so I am not sure if following is practical, but here it is anyway. The skills and attention levels of students in classes are so drastically varied that it interferes with the ability to teach. There should be honors sections available so that rapid, competent, ambitious learners can be taught appropriately, and so that slower learners can be taught appropriately in non-honors classes. To me, the resultant benefits of enabling students to learn meaningfully and professors to teach meaningfully would far outweigh any negatives associated with this implementation. The current mix of students in classes is deleterious to providing education.

Not only is there a disconnect between campuses and departments but also within departments. The idea of the PMT's is a good first step. However communication between PMT's must be disseminated too.

NEED TO IMPROVE OVERALL COMMUNICATION ACROSS ALL CAMPUSES
some teachers really care, some don't, the end results vary, but generally i can say we are successful in helping those who are truly determined to get an education. we are helping a lot of migrant children who come from uneducated families!

I think there are times when we need to be careful to be more concerned with academic standards than diversity. This is my first semester at the community college level and I have been stunned by the entitlement mindset of students from all backgrounds. The students in my class are full of excuses for completing each and every assignment given. As an instructor, I celebrate the success of all of my students who care enough to excel in the course and it doesn't matter to me what diverse background they come from.

District:
23: We must have a concerted effort to improve the flow of communication.
29: is there any training for students relating to their online resources such as Webadvisor, Campus Cruiser, etc? It seems to me that I have had conversations with students who don't seem to know how to navigate the website to get the info they need.
39: Increases staffing, training, and assistance in guidance counseling for students on campuses.
79: Remove hurdles for people to doing their jobs. Give them the power to make decisions and make them accountable. Distributed services do not make sense and cause students and staff to suffer consequences. HCC can not manage by anomaly. Student services should be a centralized function. It should be controlled by the VP of Student Services, not the campus presidents.
81: It should be mandatory for all employees and Faculty to go through a Internal and External Customer Service training (instructor led) at Orientation and required online training once a year. Follow up as well with Mystery shoppers to measure if we are applying what we learn.
133: We must unite as a college by eliminating a rewards model that is solely driven by FTE generation. The FTE model leads to academic and service silos that breed competition rather than interdisciplinary approaches, creativity, and collaborative ways of working.
145: Stop replication of services between departments. Hire account executives to handle the College's largest vendors. Staff assistant personnel shouldn't be requesting receipts from vendors and having to reconcile amounts before getting invoices signed by admins and sending to AP for payment. Create a real electronic "budget transfer" process. Right now we fill out a paper form, get it signed, send to Hardie who manually transfers. This should be streamlined into an online function similiar to requisitions needing manager approval. Additionally if a submitted account number is written with a digit missing but the account is correct - debit it and move forward. It shouldn't stop the tranfer process and require emails or calls to have staff fill out another paper form. Require faculty to conduct new student orientations - they should put their face out there welcoming and advising students. Fix the HR department; all levels of their leadership are unresponsive/unhelpful to college staff. Put an HR tech on each campus so that employees can be welcomed and informed onsite. Fix the HR selectivity process that denies classified employees upgrades, yet lets new position creation and upgrades ([a staff member] earns $100K/BA degree because previous President handed him/her a job?) for admins go through. Rescind pay increase (classified didn't get one) and spend the money on signage at campuses. Have student ambassadors help new students find their way around. Have Security in carts who hide at DM/Ybor/BR drive students from far lots to the buildings and pass out maps of the campus. Stop with the special, expensive consultant roles given to previous admins/managers. Create a sense of urgency that things need to change and improve staff morale by setting an example as our leader. Most of us had hoped Dr. Atwater would clean house of long time, mediocre employees at all levels and create a vibrant, student centered school with new (and cheaper) leadership, proven business methods, and better teaching styles - all which would improve student performance and learning outcomes.
220: Improve/train Financial Aid & other Student Services staff to better understand college-wide processes (outside of their immediate areas).
245: Greater courtesy needs to be given. Phones and messages answered in a timely fashion.
263: I receive numerous calls daily for student services and the callers are frustrated because there is not a live person to answer the call.
289: Benchmarking against other state/community colleges in FL and the nation - staffing levels, budgets, program costs, etc.
321: When you know that people are leaving their position hire someone for at least two weeks to train them. The campuses need to stop proceeding as if they are separate from the Administrative Offices and processing paperwork according to how they think it should go. There needs to be better communication, respect and training for everyone.
358: Do more training for employee's of all levels.
375: Registering as a new student at HCC is extremely difficult. The website is hard to maneuver and I know of two people that were applying to attend HCC and gave up after a week or so to attend somewhere else. If I didn't work here, my son would have been attending a different college just because of the difficulty in enrolling.
390: HCC is not as technically advanced as it should be.
391: We still need to work on our internal communication and strengthen our infrastructure. The notion of becoming "one college" is a great philosophy and theory, but to make it a reality is a long way off. People need to "buy in" and then actually begin to change the organizational culture towards that outcome. Mandatory training and accountability might aid in the improvement of overall services to our community. We are in a "customer service" trend but HCC's vital student services departments are still lacking, even with the enhancement of outsourced services, we remain at the bottom of the barrel!
435: It would be most helpful if the departments within the college had the same policies and conducted business in the same manner college wide. Each department on each campus has different hours of operation and different policies.
438: Improve graduation rates
457: Financial Aid Division; Student Services Division; employees' rudeness to students and fellow co-workers

Other:
6: to improve the overall customer service approach to the community and for the improvement of services provided to enrolling students,might it be possible that student services look into creative scheduling where not only the college but enrolling students can develop a positive approach to the college..ie.. Instead of scheduling employees to work regular business hours-9 to 5,spread the enmployees time,to have overall coverage,......say some come in early and some come in late and stay till the college almost closes.
48: Though not listed among the survey items, the College lags behind other institutions in the choice, price, and quality of health insurance options for employees and their families. What we pay for and what we get - as well as the level of service -- pales in comparison to other educational institutions such as USF.
353: Better telephone service for students.
405: Student Services lacks leadership from the top down......they need a better process in place for both in person and online - copy what the university systems use - no need to recreate the wheel. Purchase the best software necessary to assist the students. Hire more Advisors. As the number of students increase, so should the staff. The wait time and frustration of the students should be at a minimum. This is no way to run a business. The IT departments needs to find a better time to update the system. The system shuts down at 12 am and does not come back up until 6 am - why is this????? This should never be shut down, the students need access for their online classes and it is ignorant to think that students don't do homework at midnight! The internal communication should be directed to one person and that person should be sending it out. I shouldn't get a million emails from the art dept, the music dept. a fair here, a festival there......etc. This should
come from one person period. Better yet, place it on Hawk Net, and stop it from coming via the email system. Employee incentive programs obviously need to be put in place to enhance morale. The best companies out there make it all about their employees. With that, the rest falls in place.

452: Suggestion to enhance teacher involvement with student courses/programs- Have Deans from other areas outside of their specific responsibility perform unannounced reviews of teachers in the classroom to ensure high academic standards are being met, particularly in the vocational areas.

547: Managers and deans need to become familiar with and learn the employee contracts (faculty and staff) and not disregard or override (blatantly or not) the rules and rights they provide.

555: 1) Academic Advising that is consistent and easily obtainable by the students. 2) Team involvement with student retention and success plans. (Advising, Financial Aide, Instructors, etc.) 3) Instructor hiring committees that are diverse and comprised of persons from all campuses; to provide diversity in the instructors hired throughout HCC. 4) Benefits for long term part-time employees.
Q2: Please describe strengths for each of the items that you rated ‘Very Satisfied.’

Q2.2 Academic Affairs

Brandon:
389: I have always had positive experiences with Academic Affairs. I hear very little with regard to negative feedback from students.

Dale Mabry:
14: Excellent interaction with this group. Professional, helpful and responsive.
97: When talking to health care professionals during routine visits and let them know where I work, the response is HCC has the best training programs in the field. I take great pride in hearing that. I also embrace the success that we have in the transfer process to the SUS with regard to our graduates.
137: Ginger Clark is a great Dean dedicated to improving the quality of education offered at HCC.
208: Dr. Ginger Clark is a wonderful asset to HCC.

Plant City:
123: Always able to answer any questions that I have about anything
323: The technical programs provide up to date information and equipment, which I believe helps to motivate students. It is good to see the instructors are professional and qualified in the subject areas.
344: Current and abundant in curriculum.
449: Students' concerns and aspirations are addressed.

Ybor City:
131: Strong support from Dean and his staff.
182: From the Dean to staff members, whenever I had an inquiry they were always accessible and willing to help
212: The Programs speak for themselves they have been and still are very effective.
283: I have used continuing education and technical programs to increase my knowledge and effectiveness as an instructor.
305: Dean Emery is very supportive and helpful in all ways. He is always willing to listen to new ideas and never critical. He takes things into consideration before acting and weighs them judiciously.

MacDill: - No comments

SouthShore: - No comments

District:
50: Ability to work with faculty and responsive to meeting new state and federal demands
394: It seems as though we compete nicely with other colleges in the AA program, better in many of the technical program but not so well in CE (just as a comparison)

Other: - No comments
Q2.3 Administration / Finance

Brandon:
335: Checks were delivered on time and to the right place.

Dale Mabry:
14: Excellent interaction with this group. Professional, helpful and responsive.
46: Payroll and Purchasing personnel have always been helpful to me.
398: Any question I have they fine the info if they don't have it and get back to me.
545: Promptly responsive when I have had questions

Plant City:
291: Barbara Larson, Bonnie Carr, Vonda Melchoir, and Rhonesia Dennard are outstanding in their jobs.
344: On time and professional.
397: Payroll
449: There are sufficient funds for activities. Payroll is prompt.

Ybor City:
212: There are so many things that keep these departments on point THE EMPLOYEES
222: Always responsive to questions; customer-friendly
225: Positive experiences getting help with P-Card (requesting increase, questions, etc)
512: Payroll department is very good at completing requested inquiries of employee in a very reasonable time frame. (immediately within 1 or 2 days) Thanks.

MacDill:
280: We get paid on time, any issue resolved quickly

SouthShore:
38: payroll is good

District:
11: Quick responsiveness to problems
50: always willing to work with people on budgets, to solve problems and even to find funds
375: I am very satisfied with the payroll department. I've made a few mistakes on my timesheet and they are always very gracious with me and help me to fix my mistakes, with a smile. I have no contact with the budget or grants departments. As far as Purchasing, I work in it so my opinion would be biased.
394: Anytime I've dealt with Purchasing and Finance they've been great and pretty quick.

Other:
452: Leadership is everything!
Q2.4 Administrative Systems Technology

Brandon:
389: Outstanding.

Dale Mabry:
46: Easily accessible.
177: Outstanding
208: Jim Reese is very helpful to the health sciences faculty re computer based instruction.
398: Good, but I wish there was some instruction on how to use some of the system. Lori Muffley (adjunct and librarian @DM) has been invaluable with her time and expertise. She is an asset to HCC.
464: I am very satisfied with Campus Cruiser and the easy-access, as well as, easy-navigation that it offers.
520: WebAdvisor, Online Admissions, and Campus Cruiser are user friendly and very effective.
558: Online options are great for teachers

Plant City:
123: WebAdvisor and Campus Cruiser are very effective tools and are user friendly, even for a person with minimal computer skills
344: Continuously updating and repairing any deficiencies.

Ybor City:
136: Is available, works well.
212: There have been many improvements which shows the great technology we have put in place to make our communications more effective.
253: Tech support is great.
283: All the online systems I use to conduct classes and communicate with students are extremely useful.
434: WebAdvisor is very helpful, I use it all the time.
512: Campus Cruiser and webadvisor is very easy to use. It is very organized.
530: I've only used WebAdvisor. It works every time I use it. It gives useful information.
544: The intranet here is better than at SPC, as is the classroom equipment.

MacDill: - No comments

SouthShore:
38: online sites are easy to maneuver

District:
245: Have become much more responsive under new leadership.

Other: - No comments
Q2.5 Alumni Affairs

Brandon:  - No comments

Dale Mabry:
520: College is always concerned about the value of Alumni Affairs.

Plant City:
344: Great group of former students!

Ybor City: - No comments

MacDill: - No comments

SouthShore: - No comments

District: - No comments

Other: - No comments
Q2.6 Center for Innovative Teaching & Technology

Brandon:
352: Instructionl Technology services at this college are outstanding!!
541: CITT offers a wide range of classes at a variety of times to suit the needs of a diverse instructor population.

Dale Mabry:
14: HCC's support for faculty initiative in integrating technology into the traditional classroom and the development of distance learning is but one of many reasons that I love working here. The commitment of HCC to teaching and technology is a clear indication of our (HCC role as a leader in the ever evolving process of meeting the needs of our students and the community. CITT is a critical component of this college. Great support. Richard Senker is the perfect person for his current position. Not that I get to decide but he would have my vote for the permanent position. (P.S. - I don't work at CITT)
55: Their online tutorials and other workshops have helped me. Two of their employees, Celeste Fenton and Brenda Watkins, have always been very nice to me.
65: Appreciate the support for faculty attempting to use technology-based instruction.
177: Love the smart classrooms!
185: I have really enjoyed my online training. I am very happy with CITT and would like to have more opportunities for technology training and implementation.
255: The staff is always willing to answer questions. When housed in the DM Library, they were always friendly when I came in the door.
307: Great communication with all
334: Excellent staff - always have a great experience when needing help or assistance
384: Always available with updated knowledge
520: Programs are very effective and user friendly.
553: Always offering usable information

Plant City:
230: Great leadership, responsiveness to faculty needs, seems to have a good overall understanding of what the needs of students and faculty are.
291: This group provides relevant training for our staff's professional development in a cost-effective manner.
344: We all appreciate the new technology courses.

Ybor City:
41: extremely fast and responsive to my needs
47: The folks at the CITT are very helpful when problems with Online@HCC, Campus Cruiser, etc. arise. They are quick to respond, professional, and adept at remedying technological and instructional design issues.
130: They have done an outstanding job growing with the needs of the college.
222: Offers a variety of valuable resources for faculty; responsive to faculty needs
229: Faculty focus, customer service, knowledge
283: Very high marks for the programs, staff, and staff responsiveness.
287: The director and staff are always willing to help. Those whom I have worked with are very knowledgeable.

MacDill: - No comments

SouthShore:
259: The diversity of offerings.
481: Continuing support of faculty with on-going training and assistance.

District:
50: New, but working quickly to establish itself as a faculty resource
145: Dana is always helpful when I call for assistance. Tammy does a good job too.
332: I appreciate the diverse course offerings by this area. The great documentation that accompanies each tech class is great too!
432: I love the classes offered for personal development and technological development. I think it is an awesome benefit to employees to offer the courses provided by CITT. They provide several options for the courses, online, self tutorials, instructor led, etc.. at various times and locations.

Other: - No comments
Q2.7 Grants Office

Brandon: - No comments

Dale Mabry: - No comments

Plant City:
344: Offers multiple opportunities to receive educational grants.

Ybor City:
2: Excellent communication.

MacDill: - No comments

SouthShore: - No comments

District:
39: Very progressive and active.
445: Provide easy to navigate detailed information to support grant development process

Other:
452: Well organized and making changes for the better.
Q2.8 HCC Foundation

Brandon:
139: very productive and creative
181: Dr. Adrienne Garcia has built a world-class educational Foundation.

Dale Mabry:
40: Staff and faculty are constantly getting emails regarding events for hcc foundation and our ability to contribute to the foundation.
105: Dr. Atwater is partnering well with community leaders.
201: Scholarships for students through foundation
316: Seems well organized and focused. The faculty innovation grants are very stimulating. Carlene Barbeau seems really sensible and approachable.
384: What a superb job in getting help to appropriate students
407: The creativity for raising funds for scholarships is commendable
520: The foundation of the college is very reputable.

Plant City:
30: I applied for a scholarship and I won :)\n344: Provides opportunity for so many students to pay for college.
420: Adrienne Garcia and their staff go above and beyond to look out for the success and collaboration with faculty and students to obtain funding for projects and get faculty involved in the process with community partners.

Ybor City:
2: Excellent communication.
122: HCC Foundation Department has the ability to reach a diverse cross section of HCC alumni. The Department is not afraid to ask for support to fund student scholarships and does sponsors timely events and activities.
287: It is amazing that they are able to offer over $1M in scholarships to HCC students each year! Great job.

MacDill: - No comments

SouthShore:
8: All individual members project a professional image of HCC, are wonderful marking and public speakers, and are positive in their approach.

District:
289: Attempting to modify HCC’s philanthropic culture so faculty and staff believe donors will support college programs, and faculty and staff, also, will contribute.
294: They raise a lot of money. Events, presentation of itself to employees and community and conduct of office personnel (Adrienne Garcia) are very professional.
369: Dedicated, visible, connected, on the right path!
394: Excellent
432: The Foundation works very hard to provide direct support to the college and student scholarships.

Other: - No comments
Q2.9 Human Resources

Brandon:
59: The staff in HR are very efficient, helpful and professional assisting me with questions and if I e-mail them, the respond quickly.
326: Wonderful personnel; quick to respond to emails, voicemails, and faxes
335: Paper work and work instructions were clear and concise.
430: Everyone is very helpful.
514: In my brief dealing with H.R. I have been overly impressed

Dale Mabry:
14: Excellent interaction with this group. Professional, helpful and responsive.
46: They are informative and always willing to assist. Best quality is their ability to follow through in a timely manner.
116: Zachary Dawson in HR helped me out tremendously one time and I have a high regard for HR now.
177: The one person at Davis Island with whom I've had contact was extremely helpful and friendly when I first became an employee.
185: They are very responsive to inquiries.
208: Ronkel Williams is very patient with multiple questions and has been quite helpful to me [Name of staff member]
242: I experienced quick and helpful processing of myself as a new adjunct instructor.
388: Extremely professional and efficient
398: Very friendly and they don't make you feel stupid when you ask questions they have been asked a million times.
409: They do a great job at communicating what is expected of the hiring committees
464: If you mean the HR building. I was impressed with the Math Lab rm. 101 and each professor's help. Also, the professors were always easily accessible and willing to help.
520: Always willing to assist.
545: Promptly responsive when I have had questions
558: Really good

Plant City:
4: responsive, informative, consistent, and very professional
84: Everyone there is helpful and knows what they are doing. They are a pleasure to deal with.
123: Always able to answer any questions that I have about anything
344: Nicest group in the entire college!
397: As a program manager, I need information on internal candidates whom I might use as adjunct faculty.
420: The staff at this department (particularly the benefits department) are excellent and take pride on what they do. They answer your questions in a timely manner and go above and beyond their call of duty.

Ybor City:
74: Friendly and helpful!
148: They seem to care. Always friendly, happy to work with you. Have benefits for more than just health and dental. They are proactive.
182: The staff appears professional and knowledgeable in HR.
199: I got a "live person" who explained to me the process that I needed to fill out an application. Most helpful.
225: They are quick with answering questions
366: Open minded and accessible to ones need.
458: The HR Department has been excellent about keeping us up-to-date with regards to our benefits and patiently answers questions again and again!
486: Quick response to all inquiries.

**MacDill:** - No comments

**SouthShore:**
259: The staff!!! Ronkel does and incredible jump with Wellness works. Zach is always able to handle questions.

**District:**
26: High level of professionalism, willingness to help and flexibility in meeting the human resources needs of the College.
217: Helpful and friendly staff...resolve issues quickly and completely
278: Very knowledgeable, helpful, and willing to assist. I've always felt welcomed and supported by everyone I've dealt with in H.R.
369: Accommodating, thoughtful, results oriented.
387: Great people. Very knowledgeable and responsive.
394: Love the extra announcements and HR activities - i.e. Wellness Works, Heart Walk, etc.
432: Human Resources has always been very helpful and responsive to any inquiries. I also like the additional programs they put together such as Wellness Works and the Financial workshops.
445: They provided detailed information and respond to inquiries promptly

**Other:** - No comments
Q2. Please describe weaknesses for each of the items that you rated ‘Very Dissatisfied’.

Q2.10 Academic Affairs

Brandon: - No comments

Dale Mabry:
116: [A staff member]

Plant City: - No comments

Ybor City: - No comments

MacDill: - No comments

SouthShore: - No comments

District: - No comments

Other:
547: Weak and no communication on direction.
Q2.11 Administration / Finance

Brandon:
352: Too slow...
362: I personally don't believe purchasing is taking actions to cut costs as well as they could. The department needs to be properly staffed.

Dale Mabry:
474: Purchasing imposes rules that are arbitrary and cumbersome. They are also non-responsive and judgmental at times.
529: I have put through a question concerning my direct deposit twice back in Mar. and I still have not received an answer.

Plant City: - No comments

Ybor City:
74: We don't get paid enough. When is this mess with the unions going to get cleared up? I haven't had even a cost of living raise in three years! We're drowning here!
444: Purchase card (PCARD) rules are arbitrary. It is difficult to get any communication from [a staff member] regarding changes, updates and issues. It is embarrassing to the college and the individual carrying the card when you are unable to pay for a room due to inaction by [staff]. Specific to purchasing - there is very little communication regarding purchase requests regarding where they are in the approval process or when they are approved. I've worked in two colleges use Datatel ERP and each used communication management effectively to address this problem.

MacDill: - No comments

SouthShore: - No comments

District:
79: Leave time is not accurately recorded. Employees must keep on top of that in addition to doing their jobs. HR is slow and unresponsive to the needs of the college community. All internal services have poor customer service mainly because they are understaffed and are not using technology to assist them. Because staff members have no control over how things get done, or efficiencies, they do not have accountability. They cannot control how they perform their job duties. Employees are paid too little for what they do-some people are on call 24/7 but have yet to receive a raise in three years. Some perform duties similar to OIT positions but receive 2/3 or the pay of OIT staff. CITT/ITS staff do not have enough staff to meet the faculty needs. Faculty are given too much control and too little accountability for issues outside of the classroom-they wait until the last minute to do anything and then [expletive deleted] when staff are unable to accommodate everyone at the last minute.
145: Where to start? Every process takes way too long to complete, year-end starts in March (?) and the pace and inefficiency would never be tolerated in the business world. Automate and streamline functions.
245: Lack of integrity in the budget. Always cry poor and yet the college is always able to find money for large initiatives.
419: Inconsistent and ever changing procedures...arbitrary and unresponsive...purchasing is devoid of leadership and keeps implementing procedures to make their job easier...grants accounting lacks all transparency and is disorganized
457: Rudeness, incorrect information

Other: - No comments
Q2.12 Administrative Systems Technology

**Brandon:**
18: pay4print was a fiasco at the campuses. also, wireless capacity is totally insufficient.
319: Many times, the student's classes don't aren't updated in Campus Cruiser. Many faculty members are using Campus Cruiser to post documents. If the student's classes aren't listed, then that student doesn't have access to the required course documents. Often students will submit help desk tickets or call HCCLive but the issues isn't resolved. Many times students will come back and tell me that it will be several weeks before it updates. I don't know if this is an problem with Campus Cruiser or with the help desk updates.

**Dale Mabry:**
70: Academic side and Student Services side employees alike do not have access to enough screens in Datatel. This causes unnecessary speculation, and wasted time when employees must call each other to ask what is on each screen. This happens from dean's offices to Student Services offices, and even within Students Services (i.e. Advising to AR&R). There are also not enough permits in ImageNow for the number of employees we have. For this reason, if you have a permit in ImageNow and have a technical issue that causes you to temporarily lose your permit, it is given to another employee who has been unable to obtain one for volume reasons. When we move over to BlackBoard, hopefully we will be using full functionality, like USF or UT, so that students have more of a one stop shop option.

116: Campus Cruiser was the dumbest purchase in the history of this college
192: Technology needs to be streamlined at HCC. Having different passwords for each system and NO RELIABLE support for the systems is daunting. I have spent a hour on hold with different help desks a number of different times.
235: Datatel - limited capabilities to run queries
242: It is very hard to connect with a live person, specifically a person who knows how to fix technical problems. (In my case, all calls have been after 5PM)
409: too many passwords, systems not connected or don't seem to work together well.

**Plant City:**
324: There are no clear instructions to assist with questions and/or directions to use the technology.
476: I am upset once again finding out that the system in which most students and staff have become use to will be going away. WHY
556: IT systems seem inadequate for volume, although it has improved in the last 6 months. Datatel appears to be a good system, but staff training seems spotty at best. I believe if the system was used at its full potential we would have less challenges with accuracy

**Ybor City:**
2: Datatel is not "user freindly" and Campus Cruiser is worthless.
148: The act that you have to name them says it is a hodge podge of applications put together. Do the support people ever look at it from a beginners point of view ? Outsourcing or a consortium with another community college should be considered. Why do we need programers for a custom package ?
279: Our Systems Technology in general seems to be unworkable, inept and insufficient in nearly every way. Having to call Kentucky and stay on the phone for an hour over what should be a minor issue is wasting valuable time.
305: We need one system. Each system has its own log-in and password. Passwords have to be changed for each individual program. Also, why can't adjuncts have access to one of the drives that would allow us to access a personal folder from any computer. We share computers with
other instructors and I would like my folder to be private. Additionally, if I create a PowerPoint from an office, I should be able to access it in the classroom. Without having access to a drive that allows this, I have to transfer things on a flash drive and hope I don’t lose it.

504: Needs to be simplified and user friendly. Datatel can be a nightmare especially for new hires. Also, I don't understand why we have two systems for students webadvisor and campus cruiser???

MacDill: - No comments

SouthShore:
8: Campus Cruiser in particular is not user-friendly and needs an update. It is antiquated as a portal.
174: WebAdvisor and CampusCruiser sucks. What is ImageNow?
195: Please do not make us change our email password so much.

District:
11: Datatel needs a report writer. Help desk issues through Presidium take weeks instead of hours to address issues.
28: Datatel is not at all user-friendly. We have too many different systems rather than a single portal.
369: Datatel: cumbersome, problematic, not intuitive, time consuming. not fully implemented.
457: Datatel

Other:
48: The technical systems themselves seem fine, but the quality of human support and interaction is lacking. I am uncertain if this is a function of staffing levels, training, or experience.
405: This needs enhanced software - money should be spent in this area. If updates need to take place, the time needs to change and the system should never shut down on students.
Q2.13 Alumni Affairs

Brandon: - No comments

Dale Mabry:
102:  Do we have an office? Don't feel a connection to alumni unless it is graduation keynote speaker.
192:  Although I work at HCC I also graduated from HCC years ago. I had no idea there was even an Alumni Affairs office. Furthermore, you should be able to get a transcript online without mailing anything in.

Plant City: - No comments

Ybor City: - No comments

MacDill: - No comments

SouthShore: - No comments

District:
419:  virtually non existent strategy

Other: - No comments
Q2.14 Center for Innovative Teaching & Technology (CITT)

Brandon:
107: The new "required" training for teaching online classes is not in line with FUSA contract. The previous requirement of 20 hours of training has now been doubled. Faculty with years of experience being at the same level as someone with no experience at all. Many of my questions has gone unanswered or been given contradictory answers by staff members and administrators. Certain administrators and staff members do not appear to understand what their responsibilities are, what the limits to their authority are, and exhibit a condescending attitude. They refer to "manuals" as if they were policy and procedure yet they do not follow their own procedures or time-tables. There is a clear "It's our way or the highway" attitude.

Dale Mabry: - No comments

Plant City:
324: Most events are not held on each campus and caters to the faculty NOT staff.

Ybor City:
148: Their mission is confused with other groups at the college that overlap. Have no clue of campus workings.

MacDill: - No comments

SouthShore:
8: Feel there is a disconnect between this branch of HCC and faculty. A better approach would be to take a "teaching and learning center" approach to course redesign. Will admit that faculty misconceptions also impact perception of CITT. It is as we we speak two languages and are in need of a translator.
154: The move to a centralized model located at Ybor is a terrible idea. Neither I nor my colleagues have time to commute to Ybor City each time we are in need of CITT assistance. Also, their responsiveness has been deplorable. I contacted CITT nearly two months ago about an issue with my online course and have yet to even be contacted with a response.

District: - No comments

Other:
547: Do not embrace input or suggestions.
Q2.15 Grants Office

Brandon:
352:  Don't communicate...

Dale Mabry:
474:  What office? Unless employees actively seek them out, we are not made aware of opportunities.

Plant City:
3:  Too controlling. When developing new procedures, their input process is a charade, because everything has already been decided. Approval procedures so restrictive that they inhibit rather than foster grants development.
84:  The new process is debilitating to the point of making it nearly pointless to try to pursue any grant funding. It looks like it was designed by the military chain of command and then "refined" by the DMV. Its almost like they WANT to make it more difficult so that they won't have to deal with grants at all.

Ybor City:
148:  They should be proactive or have a webpage for what is available.
418:  The process is too bureaucratic. I've tried to apply for grants in the past only to be told that I need BOT permission before I can even apply. It needs to be simplified. Not all granting agencies have the same requirements or guidelines to meet HCC's expectations.

MacDill: - No comments

SouthShore: - No comments

District:
419:  staffed by personnel with no grant writing or grant management experience...money matters are (un)managed by separate and dysfunctional department...all of these weaknesses are reflected in the rigid grants approval process as if conceptualizing, writing and submitting a proposal happens under perfect conditions and ideal (no need to rush) timetable

Other: - No comments
Q2.16 HCC Foundation

Brandon:
352: [A staff member] is rude and unprofessional.

Dale Mabry:
116: Liars
166: the foundation appears to more of a political office, [a staff member] is not a friendly, outgoing, person. This person should be people person with everyone not just VIP,s.
334: [A staff member] sets a very negative tone with the college - large resistance to donating because of [him/her]
474: This office is controlling and judgmental. We have been told that scholarships are too small for them to bother with and that they want to redesign them to make them easier for the Foundation Office to handle. I believe that if a family establishes a scholarship in the memory of a loved one, etc. we should do everything in our power to carry out their wishes. The size of the fund should not be the main factor.

Plant City: - No comments

Ybor City:
32: Some of the Foundation members should treat others with respect and not assume that staff members that make less are not valuable to the college.
148: Instead of scholarships, why not put the money toward keeping tuition lower for all students. Let them pay for daycare just like they built Hawks Landing. The President's Showcase should be $50 so staff could afford to go so we could see what our students are capable of; limit the e-mails to reminds to go to the event.

MacDill: - No comments

SouthShore: - No comments

District:
28: The Foundation is very elitist. The inauguration of a campus president shouldn't just be for people who can afford to come.
245: [A staff member] is very unprofessional. Does not project an image that makes you want to give money.
419: [A staff member] is unpleasant and does not know how to build relationships

Other: [A staff member]
Q2.17 Human Resources

Brandon:
319: My position was reclassified from non-exempt to exempt and I still haven't officially notified by HR of the reclassification. My supervisor found out about the reclassification after it had been approved by the board by reading the meeting minutes. HR did not notify me or my supervisor (to my knowledge) that they were discussing my position's reclassification. That being said, anytime that I've had to email HR about benefits questions, they have been quick to reply and very helpful.
352: Do they have phones because they never answer them?

Dale Mabry:
206: I've already described my most recent encounter with HR.
235: At new hire orientation, the HR representative discussed inappropriate matters, i.e., was in a high level position prior to joining HCC, made a lot more money, and in general wasted time. The safety training at new hire orientation was lacking in any specifics on the importance of safety.
474: Positions are not properly evaluated and compensation is not appropriately based on job requirements. There are many people performing jobs well beyond the scope of their position description without appropriate compensation. In addition, other employees are paid well beyond their abilities and in positions without appropriate educational credentials or experience.
553: They have farmed out way too much to the campuses. Why are they not doing reference checks!

Plant City: - No comments

Ybor City: - No comments

MacDill: - No comments

SouthShore: - No comments

District:
28: Way too slow on everything.
145: Rude [staff] and not employee friendly environment. They are unhelpful (with exception of Suzanne, Trina, Maureen), prefer not to be bothered, and [a staff member] is condescending. Bad [staff] makes for lousy department.
419: Bureaucratic and behind the times with respect to processess and technology

Other:
Q2. Please describe strengths of each of the items that you rated ‘Very Satisfied.’

Q2.19 Marketing, Public Relations and Publications

Brandon:
101: The department has gotten it's act together and works at promoting those programs and services which we offer to the public and to prospective students. I think our image in the community has been drastically improved. The department also works very well with faculty and staff.
139: New layout, accessible and professional
181: This is another area where we failed and now our new Marketing manager is really turning us around. We see advertisements, and the newspaper articles about HCC are much more positive. It's amazing how quickly this change occurred.
471: Satisfying all stakeholders.

Dale Mabry:
235: The marketing team does an excellent job of sending out reminders along with the necessary information for Inside@HCC publications. They are also responsive to inquiries.
520: Attempts are always made to focus on best marketing, public relations, and publications strategies.
545: Promptly and responsive when I have had questions; pleasant personnel

Plant City:
291: Ashley Carl has been doing a wonderful job in these areas; our "face to the world" is much more professional-looking than ever before.
303: The helped me advertise for my event and went, to me, above and beyond what I was expecting.

Ybor City:
74: I see the advertising, we mostly get good press.
257: Ashley Carl does a great job of keeping in touch with stakeholders to find out exactly what the needs are.
287: The publications and marketing pieces look very sharp.
505: less official hcc propaganda, more hawkeye

MacDill: - No comments

SouthShore:
8: Again, this department projects the most professional image of HCC, follows standards, and promotes a positive image of HCC

District:
245: Publications and advertising are great. Very responsive to requests.
332: This department helped with the new HCC sustainability logo and I think it turned out great!
369: Helpful, innovative
394: I have never seen as good of advertising and marketing materials from any other college and many businesses. Great department.

Other: - No comments
Q2.20 Networking & Telecommunications

Brandon:
335: My email, phone and computer have all been working properly and were in place when promised.
389: With every "issue" I have had, or network wide, the communication is fast and the issues are cleared up as quickly as possible. Personally, I have always had excellent and expedient help from the help-desk.

Dale Mabry:
102: Prompt service when asked
167: Help desk VERY responsive
255: I have always reached a person promptly and that person was able to solve my problem. When my classroom computer continued to malfunction, a technician visited my room to analyze it personally.
398: The help desk is professional and very helpful.
520: These services are always helpful and valuable.
542: Help is always available and timely. I have no complaints
545: Promptly responsive when I have had questions, pleasant personnel

Plant City:
323: Always prepared to assist with info, help, etc. Very professional and competent staff.
344: Computers, phone systems, and classroom equipment always kept in working order.

Ybor City:
170: FAST RELIABLE SERVICE
408: Service Staff are very friendly, helpful and quickly respond.
544: The help desk is very helpful and easy to reach. I have never had any network security issues either.

MacDill: - No comments

SouthShore:
207: Myra at SouthShore provides outstanding service and support.

District:
7: The network and phone service rarely goes down and when it does, the communication is prompt and thorough. Generally the down time is brief.
29: Desktop/laptop support is excellent and responsive.
60: The PDWS workshops were all of the same subject and a very minimal selection. Instructional classes should include increasing student learning with the use of electronic media.
245: Always very expeditious in assisting. Call center has slowed things down.
375: When we call for help, the IT department and the telephone service department always come to our rescue quickly.
432: Our IT person, Joanne.. is awesome!!! She is quick to respond and always resolves our issues, or tells us how to resolve it.

Other:
405: Excellent customer service, prompt, and all around good work!
Q2.21 Professional Development & Workshop Services (PDWS)

Brandon:
132: I've had very positive interaction with PDWS
517: Variety of programming Flexibility of scheduling Relative ease of use

Dale Mabry:
46: Classes offered and willingness to give personal attention to single departmental training.
55: I have enrolled in some of their workshops, which have been helpful.
102: I have found using their tutorials easy and effective.
185: I am very happy with all the courses I have taken.
232: The department delivers a very diverse listing of courses for our College employees to use for professional development. They also do a very good job at delivering this information via email.
235: While I have only taken one course, it was helpful and beneficial.
484: Wide range of professional development programs available.
553: Lots of good classes on a regular basis

Plant City:
344: Provides constant access to new information.

Ybor City:
286: Availability of workshops... Outstanding!
287: PDWS consistently offers high-quality classes and workshops. The staff is very knowledgeable.
408: Many workshops to choose to attend
443: Great training and service. The number of training sessions and the offerings has improved tremendously.

MacDill: - No comments

SouthShore:
259: Once again the free and abundant offerings. Also the ability to take some online at our leisure.

District:
29: excellent classes
369: Providers of a wide-range of beneficial programs
375: I lover taking the PDWS courses. They are extremly helpful and educational.
387: need ot be more focused on population to be served
390: They have very good instructors for each level. Also, going to an 8 hour course as opposed to the way it used to be.
432: I love the classes offered for personal development and technological development. I think it is an awesome benefit to employees to offer the courses provided by PDWS. They provide several options for the courses, online, self tutorials, instructor led, etc.. at various times and locations.

Other: - No comments
Q2.22 Strategic Planning / IMR / IR

Brandon:
139: results shared quickly

Dale Mabry:
232: The department constantly delivers important statistical information to our College at large. They also explain in their emails how the information is relevant to different areas of our College.

Plant City: *No comments*

Ybor City:
140: I work on an ongoing project with IR, and they are always reliable and dependable.
287: The publications produced by this department are informative. The Program Review process appears to function smoothly. The survey data is presented in a way that is easy to understand.
447: It is a very active department, and maintains us informed with very clear reports.

MacDill: *No comments*

SouthShore: *No comments*

District:
7: These departments provide a multitude of services for the institution with a very small staff. They are very responsive given the limited resources and are continually looking for ways to improve services for the institution.
28: This is one of the hardest working departments with too few resources.
39: Efficient and customer oriented.
332: A lot of great people here! This department is key in improving the college.
394: Very smart folks, always know the answer to everyone's questions no matter how hard they have to work. They seem like they never say no or ignore people who call on them.

Other: *No comments*
**Q2.23 Student Services**

**Brandon:** - *No comments*

**Dale Mabry:**
149: They tend to bond together to assist our student population.
448: As the result of a consistently disruptive student, I was forced to seek assistance from Student Services. Dean Babcock and his assistant Martha Padillo, were supportive, responsive, professional; they acted expeditiously, communicated, and followed up on results. They were there when I needed them and I very much appreciate this. Their actions made all the difference in being able to teach the students, in my class, who really wanted to learn.
464: I was very pleased with a man named Jason Wilson, who directs the orientations. Since then, he has given me VERY VALUABLE information.

**Plant City:**
214: P.C. Campus should be a model for the others very help and concern about their students

**Ybor City:**
16: They handle delicate situations in a timely, professional manner.
136: Helpful and timely

**MacDill:** - *No comments*

**SouthShore:**
38: very nice and helpful
399: SouthShore Advising and financial aid office provide excellent customer service to students.

**District:** - *No comments*

**Other:** - *No comments*
Q2.24 The Institute for Corporate & Continuing Education (ICCE)

Brandon: - No comments

Dale Mabry: - No comments

Plant City:
344: Very informative workshops!

Ybor City:
443: I've noticed the impact this department is having in the community. Great work!

MacDill: - No comments

SouthShore: - No comments

District:
369: Providers of a wide-range of beneficial programs
432: I love the classes offered for personal development and technological development. I think it is an awesome benefit to employees to offer the courses provided by TCTC. They provide several options for the courses, online, self tutorials, instructor led, etc.. at various times and locations.

Other: - No comments
Q2. Please describe weaknesses of each of the items that you rated ‘Very Satisfied.’

Q2.25 Marketing, Public Relations & Publications

Brandon:
352: How did [a staff member] get hired in the first place?

Dale Mabry:
80: I have lived in the Tampa area for three years, and I have worked at HCC for three years. However, if i were to base my knowledge of Hillsborough Community College on what i see or read or hear about the College on what visibility the institution has in the community, i would not know we are here. As a generalization, i'm not sure that the marketing/pr staff knows what the faculty does, what expertise exists across the faculty, how the faculty could be utilized to reach into the community, and so on. And when it comes to significant College programs, such as Black, Brown and College Bound, or the successes of our intercollegiate sports teams, or grants received by the institution or individuals, or exhibitions or performances on any campus, or other significant accomplishments by individuals or the institution, there appears to be little if any marketing or public relations from marketing and public relations.
102: I only see our community college peers marketing in the community unless I am up at 3am and wish to enter the dental assistant program.
474: The office has no clue what the students of HCC want or need. They are too removed from the people we serve. We need to find a way to include the students in the process and not depend on consultants or employees without proper experience and/or credentials.

Plant City: - No comments

Ybor City:
504: My department is constantly making brochures and other advertising material to distribute to the students. It would be great if Marketing could provide each department with this type of resource.

MacDill: - No comments

SouthShore: - No comments

District:
145: What do they do? Many departments have to supply their own marketing materials and text to Marketing department. College website is a mess with no continuity between campus/department pages. Information emailed rarely looks professional. We could have hired a real Marketing firm for what's spent on that department.
300: The community does not know all that ICCE has to offer. Especially community services, which essentially is non-existent and continuing education.

Other: - No comments
Q2.26 Networking & Telecommunications

Brandon:
125: As I stated before the HCCLIVE does not respond to my request to find out why someone else's user ID was on my office laptop. This could be a breach of security, and yet I am being ignored.
197: The help desk needs help. They are not efficient or helpful in any way.
319: any times, the student's classes don't aren't updated in Campus Cruiser. Many faculty members are using Campus Cruiser to post documents. If the student's classes aren't listed, then that student doesn't have access to the required course documents. Often students will submit help desk tickets or call HCCLive but the issues isn't resolved. Many times students will come back and tell me that it will be several weeks before it updates. I don't know if this is an problem with Campus Cruiser or with the help desk updates.
326: They never responded to the two emails I sent asking why my emails are not being received from certain senders.
352: They don't respond to requests and emails quickly enough.
362: Do not believe that "internal" issues should be handled by an outside help desk system. We should be able to contact someone in OIT directly to resolve problems more quickly.
455: The help desk does not have enough staff during certain times of the day or during certain times of the year such as the beginning of the semester or registration time. The help that they give is excellent and always relevant, but it takes several hours to receive that help. possibly implement an appointment system
517: Lengthy delays when calling HCC Live for assistance Incorrect information given from HCC Live help desk Lack of WiFi for students

Dale Mabry:
42: There seems to be little awareness by IT of disruptive issues in regard to telecommunications and response time is poor at best
192: The help desks require someone with the patience of Job to get any answers. In my short time with HCC I have spent hours on hold for minimal answers and typically more problems.
242: same comment as for IT.
424: see prior comment
480: unable to provide accurate information
502: When a faculty/staff/HCC worker has an issue, they are put in the que the same way a student is. I believe our HCC staff/faculty should have an internal help desk.
550: help desk is never any help. this is a huge inconvenience.

Plant City:
30: The wireless internet connection is terrible
84: The phone system and the debacle with the answering service is a joke. Someone clearly did not read the contract or do a thorough analysis before signing off on it. Someone should have put the brakes on that way before it every got in front of a signature. In addition, it is indefensible that there are parts of HCC that have no wireless access.
262: telephone system is horrible. you cannot reach anyone
324: Calling HCC Live is useless and there is no way to eleminate the middle person and go directing to the source you need. When supporting the campus I need assistance immediately because there is a classroom or lab issue NOW.
Ybor City:
86: The help desk has actually been quite good, for the most part. There was one individual there who I found quite rude the two or three times I spoke with him, but the rest of the department seems motivated, proud, and responsive. The telephone service is abysmal. We've been asked to bear with it. OK. The first weeks of a term are a pain. We're told to check our rosters daily. How about instead, when a change in student/class status occurs, a system macro sends us notification by email? I don't know if this is the place to mention it, but Chuck Bowen has been consistently alert, responsive, and helpful. He gets to a classroom within minutes of a call re: 21st Cent, Classroom breakdown. Excellent.
305: I do not like the new service that connects me with a support service out-of-state. They usually have to refer to a manual, keeping me on hold, and sometimes asking me to call another number. It takes too much time. Also, the hold time can be exhausting.
365: the new call center takes too long. Everytime I have called I have had to wait atleast 20 minutes on hold to have them not know how to resolve my issue and have to send someone over to assist me.
434: I asked for help (twice) to get the password and user id for the computer in the classroom. They couldn't resolved the problem. They did two tickets order. They transferred me a couple of times. One said that's is incorrect, they didn't suppose to transfer to her, she transferred to another person same story, I just quit and I still can't use the computer in my classroom.
443: Presidium service is awful.
498: Response time is slow. Getting something corrected takes longer than necessary as it seems requests have to come from certain individuals. Waiting on phone is detrimental to productivity.
524: See previous comment reegarding the help desk
530: Help desk: I called about a problem, they opened a ticket on January 27, 2011. I just received a response email on March 21, 2011. That is amazing. It is not responsive to customers to say nothing for two months. (I was surprised to get the email because I forgot about it over the long period of time. )

MacDill: - No comments

SouthShore:
8: The open ticket feature is cumbersome for students. Although one does recieve updates on reported isssues, these updates are mirrored in techno-talk. I agree that some basic knowledge is needed, but often one needs a speedier response. Secondly, instructions need to presented in plainer, direct, not tech language for the average person - student, staff or faculty - to implement. Moving to screen captures is beneficial. When I spoke to a person (also depends on the specific individual), the issue was resolved more quickly. Students report a variety of advice resulting in frustration.

District:
11: Help desk issues take way too long to resolve
39: Responses to help desk concerns are extremely slow and often not resolved.
71: It takes a long time for someone to answer a ticket.
133: Response time; repeated referrals to "other" offices
217: Desktop systems are very slow which reduces productivity.
411: This area needs a lot of improvement: Directory services are not addressed when update inquiries are sent, instead just ignored. The call center continues to be a work-in-progress, I understand, but I do not think proper training of the staff on where to direct calls is all that it can be at the least
Other:

48: In my interactions with these College entities my main concern has been their lack of adequate staffing. Given the increasing demands of technology through the campuses of HCC, they simply cannot keep up with the workload. The HCC Telephone HelpDesk has become an oxymoron and butt of many jokes.

547: What a joke - there is no support. Fifteen minutes on hold is ridiculous, then reach a loosely termed 'tech' who is clueless. Useless department.
Q2.27 Professional Development & Workshop Services (PDWS)

Brandon:
197: More needs to be done in this area.

Dale Mabry:
14: I constantly receive emails from this group advertising different training courses”. I once wrote them an asked that they offer some of the courses at different times so that I could attend - I pointed out that it was difficult for faculty to be free most of the times they offered. I received a very curt response telling me that PWDS was for staff and that faculty were not welcome to attend. I had already attended some PWDS events and no one ever told me that it wasn't for faculty. Why are they emailing faculty about training that faculty are not welcome at?
409: Workshops tend to only be held at Ybor and District now.

Plant City: - No comments

Ybor City:
148: How do their classes help ? Why are they offering what they offer ? They differ from CITT how ? Has anyone objectively determine student outcome ?

MacDill: - No comments

SouthShore: - No comments

District: - No comments

Other: - No comments
Q2.28 Strategic Planning / IMR / IR

Brandon:
352: [A staff member] is a waste of the college's money.
483: Very slow to process data. Constantly cannot give data asked for (like longitudinal data on student success).

Dale Mabry:
474: Cumbersome and judgmental. Information is not provided in a timely manner and is not provided in a manner that is readily usable.
550: Academic Programs should be reviewed by faculty. Reviewing academics should not be in the same model as other areas. The reviewing committee made up of one faculty, an IR member, a faculty member from another discipline, a staff person, a person outside HCC, etc. is not a committee who should be making recommendations to the cabinet on how to improve an academic program. This is a model designed for a SACS check off list, certainly not for meaning analysis of an Academic Program.

Plant City: - No comments
Ybor City: - No comments
MacDill: - No comments
SouthShore: - No comments
District: - No comments
Other: - No comments
Q2.29 Student Services

Brandon:
121: Weak leadership, weak communication, no consensus building, no collaboration between district and the campuses.
352: This department is SO bad that it has become a joke to students.

Dale Mabry:
14: As both a faculty member and as a parent of an HCC student I find that Admissions and Records (i.e. the people who repeatedly lose transcripts) and Advising are substandard components of HCC and are in need of serious improvement. My daughter's transcripts have been lost twice now. The Honors Institute actually makes a copy of transcripts and date stamps the copy before sending the original transcripts to Admissions and Records. When students complain to me of the problems they encounter with their transcripts I have little doubt that they are telling me the truth. It took my daughter MONTHS to be allowed to see a counselor when she was applying as a Dual Enrollment student. I actually had to go with her and announce my status as a faculty member to force the issue (shameful on my part but that's what it took). Why wouldn't they see her? No HCC ID card. To get the ID card she had to be enrolled. To be enrolled she needed to see a counselor. She explained this several times prior to my intervention. Had I not been able to intervene on her behalf she would not be currently enrolled as an Honors student at HCC. My daughter (and I) was told by the academic advisors that HCC did not allow dual enrollment students to take more than a certain number of classes and under no circumstances were they allowed to earn a degree. I found this odd as this is commonplace in Pasco county. This deprived her of her senior year of high school - graduation, senior prom, etc. as she had to take her remaining high school course online over the summer. At last years HCC commencement ceremony they introduced a dual enrollment student who had earned their 2 year degree before graduating from high school (like PHCC allows). Imagine my surprise at learning that my daughter was denied a year of college at the county's expense thru dual enrollment. Bad advice, lack of knowledge of college policy, too "busy" to do their job, or discrimination? HCC is much better that this. How does depriving advanced high school students their right as a resident of Florida to be a "real" dual enrolled student (like most counties in Florida) serve the needs of our community? Academic advising duties should be split among the faculty in the student's area of interest.

40: Additional help could be provided from the district level during peak registration times. It always appears that there is a big disconnect from what is going on district wide while the campuses are struggling with hours during heavy registration times. In years past, district employees would come out to show their support during two weeks of registration to assist and that boosted overall morale.

42: Lack of knowledge/understanding of College requirements, misunderstanding of State-wide requirements and rules, no sense of urgency, inability to solve minor Student issues in a timely manner, slow to lack of response to student phone calls and emails, consistent delivery of misinformation.

80: Students Services is a reflection of Hillsborough Community College, not a reflection of any one campus. Therefore, it should project a unified face to our constituencies. Because the several deans of students services do not report to a central authority, the VP for SSEM, the process is often chaotic, especially in the eyes of the students. The several deans of students services should no longer report to the campus presidents but directly to the VP SSEM, to assure the constancy of service and support for all students, regardless of the campus of matriculation. If we are to be one college rather than five campuses, let it begin with Student Services.
102: International student admission is tremendously difficult. All student needs often unmet and service is slow due to volume. At times students have even been given incorrect info thereby costing them future credits and money.

108: People working at Dale Mabry Admissions and Records are consistently very rude to faculty and disrespectful.

202: Students are constantly being incorrectly placed into classes. Advisors are not held accountable for their actions, which are just setting students up for failure.

208: Many students in health programs have delays and problems in both the admissions process but it is very problematic getting courses officially evaluated and accepted: this includes standard courses such as A&P from Florida state run colleges such as USF and Polk State College.

227: Advisors apparently frequently give incorrect advice and override enrollment restrictions put in place by faculty and departments. There is a communication deficit between the departments and advising! Financial aid seems to be slow and late still. Record changes cause all kinds of kinks and trouble in the end-user area, as for example after a name change confusion occurs often in the roll/course information on the instructor's side.

254: Students are not getting the services they need. The staff turnover in student services may be a reason; staff learn the ropes and then leave. Students get bad information. Financial aid has been a mess for years. There is little coordination between the students service and academic sides.

274: This entire area needs to run more efficiently. Our students experience the most frustration here.

315: Many mistakes on student placement levels and at excess of paper requirements, ie requiring every student to submit high school transcripts that are not even required to meet a given standard. This is even required of students with University awarded PHDs. That's a PHD awarded prospective HCC student needs also to present their High School transcript!!

349: Much needs to be changed in this area. We are losing students because of the lack of quality service. Written communications are poor with technical and grammatical errors; responsive student service is sorely lacking; clear communication regarding expectations is horrible. Example of confusing communication: Hello, I just wanted to check on the status of my application. I just received this in an email on 3/11/11: "According to your account the radiography program still needs transcript, application, fee, hcc application, program pre requisites, and consent form. Please contact the campus head of this program to check on application status." I was wondering how this is so because I turned in my application on time, and even got an email from Ms. Martinez confirming that my transcripts had been received, but then I get this email, and also when I check on my webAdvisor its saying all of the pieces to the application are missing. Any help would be appreciated.

396: More people to help with the Financial Aid problems that occur during the beginning of each semester of school. Customer service in the Financial aid department need to be aided with more people who are familiar with communicating the differences between scholarships, grants and loans, to the students (which should cover: time frame that SFA is available, how much will it cover, whether or not the specific aid covers both tuition and books or only one, and lastly if the student is approved whether they have an account that is available to purchase books immediately or not.)

402: Very unpunctual service; unfriendly staff; understaffed financial aid office

424: students have to wait are are told different things by each advisor

474: These areas are not student-focused. Also, many times students miss classes because they are tied up waiting for financial aid. In addition, there are numerous mix ups with the awarding of financial aid and the registration of students (wrongly dropped from classes.) We need to realize that these departments are integral to our students success, but they are support functions and should not in any way hinder the students ability to attend class or acquire the books/etc. necessary for their academic endeavors.
550: Prereq check is turned off. Therefore students are being placed improperly and are being set up for failure not success. [A staff member] for the last 7 years has used as one of the excuses is that Admissions and Records are months and months behind in evaluating transcripts and entering them into the system. If A&R is that far behind for 7 years in the electronic age we live in then there is a huge systemic problem.

553: Advising is awful. They know nothing and dump stuff on deans, program managers staff all the time instead of looking up the information.

Plant City:
291: District Student Services do not provide support and cooperation with campus staff and deans. There appears to be more of an adversarial relationship than ever before.

323: This area is very frustrating for students. I have personally gone to get transcripts and found the staff to be unprofessional, lazy, and unhelpful. In front of people/students there to get help the staff sits on their PC or phone instead of spending their time with students, etc. The staff needs to be directed that their personal breaks are for personal things and that personal things should not be attended to continuously throughout the day instead of taking care of business. It is obvious that this group of people do not care about the people they are there to help with college matters. I feel very sorry for the students when they have to deal with them. Very unprofessional is the description I would use.

Ybor City:
150: Some of those that work in the student service department don't care about doing a good job for the students, they care about doing as little as possible and drawing a paycheck

209: Inability to reach anyone during drop/add week. Emails went ignored and phone calls went directly to voicemail. Faculty should be able to take care of business at all times.

222: Had a very bad experience with a family member trying to be admitted to the DM campus. The staff was rude and very unhelpful. It took the Asst. Dean getting involved to get it all straightened. When sharing the experience with colleagues, others have had the same experience. We must fix our front-line customer service to our students.

249: Students come to me having been advised that the AS degree is not transferable. There needs to be greater emphasis on the difference between the AS and the AAS. They are also automatically placed in the Liberal Arts category without further advisement from faculty in the student's area of interest.

279: Financial Aid and Advising are the weakest link in the HCC chain. It always has been and never seems to improve. However, I would like to say that Linda Herlocker is a first class, efficient and fine Dean. We love her.

359: Students appear to complain a lot with this area----way too many complaints!!!!

418: Financial Aid is a huge barrier for students. I have had students tell me repeatedly that their paperwork was misplaced or lost. Additionally students have shared they have waited 3 hours only to find out they needed a signature. There should be a mechanism for students to access their application electronically and track the progress.

MacDill: - No comments

SouthShore: - No comments

District:
71: No one answers the phone, so we get a lot of irritated students calling multiple times.

133: Lack of efficient advising models and training programs; processes and procedures take precedent over student needs

419: centralize it
Other:
405: First and foremost...........they are mean! They need a dose of niceness to say the least. They obviously are short-staffed and maybe this is the cause. A better process needs to be put in place. Students should be very clear on what they need to take each term so the 2 year degree will take 2 years. Classes should be open to the diligent student. The wait-time and frustration level needs to be minimized so the public will hear how great it is to be a student at HCC.
Q2.30 The Institute for Corporate & Continuing Education (ICCE)

Brandon: - No comments

Dale Mabry:
474: Why do we have this entity? It has lost money since the day of its inception. None of the business faculty were ever consulted. I believe it should be in conjunction with the Business education areas and not a separate entity.

Plant City: - No comments

Ybor City:
148: First, pick a name and stay with it. Second figure out what works and why? I have stories of either being very good or very bad. I understand there are new people to change it.
150: Absolutely worthless. A department of fluff

MacDill: - No comments

SouthShore: - No comments

District:
145: Rude [staff] though most instructors are very good. Inefficient department considering the little revenue they actually generate.
245: Seems to be offering the same things again and again. Seems to be a lack of vision for the entire area.
300: ICCE needs new leadership to take it to the next level. Current [staff] does not understand or give priority to continuing education, because the priority is on the past TCTC or corporate training. Just look at ICCE's structure and how it has changed since 2008. There are only a couple of people who work and support continuing education and more than a dozen people dedicated for TCTC. The continuing education department is no more. [It has been] dismantled and assimilated into TCTC. Now the new ICCE. There is no longer a continuing education department within ICCE. Just a couple of people trying to keep it going without the kind of support and finances that TCTC gets. If it weren't for Jacenthal Buggs and her work on the TBWA youth development training, TCTC would be in the red. [A staff member] is terribly bias towards TCTC period.
419: show me the money...talk about glossing over a department with serious issues...under the circumstances eg budget crisis, it is time to close it down...where is the transparency?

Other: - No comments
Q2.31 Please provide any recommendations to improve service quality at the District level.

Brandon:
56: Communication
59: Communication between departments at GWSC.
101: Most departments I think need some clear direction as to what they should be doing and how they support instruction and the campuses.
113: Even though there are budget concerns looming, HCC lags behind (as it always has) in comparison with other comparable institutions -- with underpaying and undervaluing certain categories of employees. Always an irony that those "at the top" insure they are making comparable salaries to their peers but have no problem keeping the little "worker bees" repressed.
132: Please see previous comments about service and "One College" and decision making
135: Students continue to complain about HCC employees with lack of concern attitudes in advising. When my son applied to attend HCC as a student, we experienced the same frustration several years ago. Recently a student complained about the non-caring attitude of an employee in the testing center.
139: Departments at District need to be more cohesive, more together. Diversity need to start at the head, destroy the clicks and more work will get done, in a more efficient manner. Bring the employees at District more into the real world of HCC.
181: I don't have any idea how to fix student services. I only know that it (primarily financial aid) is a source of complaint from the students and has been for many years.
197: There should be opportunity for adjunct staff to be able to teach more classes as available. The issue of union should be revisited. It makes no sense that an adjunct can only teach so many classes without being seen as a full time. There should be other mechanism in place to give the opportunity to teach more classes. I would suggest that there should be a kind of contract stating that if you teach so many classes you are not entitled to benefits. What most of us want is to be able to have enough classes to teach in the college.
325: The expansion of some District level departments has not resulted in commensurate improvements in service or efficiency, for instance, the grants process has become more complicated and convoluted than it needs to be - perhaps to justify the bureaucracy that controls it. Likewise, the Equity office seems to on it's way to "empire" status. These are both important functions, I just question the amount of return on the investment of our resources we are expending. As for the Foundation, there are other institutions that could provide a model for our Foundation to follow in order to become more effective in its mission. The point that is often missed or forgotten is that the core mission of the institution is to educate students. Expansion of "support" departments and other non-instructional functions diminishes our ability to execute the core mission - especially in times of decreasing funding.
331: Send more surveys to students.
352: [A staff member] does not actually promote equity. All he/she cares about is if minority candidates are being hired. In the 21st century, that attitude is crazy. HCC should hire the best and the brightest; skin color and/or race should not be considered at all during the hiring process.
362: I believe a close look should be taken at the Director level. It seems people have been intimidated so long that they are afraid to make the decisions necessary to prevent bottlenecks in daily operations. Micromanagement is not the answer, give people the authority to make the decisions they are paid to do and limit the scrutiny. OPERATIONAL PROCEDURES!!! Define the rules and guidelines of each position within the college. There is too much time wasted, trying to determine who has the authority and be willing to make a decision.
372: possibly some sort of face recognition...seems District campus is the campus of the Gods and everyone else are the "little people".
I feel that there is a distinct disconnect between Leadership within Student Services at the district office and at the campus level. Some of this is due to poor communication but a portion is also due to the lack of collaboration. I think that the current structure (organizational) of student services no longer supports what our student population needs both technologically and structurally. A review of the organization may prove that there are changes that need to be made.

Student services advisors have a tendency to give you different answers when you go through to ask questions regarding academics. Maybe it would help if they took greater measures to make sure they were all on the same page?

District is here to support the Campuses. Campuses should not support district

Speak in one voice. Although the oneness being advocated by the President is very important but more needs to be done at the district level to show its seriousness.

Need faster and more efficient response to technical problems, especially with passwords, etc.

Dale Mabry:

Other than issues with Student Records and Academic Advising the service is excellent. This is a great place to work and I am proud to work here.

With budget constraints, it is always hard to mention additional staff, so maybe I would throw the idea out about more cross training opportunities and better utilization of the staff we currently have. Maybe a rehaul or desk audit of student service hours of operation, etc. to see if we are truly meeting the needs of the students during the most ideal hours. Go to a four day work week and have friday through sunday off.

CENTRALIZE ALL STUDENT SERVICES

Visit the campuses where employees and students interact. This may assist in some decision making to truly relate to what is going on at each campus. For example the simple act of driving and parking like a student would during the first week of a semester. This would also include leaving the campus during a peak hour of when students are leaving. Standing in an admissions or bookstore lines during the fall rush or going to the cafe at lunchtime would also be good interactive activities. If you have a good experience then we are doing a good job in assisting that campus community.

We need more frequent dissemination of information when it comes to college wide information. Many times, it is up to the campuses to contact the district office to ask about changes or inconsistencies in policies. Information is disseminated in a reactive as opposed to proactive way.

The Help Desk phone support is nearly useless. I spent 45 minutes on the phone to have the gentleman tell me that he couldn't help me, and record my problem incorrectly, so that the wrong district employee ended up contacting me. The guy who contacted me ended up sending my information to the correct party, who then had to contact me to get the details on my problem. In my experience, we have added an additional layer of red-tape (and cost) that is making the process of obtaining assistance with technical issues harder, not easier. I plan to NEVER call for assistance again, and solely submit tickets electronically (which I was unaware I could do), because there is a better chance of getting the correct help if I can clearly explain the problem instead of relying on someone else to do so.

You have to jump through hoops to get more desks in your classroom or to get a computer fixed in the classroom. It would be better if we, as faculty, could simply report problems to the Dean's office and have them taken care of rather than having to talk to IT on the phone ourselves.

Although I need additional training in the computer/technology area, I feel overwhelmed by what I need. Are there any "technology placement tools" that would let me know my level and skills of knowledge in this are. I'm not at the beginner level. However, there are many functions that most take for granted, especially in MS Office, that could use more training in. Bring on the "For Dummies" level of instruction.
100: It would be nice if when you called help desk, people came out in a timely manner. Last time I called they told me 2 days to fix my computer. How can I work with no computer?
102: Seems to be disconnect between district and campuses.
109: There needs to be someone to answer students, faculty and staff questions in the admissions area.
111: It seems as though many student services call get directed directly to the Deans and the students get frustrated being transferred around so many times.
134: I understand that under the past administration, that the district pitted the various campus presidents against each other. When this occurred, the district then could do what they wanted without regard to the campuses since they were infighting. Hope that this is being corrected.
137: Continuing Education: difficult to reach staff. Took numerous tries to finally get response from staff to fix the problem. It is often very difficult to find out various college procedures, example: how the purchasing process works. I have tried to purchase various pieces of equipment and it becomes difficult to get through the system. Also, hiring part-time staff: why must they come to one campus and show their photo id and SS card and also go to district (HR) and do the same thing. I always apologize about the duplication. Can't they be processed on one campus and the paperwork sent to district interoffice? Advising: prospective students often complain about not getting answers in a timely manner. I attempt to send them to a knowledgeable person in advising but they often have to make 2-3 trips to campus and still don't get the answers about what will transfer and what won't. More advisors are needed to handle the volume of students. We lose a great number due to the insufficiencies in the system. Streamline the college wide system: if a student starts at Brandon, why does it matter if he finishes the majority of his courses at Dale Mabry? The same database should be used so any campus can graduate him. Also: graduation checks should be mandatory the semester before graduation. We have had many students complain that their transfer courses are not on their transcript and are worried about graduating on time. If a graduation check was mandatory, everyone would be on the same page and this problem wouldn't occur as often.
141: We need more student service personnel. Students constantly complain that going to financial aid is an all day affair. We need to show that we respect that students are busy and have time demands. We need to be able to meet their needs and not be a source of frustration. Financial aid is always one of the first stops for students, it needs to help encourage students to continue their education. I would hate for a student to not continue their education because they couldn't get the support they need. I also now that we have more students than classes. Students can't finish degrees if they can't get into the needed classes.
167: Do not "farm out" IT functions, the help that works is through the office at the local college level.
185: I don't really have any.
192: The adjunct instructor training is lacking. When I started at HCC there was no one to help me at all. I only found out about my second email address months after starting. I had no email for weeks. It took hours to get signed into all of the different systems we have access to. A FAQ needs to be set up for new employees. Although I applied for a parking permit, I have never heard a word from anyone about it since applying.
201: More advertising of HCC programs. Highlighting accomplishments of HCC students and staff in the media.
208: The admissions and records dept at HCC needs to be evalauted and given help. It is the greatest weakness of HCC!
227: District administrators should go out to the campuses and meet with faculty and students; not necessarily in special arranged meetings, but also just by visiting on campus (announce it via email) and see what really concerns faculty, staff and students.
235: The receptionist is there to greet individuals and should do just that.
248: I had a short and snappy response from Payroll dept. the last time I called. HR not processing paperwork quick enough.
254: Fire people who are not doing the job.
269: If at all possible, more monies should be allocated to the Writing Center and Tutoring Center which are currently housed in Library Resource Center at Dale Mabry. Additionally, on the Southshore Campus, there really should be a bigger space for these two learning centers. The computer lab at Southshore could use more space and more computers.

302: Advising and financial should move a little faster. Maybe more personnel is needed. I had a problem with my grant, I was not awarded until one month after the award date due to financial aid not posting it in my account. There was also a mix up with my status at the beginning of the term with me being notified that I was on academic probation when my grade point average was 3.7!!!

307: Financial aid needs improvement for services to the students.

315: Totally close down the Davies Island District Office and distribute functions geographically to each campus ie HR to DM, Purchasing and finance to Ybor. Accademics to Brandon. Security to South Shore.

318: Marketing of instructional AA and AS programs are very weak as far technology. Students standing in long lines for a period of time to register does not reflect proper planning when we can utilized the gym setup processing columns, verify application requirements and scheduling.

339: Have District personnel work at the campuses.

349: Training from the top down. Written communications must be reviewed by educated professionals. Customer service must be a priority. Maybe more staff is needed - I'm not certain. Use technology to minimize laborious tasks. Good technical communication will eliminate many time consuming queries.

383: Provide more specific training on the use of Datatel on how to extract information beneficial to our assigned duties. Streamline budget transfer process to be similar to creating a requisition with appropriate approvals, instead of forwarding an email attachment.

398: Allow adjuncts to teach more classes. We would be more available for HCC if we didn't have to teach at other colleges. We don't need full-time with benefits, but we need to make a living.

402: Provide better resources for financial aid office (more staff, lessen hold times, improve scholarship refunds)

417: Budget - I work with an operation that functions 12 months of the year and the policies for budget are very restrictive with the early "closure" of the fiscal year. There has to be a solution, as I've worked on several campuses and we did not face such a restrictive system. Also, my interactions with the budget office have not been positive with the personnel and have found they have made changes to my submissions without informing me - which has caused my budgets to be off. All in all, there is very little teamwork from the office, along with very little training for new employees. Datatel and other systems are fine. Tricky, but no less complicated that other systems. I'm looking forward to Blackboard being campus-wide though! Very excited. It would be great to have access to student ID photos in some system as soon as possible now that we collect them digitally. This could help with class rosters and confirming identity. As for TCTC, I've attempted to work with them, but have had little response. Would like to see that improve. As well, with the Foundation, my program has many ties with them, but I honestly know little (if much at all) about the Foundation. Would be nice to know more.

464: Unsure, sorry.

474: Having district personnel on campus would be beneficial to the understanding of the mission of the College and the plight of the students. With the capabilities of technology, there is not reason to separate the administrative function on an island. Placing Administration on a campus (any campus) would best serve the students and other stakeholders of the College.

479: The technology in classrooms should be repaired promptly and without angst. You have to fight for the technology office to repair projectors--unacceptable.

490: Increase staff Admissions and Records.
500: Help Desk was not "helpful" when contacted about a Security Blocker issue. Was told to contact the publisher of the software I was using instead of directing me to have one of our tech support people come to my office to disable the software so something could be downloaded. (I had to figure things out by myself.)

502: HCC employees having an internal help desk - not being included with HCC students.

520: Need to focus on effective communications about all aspects for better understanding about them.

529: New Adjunct Faculty Orientation could have been a teachable moment, however it was all talk.

558: I have had a student who had a problem with their international paper work. It would be good if they could be a way for dealing with students from other countries for all the campuses.

Plant City:

3: Don't lose paperwork. Recognize that all the essential work of the college, i.e., serving students, gets done at the campuses.

4: From IR, I would like to see a broader sharing of institutional, state, and CCS data with faculty as it relates to student success and retention; it would also be nice to see administrators from district periodically visiting the campuses, and interacting with students, faculty, and staff (on a voluntary basis); most of us were inspired by something or someone, and it would be nice for our students to know who some of our administrators are and what they do.

36: I have two major complaints in the area of networking and telecommunications. Networking computers for student use always seems to be problematic due to the age of some of the systems in place. In many areas, we are also at capacity. Network capabilities need to be addressed on a large scale, so the College can best serve students. As a staff member, I feel the current help desk leaves much to be desired. It is often difficult to explain an issue in a help desk ticket when the individual isn't sure of the problem. Moreover, the responses from the help desk, more often than not in my experience, are cryptic and don't really address the issue. I know the staff are busy, but perhaps making an effort to speak to a person involved to get to the real issue would help improve effective responsiveness.

84: The people actually at district for the most part are doing a great job. The problem seems to lie in an inability to get contracts and agreements that benefit HCC first and the contractor second.

123: No suggestions

214: Hire more people of color that can relate and inspire your student body

230: Items at the district level seem to be very disjointed. There does not seem to be a lot of understanding about who does what and who is responsible for what. Communication has improved during my time at HCC, but is still fairly poor. When I have a question about a purchasing problem, there doesn't seem to be a clear person to contact about my problem. Instead I get a run around. Though I am using purchasing as an example - this is completely an HCC problem - it is challenging to find an answer to many questions and problems.

273: The service quality at district level is good.

291: Change the "us vs. them" attitude within Student Services/Enrollment Management; develop a stronger sense of cooperation and collegiality in this area.

323: Security services need help with what their duties are, especially at the plant city campus. At all of the campus locations, support staff need overseeing. Even the managers of the individual departments need overseeing. Ex: at DM, the cleaning crew is terrible. They do not mop bathrooms good so that even the womens stinks. In general the cleaning is terrible. Most things are great at the colleges but the support departments really do not understand their importance and it can be frustrating.

333: Once again, include employees in the decision-making process.

344: District is the most welcoming group.
355: The quote "oneness" needs to be placed into action at the higher level, such as Campus Presidents because they show discorded. One campus doing one thing and another doing another. The larger and smaller campuses should have the same positions on each campus, no matter the size. Update campuses to future hybrid and online courses to increase the FTE.

420: Not sure I have any ideas for this now.

492: As an adjunct instructor these services are not applicable for the most part.

Ybor City:

16: n/a

32: Answer email’s at a timely manner and not two days later.

47: Again, hire people with the appropriate skill set, without administrative meddling, especially from [a staff member].

69: Communication, communication, communication.... Somewhere between the campus and the District level there is a break down in communication, this I feel needs to be corrected, there should be an open door policy in place that addresses the concerns of the employees and students.

74: "District office" has a tendency to lose paperwork...Perhaps if they had a better work-flow plan paperwork wouldn't get lost?

86: Again, check the minutes of past meetings for suggestions of others who know more than I. The more things change...

96: I have had many complaints from my students in regards to long waits when registering in person with no help from staff. Also, poor quality of service in the book store and every semester there is ALWAYS a delay in the course book being in stock for students. They are delayed sometimes 3 weeks after starting class.


126: For me, the use of outside consulting firms is a complete waste of our money. We are an educational institution and I think we should have enough educated people here to make the decisions. I think many would be shocked at how much money we give away to other companies to make decisions for us.

140: Ask [Human Resources] to please stop e-mailing us with Wellness Works stuff. Put that on the website instead of filling up our inboxes!


152: Improve reliability of computer systems. Increase access hours for WebAdvisor. HelpDesk has often been difficult to reach.

159: Streamline paper trails. It takes TOO long to accomplish simple things like getting outside vendors paid for their services and ordering equipment due to the bureaucracy.

170: TRAVEL TO OTHER CAMPUSES.

183: Perhaps increase the stipend of adjuncts who take professional development courses. Another college I teach for does just that.

225: Make it easier to get through to the Help Desk for tech support

257: Significant decisions within the Student Services department are made with apparent disregard (even disdain) for input from the campuses. Often campuses aren't even informed of changes or issues under consideration -- until well after the decisions are done. "Pet projects" more forward while more pressing issues, from a front line service perspective, are put on the back burner or buried altogether. There seems to be little or no advocacy for the field. District functions are often pushed to the campuses under the guise of being "temporary reassignments," but these temporary moves become permanent, regardless of the operational impact on the campus staff. This is despite the addition of several District staff positions within Student Services & Enrollment Management.
287: There seems to be a disconnect between District and the campuses that manifests in several ways. Part of this disconnect might be due to our decentralized environment. As we move towards "one College," hopefully this will lessen.

313: Friendlier, more helpful staff. You call and they make you feel like talking to them is an imposition. Or, they are of no or little help.

359: N/A

365: AR&R should have hours to accommodate students better. There should be Friday and weekend hours.

415: Need to improve contacting the help desk.

418: Visit the campuses more often to see the impact of decisions and governance made from a distance.

444: There doesn't seem to be any individual strategic training plan for employees tailored to their role at the college.

458: 1) Trying to get information from the Help Desk is a joke. It can take 45 minutes on hold to get a password reset! 2) PDWS offers interesting workshops, but never at a time when most faculty can attend! My program runs both day and evening classes, five days a week. The break between the classes is generally filled with committee work. The only possible time that I can get to a workshop is on the weekends. 3) I am happy with the Student services at Ybor. I am less happy with advisors on other campuses who sign students into courses for which they have no pre-requisites and/or mis-advice them about what program requirements are. There is also a problem with students registering for courses on-line. Somewhere they are getting into courses for which they are not qualified.

504: Student Service process varies from campus to campus. It would be great if policy and procedures were the same across the board.

524: Personnel taking responsibility for their positions and the work that needs to be done. Doing the work in a timely fashion. Keeping on top of each process so that items do not get lost/mislaid/ignored. More efficient handling of financial requests. Programs having a way to cut through red tape when an opportunity unexpectedly arises to hire a guest to lecture/perform which would add to the educational enrichment of our students. Paying for services rendered in a timely manner.

530: This question needs to be clearer.

MacDill:

280: Web mail - unable log in to faculty account - help desk (outside vendor) told me to check the email sent to the account. Obviously that does not work. Need new vendor or one that understands the problems presented. HCC staff resolved the problem very quickly once presented to them.

SouthShore:

8: Perhaps a return to common courtesy and netiquette.

38: none

99: District level departments must ensure that they are their to provide service to their customers (the campuses). At times, and for some departments, it seems that they are not responsive to the needs of the campus.

144: It was very difficult for me to learn to use some of online systems such as how to post grades for tests. I would have like a tutorial session on how to make full use of the computer system.

154: Each campus should have an available IT troubleshooter. As it stands right now, it can take days to get a response to IT needs on the SouthShore Campus.

195: Please give professors a voice.

259: n/a
I have used the Continued Education Department to take extra courses and complete my CPR recertification. I am dissatisfied with the department. I went online and applied to obtain CPR Instructor certification in May 2010 and never received confirmation or the text. I called the department 12 times and no one could help me. Three days before the course was to occur, someone finally called and stated they were on vacation the entire summer and that is why I did not receive information/confirmation or text (to obtain certification one must complete modules with testing prior to attending the class). I have encountered problems with CPR training. I will sign up and have the class cancelled or sign up and have the wrong information. I attended a CPR class this past February and found out it was a class for nurses aides. The instructor allowed me to stay and recertify in CPR but I had to stay longer to complete the certification. Most of the students in the nurses aide class were also upset because they received incorrect information about the course. The CPR instructors are all well informed and are excellent educators but the department has many communication issues. I am uncertain if I will attend any more classes.

NEED TO BE MORE RESPONSIVE TO FACULTY WHO NEED HELP AT THEIR CAMPUSES WITH COMPUTER TECHNOLOGY. WE NEED TO GO TO INTERNET 2 TO KEEP UP WITH OUR ONLINE COURSE OFFERINGS. WE NEED TO BE SIMILAR TO THE UNIVERSITIES USING INTERNET 2.

More communication

District:

Move the district office to a campus so people better understand our core mission is students

Maybe some tips to help employees solve common issues or things we can do to make our computers run better or make our work easier.

Knee jerk reactions to accomplish things don't net satisfactory. Every idea is not priority. Better results are achieved when a process is followed.

Even though many of the processes related to student services seem to have moved to students and faculty (online registration, posting of grades), many of the old problems with long lines and frustrated students seem to remain. Admissions processes and registration processes still seem to involve too many students having to come on campus. Student services for true online students does not seem to be ready yet.

Payroll needs knowledgeable leadership. The worker bees seem to have a lack of confidence in the supervisor's willingness to make a decision or give guidance. Except for a few, people in payroll and human resources do not seem to care anymore. Some dress like they don't know it isn't the weekend and some look like they don't need a desk because they don't have any thing to do but others can't get out from under the piles of problems to be solved. Its like this in the finance offices too. The help desk is an illusive figment of somebody's imagination. Maybe people in these areas are having morale problems, but isn't it was before about five years ago.

Student services should be a centralized function. It cannot be effectively managed without a VP who has control. TCTC sucks money away from academic programs and has been for years. While academic programs who generate tuition are being robbed of funding. Also, [a staff member] thinks he/she owns the CITT building.

There needs to have more visibility and interaction between campuses and DAO. There should be a representative or an ambassador between the two areas to communicate how we can assist each other.

District personnel need to work on campuses at least periodically to get a feel for campus life and pressures.

Get rid of the ICCE (TCTC) and put under workforce development at DM campus.

Improve/faster technology

Reorganize all workforce, including con ed and ICCE, programs under one area. Ensure that department websites are current and not so wordy so that folks can find info easily.
278: I recommend a review of the process for determining which classes are offered to HCC employees through PDWS. I believe we would have a more targeted and relevant set of program offerings as well as greater attendance and participation in these programs if the course offerings were determined by a team of individuals representing each campus, HR, and ICCE's Professional Development group. I also recommend a better marketing and communications effort to the leadership of each campus so they understand the value of on-going professional development for their staff. Managers and supervisors should be held accountable for co-creating professional development plans with each staff member. Further, they should be held accountable for allowing their staff members to attend PDWS offerings.

289: Better coordination, sharing and planning needed. Still functioning as silos, need more across-campus planning. Need to evaluate outcomes at all levels.

300: We need new a leader, who would be all inclusive with their department of the new name...the Institute of Corporate and Continuing Education!

390: The College needs to be more centralized.

391: Mandatory training and necessary re-training to yield a better quality of services and to continuously bring our employees into the 21st century arena.

394: Sometimes I have found the some departments/programs and even campuses are not using common resources but creating their own way. The Oneness idea is great and I hope is spreads. An sample is that many programs focus more on their own website and send students there rather than using the proper college resources such as Datatel. I deal with two departments who try and use their website for posting information and not making sure that it is done in Datatel first and foremost. We could use more programing and modernization of the Datatel system and the resources to get better reports more easily than what is available now.

411: Get rid of the Pass-The-Buck mentality. Accountability is an issue.

419: give us a 'drumbeat' and stop allowing accountants to drive important decisions...where is the vision on academics?

438: Improve the speed of assistance with technical problems

491: The domestic violence component of the Wellness Program is questionable. "Vixens Against Violence" appears to be based in Pinellas County and some themes on the site give mixed messages in my opinion. The Spring of Tampa Bay is the only certified domestic violence prevention and emergency shelter agency in Hillsborough County. Corporate partners include Hillsborough County Government, The City of Tampa, and the United Way, to name a few.

Other:

48: Better training for HR and direct service staff. Either get rid of CIGNA as a health plan provider or bring in other companies (AvMed) for the sake of competition.

276: HR needs more employees to deal with contract issues and employee disciplinary issues. No guidance exists for supervisors in the form of set guidelines for situations that arise nor for how to go about completing PIPs etc. Can find all this on line at other colleges but none for HCC. Only one person to call when help is needed and responses are slow to come since they are busy. Hire more people to deal with this side of the house and provide documentation. Employee contracts are so vague that no one, including HR, completely follows even what is written. Too much leeway given to unions and none to supervisors who are trying to do their jobs.

405: Be visible. See what is happening at the campuses. You can't see how to improve the process sitting from afar. Have a shopper give you feedback constantly to ensure process improvement.

452: Increased use of technology and enhancements. Need to be on the "cutting edge". Interact more at all levels.

547: Try this: COMMUNICATE
Q3. Please describe strengths for items that you rated ‘Very Satisfied.’

Q3.2 Academic advising

Brandon:
113: these people see a lot of students and are able to disseminate helpful info with relatively few misdirections

Dale Mabry:
116: We have great counselors at Dale Mabry
398: All my students who have used these services improved their attitudes and grades.
545: prompt, pleasant response to my concerns, questions

Plant City:
291: Working well; no issues.
395: With the help of Miss. Henderson and Miss. Dale of the Plant City campus i was able to start my academic journey.

Ybor City:
74: Good work-flow, excellent inter-office communication.
253: They take the time to help students to find the best options for them. The counselors at the Ybor HCC campus are caring and very professional.

MacDill:
472: MacDill has a more personal contact with students to advise them. I think we do a better job there.

SouthShore:
38: very nice and helpful
399: Good customer service.

District:
375: This is for all of the below listed categories. As the parent of a HCC student, since I work here, the services are satisfactory for me. If I didn't, I'm not so sure they would be. it's hard for me to rate them.

Other: - No comments
Q3.3 Admissions and records

Brandon: - No comments

Dale Mabry: - No comments

Plant City:
30: Fast speedy service in Plant City campus :) 
291: (same)

Ybor City:
74: Good work-flow, excellent inter-office communication.

MacDill: - No comments

SouthShore:
38: organized

District: - No comments

Other: - No comments
Q3.4 Bookstore

Brandon:
59: Staff respond quickly to student and faculty issues and inform the Academic Deans and Academic staff of any problems needing resolution. They made improvements to the bookstore by providing a wider variety of snacks and drinks.
223: Very helpful and knowledgeable staff

Dale Mabry:
46: They are doing a good job and have good customer service skills.
97: Efficient and friendly staff.
100: The Dale Mabry Bookstore is awesome about accommodating my requests, helping me move my large orders to my office, as well as having excellent customer service and employees. The bookstore is a pleasure to work with.
188: best staff ever!!! great service :)
208: Fay Doyle has a good work ethic
254: The bookstore staff is excellent.
298: Staff and management very friendly and helpful
464: I love the new bookstore! It is so nice!
474: As faculty we are able to work with Bookstore personnel to publish lecture notes and sell them for a small fee. This facilitates learning in the classroom without placing undue burdens on the students. In addition, our department negotiates book prices with the publishers and the bookstore works with us to ensure proper pricing.
545: Prompt, pleasant response to my questions

Plant City:
449: Books are ordered as desired by the teacher.
551: Always helpful and when i leave i have what i need with a smile on my face.

Ybor City:
74: Friendly staff, well stocked.
253: The store always has what you need.
257: The bookstore manager works very hard at partnering with the rest of the campus to provide not only the essentials that students need, but also things that they may want or that might enrich their overall experience.
282: Easy to locate books. Helpful staff.
365: Very convenient always someone there to assist

MacDill: - No comments

SouthShore:
38: plenty of choices

District:
369: Excellent customer service, several choice items available for purchase. New fresh looks in some stores.
394: Very helpful staff and easy to find items.

Other: - No comments
Q3.5 Bursar office

Brandon:
59: Staff take the time to assist when in need of P-card drop-offs and petty cash.
90: Prompt service, excellent communication and clear information: BSSB Bursars Office
125: Very prompt
240: Staff is always helpful and has the correct answers for you.

Dale Mabry:
46: They are doing a good job and have good customer service skills.
97: This is an area I have never heard a student complain about.
242: Quick and helpful when my payroll wasn't automatically directly deposited.
254: I have found the personnel to be polite and cooperative.
545: Prompt attention to my questions

Plant City:
30: Wonderful service, very helpful.
36: Always willing to help even when the problem is outside the scope of responsibility.
291: (same)
423: Betty Lambert is very cooperative and always ready to help.

Ybor City: - No comments

MacDill: - No comments

SouthShore:
38: helpful

District: - No comments

Other:
452: People oriented.
Q3.6 Classroom equipment

Brandon:
101: classrooms are equipped with the modern well equipped instructional devices and updated as needed.
106: I think great strides have been made with the 21st century classroom equipment.
244: In spite of the budget shortfalls, the campus administration has kept up refreshing classroom equipment and computers
247: We have top of the line equipment, and it is maintained in good working order.
326: Always works; quick to replace lightbulbs
429: Haven't found a classroom yet that didn't have what it needed to effectively relay the course materials in each class.
467: screens and projectors

Dale Mabry:
14: Excellent equipment and support. Thank you.
100: I am impressed by the lovely equipment available for use in the Tec building.
102: Smart rooms are big improvement
116: Always works well.
134: Science classrooms where upgraded to 21st Century A/V and are really appreciated by faculty and students.
177: Excellent
192: I am very happy with all the options I have in terms of presenting information to my students.
208: Our "smart classrooms" and internet access are very helpful
227: our 21st century classrooms are great teaching environments. The labs in my department are also excellent in equipment and material (Science Dale Mabry)
242: Quick repair for burned out projector bulb.
255: I have all of the technological equipment I need and it all works!
301: The twentyfirst century classroom is a professor's dream come true. It is the world at our fingertips which we can share with our students at our discretion.
307: The equipment we have in the 21 century classrooms are great
349: I believe our classroom equipment is appropriate for instruction.
474: Computers, projectors and document cameras make teaching easy.
513: We have a lof of equipments to help teach in HCC.
520: Equipment is classrooms are upgraded and user friendly.
542: Classrooms well equipped with technology and used.

Plant City:
123: All of the equipment is modern and in line with other campus classroom equipment needs
323: Up to date, state of the art. In good working condition especially. It is frustrating when equipment does not work, like at the DM library when the PC doesn't work in the classroom and the staff knows it but does nothing, then thinks it is okay for the equipment not to work and the faculty is psycho if they find it frustrating. I especially like it when the library staff at DM steal my stuff. Oh you meant in the classrooms, great. Thanks for asking
449: The classroom equipment and the support staff are exceptional.
492: My lecture room has the "smart classroom" equipment that makes the presentations easier to perform. Also the room has chalk boards which are far superior to the erasable marker boards.
551: always enough room
Ybor City:
86: Computers in every classroom? Man, I must be a dinosaur to appreciate this as much as I do, but it is truly wonderful. In the classrooms I use, moreover, there seems to be a pretty consistent interface, and very few "quirks" for systems so complex. Kudos.
117: Up to date
129: Classrooms equipped with 21st century technology, all equipment working.
183: It's been improving the last couple years. No complaints.
282: I teach in a beautiful classroom this semester with computers for each student.
283: I've been very impressed with the equipment, and focus on constantly improving and bringing new technology into classroom.
328: Good audio visual
365: Up to date equipment
544: As I mentioned previously, it's great. Better than SPC.

MacDill:
280: Great at MacDill Campus but not nearly enough classrooms for the demand

SouthShore:
38: excellent
368: START OF THE ART
487: Excellent equipment!

District:
50: 21st century classrooms
145: The 21st Century classrooms look great and the use of more technology by instructors should be encouraged.
332: Technology in classrooms seems very up-to-date.
394: As a teacher, I find the classrooms are nicely managed and cleaned. The equipment is great.

Other:
555: HCC provides its instructors with excellent equipment necessary to enhance the student's learning experience.
Q3.7 Computer labs for students

Brandon:
101: we have very decent computer labs and those labs are opened for a sufficient number of hours to serve students and faculty.
125: Well equipped, competent personnel
223: Enough computers for students and staff is very helpful
244: Adequate number of computer labs for students; updated equipment
467: Updated computers.

Dale Mabry:
97: Lots available.
134: Good staff.
177: Excellent
208: Eve Perry and her staff have great work ethics and are very competent, especially Paul Landry.
242: Excellent lab and tutoring service for students.
255: The Prep Math lab is welcoming. The assistants are friendly and courteous. They work to help each student at the student's level. The hours are compatible with the class times.
349: HCC seems to have great computer labs.
464: Always available! However, the computers in the library NEED to be able to print power point-not JUST the on 4th floor in the tech building.
474: The hours and available computers are sufficient for student access.
482: students use the labs often
520: Students are able to use the labs very effectively to their advantage.

Plant City:
323: at DM great. The staff is very helpful and competent. At PC good.
551: i wish there were more for students that were private but they are excellent

Ybor City:
74: Plenty of computers for students to use. Helpful staff
86: Haven't spent much time in them, there always seems to be space for students, and my students haven't complained about it, so I suppose no news is good news.
117: Software sometimes lags behind industry
129: Computers are working and have appropriate software installed. No wait time to use a computer.
282: Students have computers available in classroom.
373: The people are very helpful.
544: Same as above. Works fine.

MacDill:
280: We could use more computer labs at MacDill AFB - especially with online/computer based programs for science classes

SouthShore:
368: PLENTY OF COMPUTERS FOR STUDENTS

District:
50: being refreshed regularly - but if there is one problem, it may be that we are not efficient in our use of labs and probably have too many labs
289: When I visit campuses, always see students. Good access for all students.
Other:
547: Usually wonderful help in the labs.
**Q3.8 Course scheduling**

**Brandon:**
59: Campus Program Managers and Academic Deans make sure there are plenty of courses spread out throughout the days for student needs.
125: Covers all hours
467: Becky McAfee provide very personalized attention when scheduling faculty.

**Dale Mabry:**
80: I work with a Program Manager and Dean who are respectful of my requests for scheduling of the courses I teach, and I appreciate that.
97: Appears to be quite flexible to meet the diverse student population that we serve.
134: Good coverage.
206: I have been permitted to schedule my classes over four days, two back-to-back per day, plus one evening, which permits me to do my personal best. In years past I've been given four classes in a row on some days.
227: My department and program manager are doing a fine job in accommodating student needs and faculty needs.
242: No problems so far!
255: Prep Math classes are offered a variety of days and times to coordinate with other programs.
315: on-line information appears timely and accurate.
327: I am able to teach specific courses at specific times.
349: I have not experienced any troubling issues with scheduling.
388: Plenty of options
398: Good, wish adjuncts could teach more courses.
474: The College allows faculty to experiment with alternative scheduling options as we try to enhance our classroom engagement and performance.
520: Courses are scheduled with various choices.

**Plant City:**
323: For me personally, I usually get the hours and number of courses I request or agree to. No problems, it usually works fine.

**Ybor City:**
86: Don't know, really. I'm happy with mine.

**MacDill:**
280: great - done very well by Mr. Hopkins and staff

**SouthShore:**
38: good
368: SCHEDULE ACCOMMODATES STUDENTS

**District:**
394: It seems as though this area functions quite nicely

**Other:** No comments
Q3.9 Facilities and maintenance

Brandon:
90: Excellent communication, good work quality and clear information
125: Nice classrooms and library
247: We have great facilities, and they are maintained ever well.
326: Friendly security at night
430: they do a great job with limited resources

Dale Mabry:
46: They are doing a good job and have good customer service skills.
255: The buildings are clean and maintained. The staff is pleasant.
269: The grounds of the two campuses with which I am affiliated (Southshore and Dale Mabry) are beautifully maintained. The plantings, especially the purple petunias at Dale Mabry, are attractive.
298: except for closed restrooms between classes, campus looks fine
464: I always see the maintenance staff working hard and ALWAYS cleaning SOMETHING!!
558: In our building the maintenance staff do a great job

Plant City:
551: Always clean and always on top of everything

Ybor City:
16: They always find ways to ensure successful transactions when requesting rooms, services, etc.
253: I can't say enough nice things about facilities and maintenance. They keep the HCC Ybor grounds and classrooms looking spotless. They should all get a raise! They are amazing.
282: Ybor Campus is well-maintained and neat.
366: Very accommodating without any reservations.

MacDill: - No comments

SouthShore:
38: great
368: GREAT JOB RESPONDING TO OUR NEEDS

District: - No comments

Other:
547: Campus always clean and any requests are usually immediately addressed.
Q3.10 Financial aid services

Brandon:
223: Very helpful
429: They gave me clear information about what I needed to do the one time I had to go in for help.

Dale Mabry:
149: I have to give credit to this department. These ladies and gentlemen work extremely hard.

Plant City:
395: Without the help of the financial aid offices i would not be able to afford living and going to school at the same time.
551: good workers and good service.

Ybor City:
74: Good work-flow, excellent inter-office communication.

MacDill: - No comments

SouthShore:
38: nice and helpful
399: Great customer service.
District: - No comments

Other: - No comments
Q3.11 Food service

Brandon:
90: Friendly, clean, organized and personal service.

Dale Mabry:
208: Fresh vegetables nice salads and ethnic foods are a plus. I suggest we include yucca (cassava) as it is popular among Hispanics and Caribbean persons.
232: They do their job with a positive attitude and always provide quality service.
255: The meals are reasonably priced, with a good variety of fast food and hot meals.
298: fantastic staff
310: excellent choices and options

Plant City: - No comments

Ybor City:
253: The cafeteria has tasty food that is affordable. They also have healthy options for those that don't want to eat greasy food.

MacDill: - No comments

SouthShore: - No comments

District: - No comments

Other: - No comments
Q3.12 Grades and transcripts

Brandon:
125: Immediately posted
240: Staff knows the information you must have in order to transfer to the University. Wait time for grades and transcripts quick.
429: Very easy to Locate my GPA online and all the information regarding my classes.

Dale Mabry:
70: Student requests for transcripts are handled in a timely fashion at the campus level.
255: Inputting grades is convenient and efficient.
464: I love and agree with the grading system!

Plant City: - No comments

Ybor City:
434: When I was a student, they responded quickly.

MacDill:
280: great - online reporting is excellent

SouthShore:
38: accessible

District:
394: As an employee I see how well things are done, but I am not sure how students feel.

Other: - No comments
Q3. Please describe weaknesses for items that you rated ‘Very Dissatisfied.’

Q3.13 Academic advising

Brandon:
139: More advisors available -- need to get Faculty involved with advising, don't let a student who has missed half the class in, set up for failure.
223: Horrible experience, advisors were not willing to explain anything to me. Told me to go online and figure it out and then I was rushed out of the office
331: The first time I ever visited an Academic Advisor, having never used their services before, not knowing what the correct first step was to take, academically, I sat down and asked for help. Well, the advisor simply stared at me and did not say a word, as if to say, "are you stupid or something?" without actually saying it. So, I received no answers in the academic advisors office.
352: This department is a joke to students.
541: This department is slow to respond to student needs and requests adding unnecessary stress to students who often are pulled in too many directions.

Dale Mabry:
14: Once students choose an area of study the academic advising duties should be split among the faculty in the student's area of interest. I see too many students who are in academic crisis due to the advice they have received. Accounting student - "Take any Biology course, they are all the same"; pre-nursing students being told that there will not be an issue taking Microbiology and Anatomy & Physiology at the same time. It took my daughter MONTHS to be allowed to see a counselor when she was applying as a Dual Enrollment student. I actually had to go with her and announce my status as a faculty member to force the issue (shameful on my part but that's what it took). Why wouldn't they see her? No HCC ID card. To get the ID card she had to be enrolled. To be enrolled she needed to see a counselor. She explained this several times prior to my intervention. Had I not been able to intervene on her behalf she would not be currently enrolled as an Honors student at HCC. My daughter (and I) was told by the academic advisors that HCC did not allow dual enrollment students to take more than a certain number of classes and under no circumstances were they allowed to earn a degree. I found this odd as this is commonplace in Pasco county. This deprived her of her senior year of high school - graduation, senior prom, etc. as she had to take her remaining high school course online over the summer. At last years HCC commencement ceremony they introduced a dual enrollment student who had earned their 2 year degree before graduating from high school (like PHCC allows). Imagine my surprise at learning that my daughter was denied a year of college at the county's expense thru dual enrollment. Bad advice, lack of knowledge of college policy, too "busy" to do their job, or discrimination? HCC is much better that this. How does depriving advanced high school students their right as a resident of Florida to be a "real" dual enrolled student (like most counties in Florida) serve the needs of our community?
201: students given erroneous information. Advisors uninformed. long lines for students to see an advisor.
206: Erratic and inaccurate information reported by students.
208: Incorrect information is given to students of health care programs-except Virginia Callaway and Nicole Hamilton are very good.
227: Advisors apparently frequently give incorrect advice and override enrollment restrictions put in place by faculty and departments. There is a communication deficit between the departments and advising!
254: Students get poor advice or wrong advice on what courses to take.
315: Students do not appear to understand why they are placed where they are assigned.
424: again the wait, incorrect information
463: you have too much counselors telling you different things each time you go there.
553: The advisors seem to know nothing and look up nothing.

**Plant City:**
323: As I already stated, very unprofessional staff and incompetent. Students take classes they are told then they are not correct and the student has to go into another direction. This waste time, resources and makes students go elsewhere, like SPJC. Over the past several years I have heard these same stories over and over again, so I don't think they could all be making it up. Get people who care about the students instead of their personal business in the workplace.

**Ybor City:**
279: See answer above.
559: The department for accommodations dropped the ball.

**MacDill:** - no comments

**SouthShore:** - no comments

**District:**
145: High turn over so you rarely work with the same advisor during your trime at HCC. Always a long wait to see someone though Brandon does a great job.

**Other:**
405: Student wait-time, and the attitude of the staff in Student Services.
Q3.14 Admissions and records

Brandon:
352: They don't answer their phones.
541: This department is slow to respond to student needs and requests adding unnecessary stress to students who often are pulled in too many directions.

Dale Mabry:
14: As both a faculty member and as a parent of an HCC student I find that Admissions and Records (i.e. the people who repeatedly lose transcripts) and Advising are substandard components of HCC and are in need of serious improvement. My daughter's transcripts have been lost twice now. The Honors Institute actually makes a copy of transcripts and date stamps the copy before sending the original transcripts to Admissions and Records. When students complain to me of the problems they encounter with their transcripts I have little doubt that they are telling me the truth.
42: Lack of knowledge/ understanding of College requirements, misunderstanding of State-wide requirements and rules, no sense of urgency, inability to solve minor Student issues in a timely manner, slow to lack of response to student phone calls and emails, consistent delivery of misinformation
108: Workers are Slow. People go on break when they see faculty waiting in line with the students. Staff are consistently late to work and choose to goof off instead of opening another window. Faculty are disrespected and not treated professionally by staff.
116: The constant misplacement of student transcripts means that our students are unable to continue their education. This is a huge disservice to them.
201: Long lines. Rude to students and even faculty.
208: Students face delays and problems re getting informed if they are accepted or rejected re the health programs. They often call program managers-very late in the summer.
349: This area is hurting HCC's reputation and enrollment. Customer service, for whatever the reason, is horrible.

Plant City: - no comments

Ybor City:
86: I checked this one because I've heard [a staff member] complain of the systems which enrolls(and sometimes UNENROLLS) students. I have had unhappy students in my overcrowded classes because of glitches.
222: For the reasons previously mentioned.

MacDill: - no comments

SouthShore: - no comments

District: - no comments

Other:
405: Wait - time and attitude of the staff.
Q3.15 Bookstore

Brandon:
372: food items are very expensive (all campuses), step up customer service (Brandon campus); staff should get discounts on HCC apparel.

Dale Mabry: no comments

Plant City:
324: There are no healthy options available in snacks that are current without an expired expiration date.

Ybor City:
96: Books are never received on time for start of class. Students are 3 weeks into the course and still no book.
284: Ybor bookstore did not stock enough books for my class last semester. Some students did not get books until midterm. Staff was rude and not helpful.

MacDill:
472: Books are often the wrong ones that students are sold. Knowing which campus and which course should be standard on their lists, but our students at MacDill often are sold the wrong one.

SouthShore: no comments

District:
145: Ineffecient, unprofessional, expensive. Please bring in Barnes & Noble or other national seller to add flair to campus, and save us some money.

Other: no comments
Q3.16 Bursar office

Brandon:
352: They don't answer their phones.

Dale Mabry:
116: As a professor trying to deposit money for a club account, they will not let me deposit cash or coins. I do not have time to run to a bank to get the money rolled. That is what the bursar should be for.
201: Long lines
218: very rude!
463: the attitudes of the workers there is not a pleasant one
474: They are understaffed and not open during the posted hours. In addition, parents can not pay for Child Development Services at any place other than on campus, in person. And, having this office not opened caused stress for the students' guardians that is unnecessary.

Plant City:
355: to have the same hours as the other student services hours are and review to have a credit card swip machine for payment as well as maybe a drop box for payment processing.

Ybor City:
96: Long lines many students complain - poor assistance from staff.

MacDill: - no comments

SouthShore: - no comments

District:
145: Slow and rude
457: Employees rude

Other: - no comments
Q3.17 Classroom equipment

Brandon: - no comments

Dale Mabry:
302: There are some antiquate desk over at the dale mabry campus that they use in elementary school. These desk should be taken out and destroyed. Students move around in these seats because they are hard as a rock to sit in for 2hours not to mention an instructor who is afraid to give you a break. These desk were definitely not designed for long sitting and for adults who have extra poundage. Please do something about these desk. This is the second class I have had in the social science bldg. at DM and had to use those desk.

479: See above--The repair office should be more willing to work with professors to get the technology up and running when its broken--don't argue just fix it

Plant City: - no comments

Ybor City:
279: I was promised a 21st Century classroom several years ago and have asked repeatedly for AV equipment with totally negative results.

MacDill: - no comments

SouthShore: - no comments

District: - no comments

Other: - no comments
Q3.18 Computer labs for students

Brandon:
106: Not visible enough on campus. Students typically only know about them if they have been directed there by a computer science teacher and students have a tendency to overuse the library computers, which don't have access to the same funding the computer labs do.
139: monitor the print jobs on all campuses in the computer labs, not just at Ybor. The salary of a student assistant doing this, would more than pay for itself with the savings.

Dale Mabry:
318: There is more technology courses than computer lab and they are inadequately support and some not funded. This can be overcome by provide space or centralizing AA and AS tech program at one location, seperated from non-related academic courses.

Plant City:
344: Every campus needs a Preparatory Reading/Writing/Math Lab. The pass rate for Preparatory students continues to place an ugly stain on our College. Just miles from our college is Valencia: it has the highest rating in our country for community college. Money spend for a preparatory program would not go to waste. A lab designed only for Prep, with Prep-specific software, and Prep-trained staff is necessary: our college continues to suffer a high failure rate, so having students utilize additional study time and instruction will only help.

Ybor City:
140: The Writing Lab is a joke, and I say that as an instructor. I don't even know where to begin... The tests are filled with errors; the computer exercises have some errors, too; the fact that we have an entire day in the lab and a day in the classroom is not enough instruction time; the staff is COMPLETELY USELESS--the head lab assistant does nothing but enter scores into a computer program to which instructors don't have access (we have to ask for a printout of our scores), and she and most of the part-time assistants have no background in English, reading, writing, or composition and so cannot assist students except to check that work is completed (not necessarily correct) and hand out a test. The students would be much better off having two full days of class (3 hours and 20 minutes) and no lab at all.

MacDill: - no comments

SouthShore: - no comments

District:
133: Not enough labs

Other: - no comments
Q3.19 Course scheduling

Brandon:  - no comments

Dale Mabry:
318: Poor some AA programs schedule for two years, now end up being three or four years because of poor planning by department heads.

Plant City:
355: more online and hybrid courses main, more service oriented personnel to teach these courses while the educators in specific subject matter teach in their core area. There are so many students leaving high school taking prep courses, we need to focus on these main areas to assist to promote better students and college graduates. Better communication between the academic and student service deans to better prepare courses in advance and stop waiting to the last minute to incorporate a course in hope to fill, but most times cancelling it due to it was place too late on the schedule. Promote more late start courses and have the summer stated as summer a, summer b and summer c, so students can transition into the universities with the same mentality. Confusion is what high school transfers to the community college and we continue the confusion to the universities. We need to be on one accord!!!!!!

Ybor City:
69: There should be more prep classes on each campus, enrollment has increased; the number of classes offered has not. More classes...
140: My program manager always just "rolls" the schedule from the previous semester, never giving us the opportunity to select different schedules or courses.
148: The college claims enrollment is heavy. Walk by the empty classrooms in the afternoon and evenings and the walk at USF.
504: More classes!

MacDill:  - no comments

SouthShore:  - no comments

District:
133: College refuses to use innovative schedules that support working students or students that need to retool quickly

Other:  - no comments
Q3.20 Facilities and maintenance

Brandon:
18: ac is either too hot or cold - with often no ventilation whatsoever. facility is usually filthy.
59: Workorders take a long time to complete b/c there are not enough maintenance staff to provide
the services needed for a campus that has grown quickly over the last couple of years. A/C in my
office is practically non-existent b/c of how the AC ducts and sensors are aligned. An attempt was
made to correct, but it is not working. More[staff member]s equate to more garbage - need more
cleaning staff to keep up with students who never learned to pick up after themselves.
258: No inspections, everything must be falling appart before facilities will address problems and then
they only repair items when complaints rise to a fever pitch.
268: [A staff member] at Brandon is generally uncooperative. Work orders disappear, things go
unfixed, and people are frustrated.
325: The cleanliness and upkeep of the campuses is sorely lacking. There seems to be adequate
resources, it appears that the issue is with management and oversight. In tough economic times,
there would seem to be no shortage of bidders for grounds keeping and custodial work - why do
we settle for what we are getting?
352: They take forever to complete their projects.
437: Bathrooms always smell bad (urine )

Dale Mabry:
40: The bathrooms in student services are not cleaned on a regular basis. After multiple calls into the
facilities, restrooms are still not clean on a regular basis.
42: little to no fascilities requests get completed, the fascilities people at Dale Mabry spend the
majority of the day sitting in the courtyard drinking coffee and talking (I have been here for 11
years and have NEVER seen them perform any action in regard to fascilities and maintenance
work)
116: The bathrooms are always in need of attention.
134: Even with new online request system, still no comomunication about status of request or priority
of getting addressed. This function should be decentralized and report to the campus presidents.
208: Michael Calderon's crew is very slow and inefficient. Sometimes they just ignore requests.
227: 1. Heating/cooling -- not well controlled in DSCS. Waste of energy about which faculty and staff
have complained for years. It is beyond me why the college doesn't tackle this and potentially
save a lot of money. 2. Doors (north side of DSCS) have problems with the closing mechanism
that gets regularly "patched" and fails again -- doors stay partially open over several weeks every
term leading to a great waste of energy. They need a real repair - replacement of complete closing
mechanism. Nothing has been done about this.
232: The Dale Mabry Campus facilities has weaknesses in their leadership. The procedure for
requesting room assignments for events is made more challenging and confusing as a result of [a
staff member]. Hosting activities on the Dale Mabry Campus is almost impossible compared to
other campuses. Another weakness is the lack of professionalism and willingness to serve on
behalf of [a staff member].
248: do not peform a thorough cleaning (i.e. dusting, vacuuming) & very poor when a person is out,
ladies restroom is not properly cleaned and need maintenance
299: All Bathrooms are filthy and disgusting at all times of the day!! Floors with carpeting are almost
never vacuumed! Some stairwells have not been cleaned in years. OLD GUM IS LITERALLY
EVERYWHERE IN STAIRWELLS AND WALKWAYS!!
349: At Dale Mabry, we have three facilities employees that sit around and don't work. Employees
have to move furniture and cart equipment and supplies deliveries because the facilities people
either don't do that kind of work or because they are claiming disability. IF that is the case, they
should be out on disability, rather than sitting outside the cafeteria smoking cigarettes all day.
417: There is very little partnership from this office. I don't know if it comes from leadership down or not, but it is very clear when they don't want to do something - because they won't and they will tell you 100 reasons why. Although other offices are willing to work together to achieve goals, that has not been my experience with Facilities, at all.

431: An upgrade to the faculty/staff gates. They need to be modernized so that will function properly without the recurring discrepancies and the person in charge of the maintenance to them needs to perform at least a six month or yearly service plan to maintain their operating effectiveness.

482: There has never been a time that I have entered a bathroom and it is clean. Always dirty. Toilet paper on floor, sinks have water on them, trash cans full. Not very nice looking. Fast food restaurant restrooms are nicer

**Plant City:**

224: Very non-responsive. We have three or four people in the facilities maintenance, and we rarely see them. I have had to go to administration almost every time I have made a request because of the non-responsiveness.

291: Grounds not maintained; leaking roofs and moldy ceiling tiles; HVAC not efficient; need for new buildings.

323: Like I have stated. At the PC campus the security thinks their only job is to ride around in their go-carts and talk on their cell phones. They are not helpful to students or faculty. i.e. they could not even help a student jump his car late at night-lucky for the student I was leaving and had a cable and was able to help the student. They do not stay where they can see young girls waiting for rides to make sure they are safe until their ride gets there. I have personally watched them just drive by in their carts and not even care. At PC campus the security does not even make sure the students do not park in faculty parking. They just drive by it so faculty have to park way away and carry in their stuff for teaching. Very frustrating is the word. These people need supervision and direction, not a little go-cart to play in.

333: The facilities and maintenance at the Plant City Campus leave much to be desired. The Campus is generally unkempt, and no effort is made to communicate to the District regarding areas they oversee, e.g., lawn care/landscaping, physical plant, and janitorial services. For example, the lawn and landscaping has been neglected, and when this is mentioned to [a staff member], [he/she] states that this is the District's responsibility. However, how can the District do anything to correct deficiencies is the information is not communicated to them?? In addition, the cleanliness of classrooms and facilities leave much to be desired. In many of the labs, the trash isn't even emptied, and the floors are filthy. Temperature control in the buildings is also an area which needs to be addressed.

355: GET THINGS fixed in a timely manner and update all campuses with state of the art facilities. We can attract with nicer state of the art facilities as well as state of the classrooms that fit the on going technology of classes and courses available.

476: All I will say is come to the Plant City Campus and look in the restrooms, not the staff restrooms the students restrooms. Take a walk around the back of our campus

**Ybor City:**

279: Very spotty. My classroom, bathrooms and some common areas are in dire need of attention. Work orders are frequently ignored or completed in an entirely unacceptable fashion.

426: Stairwells in Ybor need to be cleaned up especially near the cafeteria.

536: The response time of the Maintenance and facilities department is slow and the quality of work is poor.

**MacDill:** no comments

**SouthShore:** no comments
District:
245: District staff isn't proactive. Keeps getting college into trouble and wasting money. Always says no before trying to find a solution.
457: [A staff member] is very difficult and unpleasant even when requesting a room.

Other: - no comments
Q3.21 Financial aid services

Brandon:
121: weak leadership as well, too few staff for the students served. No collaboration on the financial aid restructuring.
331: I realize we are adults who are responsible for ourselves, but sometimes I feel that the Financial Aid office could provide some clearer guidance to students attempting to secure financial aid. Furthermore, it does not make sense for students who use financial aid to receive their grant or loan money weeks after the semester has already begun. How are they supposed to buy supplies?
352: This department is a joke to students.

Dale Mabry:
42: Lack of knowledge/understanding of College requirements, misunderstanding of State-wide requirements and rules, no sense of urgency, inability to solve minor Student issues in a timely manner, slow to lack of response to student phone calls and emails, consistent delivery of misinformation
201: Not receptive to students needs
206: Erratic and inaccurate information, and reported attempts to coerce students into skipping classes until the computer straightens out the mess.
232: Students that I work with are constantly complaining that they received poor service from the department. The staff are described as being very rude and not helpful in answering questions.
254: Students are frustrated with the service. they sometimes have to skip class to see someone in the financial aid office.
302: I was not satisfied with the grants that I was awarded after that took away the Florida student assistance grant. Then I was not dispersed my Afro American grant on time due to some administration error.
315: Too many students complain of having to wait for 8 weeks or more after semester start up for funding.
334: I have had many student not enroll because of lost paperwork, wrong information, etc - seems very unorganized
402: Understaffed office; scholarship refunds are unpunctual; waiting time for appointments and/or calls are too long
424: students complain about wait
474: We are missing the boat. We need to implement a scanned document system and a student service system similar to the one at the DMV. This system does not lump students together, but instead it recognizes the different levels of service needed and deals with students accordingly.

Plant City:
323: Same old story. Students can not just ask a simple question, they have to wait (sometimes for hours) to have an official appointment. In front of the students/faculty, they staff acts put out. they are lazy and spend too much time on their cell phones for personal nonsense instead of seeing to students needs. Very unprofessional

Ybor City:
69: Students are often deregistered due to no fault of the students, when they return to be placed back into classes; there are often closed. Most of the staff in Financial Aid are very rude, perhaps there should be more customer service
279: See previous answer.

MacDill: *no comments*
SouthShore: - no comments

District: - no comments

Other: - no comments
Q3.22 Food service

Brandon:
5: They need to change their menu's and lower prices. The staff is nice but it's the same old thing everyday and who can afford $6.00 for a meal and that's with no drink. But this has been said before and nothing changes.
106: Boring menus, grill items are universally salty, other wise average to below average cafeteria food.
135: I was hungry one evening so I went to the cafeteria. There was one employee behind the counter, reading a book. He never even looked up while I waited for service, so I just left and went hungry.
240: The prices are too high and the food is not that great.
258: What can be said, poor choice and quality and very expensive.
325: The food service is poor and the hours are not appropriate to the need of the students. The vending machines are often empty.
352: The hours are too restrictie.
372: Sodexho...the pricing is ridiculous; staff should get discounts or at least free coffee. Since they are using the Dunkin Donuts name for coffee, they need training on how to make the coffee taste like DD's--minus the coffee grounds at the bottom on the cup.
437: food price too high low quality
475: food is too expensive and NOT good

Dale Mabry:
40: Food quality is not the best for the price. We need more specials, example "Wacky wednesdays" and offer something discounted that day...stay open on fridays to accomodate faculty and staff that are on campus.
149: The items in the cafeteria are expensive and the variety of foods prepared are not very good. If there is a certain cook on the grill, you can determine the difference in taste.
227: Went from good (about 2 years ago) to acceptable to bad. That is valid for quality of food (salad bar and soups specifically) and for the times food service is offered. For a large campus like Dale Mabry it is unacceptable to have food service for only a few hours M-Th.
248: the DM cafeteria has declined recently since new mgt. took over, some food from hot line was cold and they do not have soup has a selection every day.
393: poor food quality,very bland
407: Sometimes seems as though the food service company takes advantage of the fact that students/staff will buy the food here, since it is easier then leaving or they are unable to leave (i.e staff on breaks). The prices are tooooo expensive. Although, this is something that has been complained about time and time again- nothing has been done about it, other than higher prices. The food is not that good and yet we pay $4 for a sandwich. On a student's budget, this is not right.
431: A better selection of healthier food.
537: Too expensive for the quality of food available in the C-store & Jazzman's Cafe at Dale Mabry.
545: There are NOT enough "healthy" choices on the menu. Fat, salty, high calorie, very sweet, white flour products, etc. etc. are not foods that I eat. I bring my lunch to work everyday.

Plant City:
84: Sodexo provides sub-par food at ridiculous prices. The fact that we have to give them the first right of refusal is insulting.
291: Poor quality.
324: We do not have such a thing only vending machines that are not serviced during the summer and are empty for weeks. The bookstore isn't available on Fridays so our options become any less to remain on campus to conserve fuel. You have to pack your own food.

343: Need better food service at Plant City.

355: Place food courts and healthier foods especially fresh foods that attract students on ALL campuses - "ONENESS" goes in many areas.

401: What food service? There is none

476: We don't have any, the book store sells cold food we would like the equal opportunities that the other campuses have we are ONE COLlege

556: We have no food service on Plant City Campus

**Ybor City:**

2: Food choices on the Ybor campus are horrible.

69: Overpriced!!! Need to real food.

86: Kind of pricey for students, no? Couldn't we offer anything healthier?

96: Expensive, low selection of choices, contract with Einstein Bagels

122: Lacks variety and creativity in food selections. The quality of the hygiene around the service area especially around the coffee and drinks fountain need improvements.

126: We spent a lot of money on consulting firms to get these people. Personally, I don't like them.

130: Need more choices at better prices. Sodhexo has been a nightmare for anyone planning an event.

138: The food service in regards to Sodexco is very poor, with over priced food and lacking of good customer service.

150: Costs too much. Does not taste as good as before. Some of their employees are not very nice

170: COLD SERVICE

359: We have gone over this over and over---no diversity........way to much fried foods------not enough salad bars and healthy foods........

373: We need another food service with better customer services.

418: The hours of operation and the food quality are poor.

**MacDill:** no comments

**SouthShore:**

72: No cafeteria Must drive to local restaurants

154: There is none here.

**District:**

25: We had a retiree come to District to sell hot dogs etc but was forced to leave due to Sodexo's contract but Sodexo does not provide the service so why couldn't the retiree stay here to sell food?

375: My kid like the food on the campuses. I do wish we had better choices here at district, even if it came from a machine.

**Other:**

547: It's terrible. Grill cook at DM seems slow - or just lazy. Food quality is okay - not so great. Could use improvement.
Q3.23 Grades and transcripts

Brandon: - no comments

Dale Mabry:
42: HCC rarely evaluates a transcript in a timely manner and more often causes students much stress, loss of time and money and inability to meet degree requirements in a timely manner. Many Students have outstanding transcript evaluation for more than 12 months
108: Transcripts take too long to compile. No professional courtesy to faculty, in fact, we are punished for having children attend HCC (Dale Mabry campus).
116: The constant misplacement of student transcripts means that our students are unable to continue their education. This is a huge disservice to them.
208: Students face delays and problems getting legitimate common courses officially evaluated and accepted for inclusion into the degree form even Florida state colleges such as USF and Polk State college.
248: Transcript request form on HCC web is not the correct one, and request is coming in w/ $5 payment
315: HCC Grades are aok and transcripts arrive timely but the requirement to produce copies is beyond the pale when HCC already has these on file internally.
349: Transcript evaluations take way too long. Just horrible. We should be using technology to assist.

Plant City:
323: If you think waiting for 6 weeks to get a transcript is okay then they are fine. I have sent request, by mail, to FSU for transcripts and by the end of the same week had them in my mailbox. At DM, after 4 weeks I called and then rec'd them by 6 weeks later for some courses I had taken and needed the records. Very unprofessional and do not care.

Ybor City:
222: Cannot request transcripts online. Must print a PDF and mail/fax/deliver. Very obsolete system.

MacDill: - no comments

SouthShore: - no comments

District: - no comments

Other: - no comments
Q4. Please describe strengths for items that you rated ‘Very Satisfied.’

Q4.2 Libraries

**Brandon:**
18: staff is very knowledgeable and helpful.
59: Library personnel are extremely helpful when trying to find a book and if not available, will let you know how to get it. Very nice staff.
118: Always a quick response when I reserve books.
125: Very good collections, helpful staff
165: The librarian Wendy Foley does a great job of orienting my classes to the library.
181: I just love our library system including the donations from SGA.
258: Excellent personnel and quality of services.
389: I am exceedingly proud of the HCC Brandon Library and the services they provide, from the staff to the blog, to the resources and their continuing efforts to make it the best resource available to our community.
427: I love the library staff. They are always so helpful.
471: Orientation and availability during the weekends.
514: In my limited use of the library the level of detail attention has been very good.

**Dale Mabry:**
46: They are doing a good job and have good customer service skills.
88: Vic and other librarians very willing to orient students and assist with their research.
97: The staff is most helpful and never appear to be put out by any questions or assistance.
108: Always willing to help. Quick to respond to check outs of materials. Excellent workers.
185: I think Jacqueline Cress is wonderful. The library is such a welcoming place that supports students.
187: staff is knowledgeable and helpful
208: Ms. Johnson was very helpful
242: Librarians are great, librarians are extremely helpful and knowledgeable.
254: The librarians are tuned into the academics and very helpful.
269: The libraries are well staffed and maintained. The databases available to the HCC students, faculty, and staff are amazing.
301: The resources are abundant and the opportunity to purchase periodicals, videos, magazine subscriptions for the French program are presently available.
307: Great job at offering orientations to students
310: outstanding and helpful staff
316: Always helpful and friendly.
380: Excellent librarians. Good collection of math and statistics books. The math and statistics periodical selection could be improved.
388: very knowledgeable and polite staff: lots of research and available resources
398: The staff is professional and very helpful.
424: Vic Harke is great always helpful
440: Laurie at DM!
520: Library services are very effective.
529: VERY ACCOMODATING ALWAYS HELPFUL WITH A SMILE

**Plant City:**
4: librarian very helpful, innovative, student-friendly, very knowledgeable, and very progressive
30: Great people with a magnificent attitude.
54: the online research data base search as Jstor and the rest boost preparation for class
230: Friendly staff works to collaborate with faculty and students.
333: The library staff is loyal and dedicated. Their focus is on serving students and student success.
551: Always someone to help if needed and wonderful resources for papers

**Ybor City:**
74: Friendly and helpful staff, well stocked, always participates in the various "themed" months.
86: Enthusiastically responsive. Excellent.
87: Friendly and helpful to both staff and students.
130: At our campus, we have the best librarians I have ever worked with (out of 8 colleges)
131: Excellent professional library staff
140: The librarians and assistants are always so helpful, and Jeneice Sorrentino does such a good job in helping my students with research!
183: Kudos to the Ybor library for their helpfulness.
253: Very professional and helpful staff.
275: Usually have the books that we need for the students
287: Knowledgeable personnel. Excellent online journal selection. The films database is such a plus - especially the ease of showing segments. The websites the librarians make for classes are very helpful.
341: YB
373: The people are very helpful.
458: Our librarians at Ybor are knowledgeable, helpful, enthusiastic, and team players.
524: Ybor campus library staff have always gone the step further to see that our needs were met.
559: The employees there are very helpful

**MacDill:**
168: Writing center

**SouthShore:**
78: Very well trained and capable individuals comprise all of the library staffs that I have encountered.

**District:**
50: good databases and materials that can be used without having to go to the library
133: Responsive personnel
245: Very professional and helpful.
394: Excellent facilities and staff. Great access to online databases for research

**Other:**
353: Dedicated staff members.
547: Staff always pleasant and willing to help and guide.
Q4.3 Mail service

Brandon:
59: Mail is delivered to campus by HCC courier - he is very nice and will wait a minute for you to finish copying material needed at another campus for delivery that day.
113: do a nice job of keeping mail flowing throughout college
118: Mail is delivered promptly. A convenient service.
125: Prompt
139: Log in Book, signature needed for courier mail, (especially at Brandon) has almost eliminated lost items from other campuses and packages being delivered to the wrong campuses. Mail is filtered and sent to the right campus
181: Here at the Brandon Campus the mail service is outstanding.
326: Always delivers on time

Dale Mabry:
55: It is very efficient and well run.
134: Always staffed and gets materials done on time.
172: Very Customer Service Oriented
187: pretty much perfect
201: Always available, friendly and conscientious
208: Lin Do and Mary Recienello are excellent
227: No problems and timely and courteous. Great job. (Dale Mabry)
235: Excellent staff on the DM campus, friendly, polite and willing to answer questions and assist.
242: No issues!
255: Mail arrives promptly.
307: Always there
310: reliable and punctual
383: Personnel are very courteous and helpful, prompt notification of packages received, the service is managed very well.
398: Easy to access.
424: mailroom is always on top of things
440: Lihn & mary at DM
474: I never have any issues.
500: Friendly, go the extra mile.
520: Mail service is very effective.
529: JUST LIKE THE US MAIL THEY ARE ALWAYS THERE

Plant City:
4: consistent
30: Very helpful
323: The staff at the mail and printing area are always on task which means mail, printing, etc. is available when requested.
551: always fast and on time

Ybor City:
74: Fast!
131: Very good service
249: Availability, knowledge, and efficient service.
275: Always on time
287: The mail is consistently handled in a professional manner.
341: YB
458: I've never, ever had a problem!

**MacDill:** - *no comments*

**SouthShore:** - *no comments*

**District:**
25: Excellent service is provided by the District mail deliverers.
39: Very efficient and willing to help.
50: Always fine
133: Timely deliveries
369: Timely, courteous delivery
394: Always on time and professional
445: Multiple and consistent pick-up times and friendly

**Other:**
353: Dedicated staff members.
452: Always prompt with delivery and helpful.
547: Staff always pleasant.
Q4.4 Mathematics labs

Brandon:
113: the labs provide exceptional help for students who take advantage
139: More math assistance is available. Some of our Math lab assistants have come back as faculty, which is improving the quality of the student learning
223: Very open and lots of help
258: Well qualified personnel working with limited resources and ill prepared students.
429: The Brandon Math Lab is excellent! The staff is friendly, hard-working, and they all know their stuff. The lab is always clean and in a good working condition. I have used this lab for four straight semesters and it has been an essential component to my education... there are some portions of my classes I would not pass had it not been for the available help from the lab staff. Definitely a 10+++ in my opinion. Best part of the HCC experience so far!
483: Andy runs a great lab on the Brandon Campus. The tutors should get paid more for the great work they do.

Dale Mabry:
255: The Prep Math lab is clean and welcoming. The assistants are friendly and help each student at the student's level.
327: Well equipped, open for both day and night students.
464: I enjoyed the math labs VERY much this last semester- fall 2010. The professors were always available and willing to help!! I especially enjoyed David Carson!
482: students often come for help. continue to provide the service
532: Aside from 1 person, Most of the staff are really awesome. They are very knowledgable and help me with any math problem that I have trouble with. I can make an appointment for personal tutoring if I need extra help and always have a positive attitude with everyone.

Plant City: no comments

Ybor City:
129: The Ybor math lab is open six days per week.
253: They math lab tutors are truly amazing. They are caring and take the time to help students with what they need.
270: Excellent response to students needs.
290: Chuck Holmes' lab (room 304) provides an atmosphere conducive to learning, while the lab tutors provide outstanding assistance with content for mathematics students at HCC, Ybor.

MacDill: no comments

SouthShore: no comments

District:
332: The math labs have experienced an increase in load each consecutive term for several years, yet the quality of service has not diminished.
Other: 555: The mathematics lab at Dale Mabry is excellent. I am very satisfied with the Academic Assistant program implemented by Ms. Dobbins to provide assistance to the instructors and to provide our students with a central point of contact for help. I have seen the difference the changes in the lab have made to my student's grades and their willingness to request tutoring. The prep math lab at the Dale Mabry campus is making a difference and impacting the lives of students studying MAT 0012, 0024, and 1033.
Q4.5 Reading/writing labs

Brandon:
113: the labs provide exceptional help for students who take advantage
125: They are helping students tremendously.
139: More reading & writing assistance is available.
181: Also at this campus these tutoring services are very well managed.
223: Some of the tutors go above and beyond to help, but some are rude and act like they don't want to be bothered.
258: Well qualified personnel working with limited resources and ill prepared students.

Dale Mabry:
97: The staff assist students at all levels with the goal of comprehension and success.
102: Students rave about these labs. Caring one on one tutoring.
177: Excellent instructors and curriculum.
242: Fantastic labs, very helpful to students and I get reports when students attend!
266: Students are treated with respect and given individual attention when needed.
298: great staff.
315: A great service highly praised by all my students.
388: extremely helpful; taught me things I did not know.
398: All my students have improved after going to the writing center.
529: STUDENTS RAVE ABOUT THE ASSISTANCE IN THE READING/WRITING LABS.
532: The Reading Lab is great. The staff are curious and flexible with allowing me to make up homework/classwork for my Reading class. The staff are also very helpful, helping me on my problem Reading areas.

Plant City:
200: available at various times, easy access.

Ybor City:
16: Our student success rates have increased due to the overall "revamping" of our reading/writing labs at the Ybor Campus.
74: Willing to work with all kinds of students, including GED and students with disabilities. Attempts to accommodate students in subject areas other than reading/writing. Our reading/writing lab and student success center are all in one, and they also do math.
253: The reading/writing labs are also wonderful. The staff there cares greatly about the student's progress and outcomes in the classroom.
512: Reading/writing lab is friendly and very helpful in assisting students in completing class assignments.

MacDill: - no comments

SouthShore: - no comments

District: - no comments

Other: - no comments
Q4.6 Registration process

Brandon:  - no comments

Dale Mabry:
302:  I think that students with disabilities should have a separate registration. Some of us can not sit for long periods. And parking is non-existing at the ybor campus for handicap students(not enough places to accommodate all of the disabled students)
315:  Appears to be working speedily and efficiently according to all student reports

Plant City: - no comments

Ybor City: - no comments

MacDill: - no comments

SouthShore: - no comments

District:
394:  Outside of waiting in lines for overrides, the online process seems very adequate.

Other: - no comments
Q4.7 Parking

Brandon:
125: Adequate for staff
326: Always available parking in faculty lot
514: parking in general and over flow parking has been handled well by security people.

Dale Mabry:
88: Very glad faculty lots are available via code to ensure good parking.
177: Perfect for me!
187: I come early, so I never have a problem.
235: No issues.
255: Administration has worked hard to add parking. The lots look nice and are monitored by security. The new lot across King will add security challenges.
269: Parking is great.
316: Faculty/staff lots are wonderful. I always resented paying my previous employer for parking.
380: There is convinient parking available.
500: Cards work great!
520: Parking is always available.
529: VERY ACCOMODATING ALWAYS HELPFUL WITH A SMILE

Plant City:
230: Parking isn't an issue at this campus - any parking problems we have seem to be limited to the beginning of the fall semester. After the initial frenzy, parking problems resolve themselves by the 3rd or 4th week of classes.

Ybor City:
61: There are plenty of spaces even if you arrive in the afternoon; the security are considerate and friendly--I've seen them even go find faculty who had left their lights on and also parked cars for faculty who were running late.
74: We don't pay a fee to park! There is always enough parking, and our campus has gone to great efforts to extend parking.
131: Much better - thank you
183: Kudos to the campus president for allowing some reserved parking during the daytime for the adjuncts, between 14th and 15th Avenue.
199: GREAT that we have a Parking Lot- much easier than Dale Mabry
282: Adequate and helpful security guards. One of them even accompanied a guest speaker to my classroom. She was quite impressed!
328: always available and convenient to classrooms
559: very convenient for the faculty

MacDill:
472: We have a smaller location, so our parking is not an issue.

SouthShore:
38: plenty of parking space
82: SouthShore's parking is great because there is only one building!

District: - no comments

Other:
452: So far, parking is good.
Q4.8 Printing / duplication

Brandon:
85: Duplication services for adjuncts is one of my favorite things about HCC. The fact that I can email a document, and have the copies in my box is "Magical," and I hope that this service will never be taken away from us........Thank you!
90: Prompt professional service and clear communication by email and in person.
125: Very quick
139: Emailing of print jobs and immediate response to requests, has greatly improved the quality of the service, especially at Brandon
181: They have really improved this by using email. The turnaround time is outstanding.
258: Staff is always prompt and willing to work with you whenever possible.
389: No question about it, that office on the Brandon campus is amazing. Kudos to Miss. LaFran for running an excellent facility!
427: LaFran is wonderful; she has never let me down when I need copying.
467: Fran is very responsive to duplication requests.
483: LaFran Reddin on the Brandon Campus is the best. We are supposed to give three days notice on copies and she usually has them done in less than a few hours.
540: Fran runs an efficient operation at Brandon.

Dale Mabry:
55: It is very efficient and well run.
70: Requests for duplication are always handled in a timely fashion, and when requests are made within 24 hours an email confirmation of receipt is sent. I have only had one time when I asked for something and it was not received, and the mistake was quickly responded to and resolved.
75: The services offered on the Dale Mabry campus are STUPENDOUS!! Materials are always impeccably copied and, while I submit documents with the requisite 2 business day notice, I have never had anything take more than one day to be copied.
80: As far as i'm concerned, the DM printing and duplication team is excellent, and i would guess that they get very little recognition for such a job well done.
177: Timely and courteous
187: pretty much perfect
206: Charlotte, and now Mary, have been the Gibraltar of this Campus, year after year, as administrators, students, and colleagues came and went over the decades. They were always on top of things, always helpful, efficient, and thorough. They are wonderful and we have been very very lucky to have them.
208: Lin Do and Mary Recienello are excellent. Printing is done better and faster than at 2 other FL community colleges that i taught at.
210: On DM campus: excellent
227: Prompt, reliable and flexible. Congratulations! (Dale Mabry duplicatinmg)
235: See above, excellent staff on the DM campus. They have a very quick turnaround, produce quality work.
242: Excellent and quick service with attention to detail!
250: Prompt, accurate, kind service
254: The staff goes above and beyond the call of duty.
255: This departmen is always on top of their work. They meet every deadline and are accurate when following the directions for each job.
266: Work is completed in a timely manner.
298: great staff
301: Mary does an excellent job creating a stress free duplicating program. I have always received my exams in a timely manner and always to my specifications.
They complete jobs on time and before performing at an extremely high level for over two years now. The best service at DM compared to all my previous industry experiences. All work is accomplished well and on time. They are able to stay current with all the copying jobs; giving timely service. They will get a test printed quickly if necessary. Lihn & Mary at DM! Staff are very helpful - excellent quality of work. Great service! Excellent turn around time. Extremely helpful and responsive. Friendly, go the extra mile. They are very responsive to duplicating requests. Close to being super-human. Printing/duplication always available and timeous. NEVER ONCE TURNED ME DOWN...EVEN WHEN I SOMETIMES PUT IN INCORRECT INFORMATION/ I RAVE ABOUT PRINTING /DUPICATION....THE BEST DEPARTMENT ON CAMPUS...KUDO'S ALWAYS EXCELLENT SERVICE. Dale Mabry very efficient and timely. I use it weekly. people very helpful and kind

Plant City:
Same as for the mail service. Always the best service. The staff is always on task and available to help or answer questions, etc. They make my work at HCC so much easier.

Ybor City:
Fast, friendly, helpful! The copy center makes copies on time. They have never missed an assignment or deadline. Excellent service. Always friendly and willing to help. Khang is wonderfully accommodating. The employees are always very helpful. Dale Mabry Campus printing - extremely helpful, kind and patient. Quite helpful. The printing staff has always been prompt and very helpful, and I've also had no problem when using duplicating on my own. Excellent service and turnaround time. The department of duplicating services at Ybor (Hahn) is a wonderful help, consistently providing materials in a timely and professional manner. YB At Ybor they are always friendly and ready to help. Printing of work assignments are completed in a very timely manner. The work is done quickly and efficiently and pleasantly. Always done correctly and on time.

MacDill:
classes at MacDill campus very well supported

SouthShore:
awesome, except people should really start getting charged for printing more than 10 copies. No issues.
District:
25: Excellent, prompt, professional looking services have been provided by the printing and duplicating room staff.
39: Gets the job done on time or much earlier.
104: They do a great job
369: Timely, courteous service
394: Always very helpful staff and quick turnaround time
432: GWSC's Kathy Stokes is exceptional for our printing needs. She provides our materials on time and makes suggestions for improving the appearance of packets/documents she is printing/copying for our dept.

Other:
555: I can not say enough good things about Ms. Stokes' or Ms. Riciniello's willingness to assist with any printing needs. Both of these ladies are always pleasant and great you with their smiles.
Q4.9 Security

Brandon:
125: Responds immediately
139: Johnny on the spot, quick response and assistance to people immediate assistance. More personnel available
326: Always visible at night
372: They do SUCH A GREAT JOB!! Especially Isaiah (Brandon Campus)
427: Issac is a friendly and helpful fellow; he and I have known each other for four years. More than once, he has made sure my car door is locked; I left it open once. He also helps me carry a couple heavy objects at the end of each term.
467: Security sends someone to open my classroom in Brandon within 5 minutes of calling dispatch at Dale Mabry
546: Very impressed with security. I feel very comfortable leaving here at night. They make sure they are visible and when I am teaching and there is a Student talking to me after class, they come in a check in just in case there might be a risk

Dale Mabry:
46: They are doing a good job and have good customer service skills.
55: It is very efficient and well run.
97: They are there when you need them: very professional and very friendly. Now if only some areas of the campus were better lit at night ...
172: Public Safety is has always been their for Students, Staff, Faculty, and the Administration 24 hours a day 7 days a week
177: Always present
187: helpful and friendly
192: They are very helpful and nice people!
208: Good visible presence and the rove around a lot which is great.
210: On DM campus: friendly, helpful officers. They need to be able to carry weapons.
235: Very responsive when called and staff are professional and courtesy.
242: Very alert and at the same time courteous!
255: Security maintains a high profile around campus which adds to a comfortable environment for focusing on schoolwork. If summoned to a classroom, they are arrive promptly.
269: Security personnel are always visible and easily located.
298: on the spot in seconds
316: Always helpful and friendly.
398: They are professional and very quick to respond.
407: the fact that they are always "present" makes me feel safer on campus
448: Responsive and professional!
500: Friendly and fast.
520: Security always attentive and willing to assist.
560: Helpful and come to aid timely.

Plant City:
30: Excellent service
54: Wonderful guys, always visible
200: very visible, very helpful
230: The security at the campus is responsive.
292: Public safety in Plant City is outstanding. Sean Greene and his staff are very professional and a pleasure to have
344: Our campus security team are professional and ever-present!
Ybor City:
74: Fast response time.
87: Monitors parking lots, aware of all activity both day and night.
129: Security answers their calls in a timely fashion.
130: outstanding
131: Visible and helpful
150: Always cheerful, except [a staff member]. Always there to open doors when needed
161: They are always nearby if needed.
225: Collaboration Studio - guards are very friendly, kind and helpful
253: I always feel safe. They are a genuine presence at the HCC Ybor campus.
512: Security can always be seen around campus especially with the new security cart mobile that is in use at the present time.

MacDill:
472: MacDill has a very secure campus and environment.

SouthShore:
82: No issues.

District:
25: Given that security is one person who has to police two buildings, walk people to cars, help carry and deliver things, assist with parking etc. look to prevent trouble, Bernie Nazer and Mr. Walker do a great job.
39: Always ready to help.
71: They always are around. When you call for assistant they are there in a timely manner.
104: Always respond to our needs
133: Personable officers
394: Always seem to be there when you need them and very nice as well
432: GWSC's security is very visible, especially Bernie. He makes it a point to get to know everyone to provide the best security possible. I feel very safe at GWSC.

Other:
547: Most staff interactions are very pleasant and they seem to care and have concern. They interact with students and staff and I find that promotes very positive vibes.
Q4.10 Services for students with disabilities

Brandon:
139: Access to services are stressed, especially with faculty placing the information in their syllabus.
389: I feel there is extraordinary care and sensitivity given to all of our students with special needs. I have never heard a student complain.

Dale Mabry:
255: This office offers a lot of encouragement to students with exceptional issues. The communication they provide to the teachers is good without breaching confidentiality.
298: Accommodating but not to the point of condescending, staff very flexible.
398: They help identify the students that need the service.
500: Friendly and communicate very well.
520: Disability services always concerned about students who need additional assistance.

Plant City: - no comments

Ybor City:
74: Friendly staff; assists all students, not just students with disabilities; works with other community agencies; helps out other departments.
87: Provides intensive services to students to meet their individual needs. Provides learning strategies and other helpful resources to help students meet their educational goals.
130: Very responsive to our needs.
131: Very good - conscientious and professional people.
148: Always trying to accommodate.
253: The Office of Disability Services does an incredible job! The only thing that they need help with is more support. They need more staff to help the large amount of students that need help from the office. Currently, there are only two full-time staff. They need more office staff and more qualified notetakers as well. The notetakers should get paid according to educational background and work experience. Often, notetakers have their AA or beyond and only make a little over minimum wage.
329: The helpers provided for the students are good.
544: Very responsive to student's needs I have been told (by the students themselves).

MacDill: - no comments

SouthShore: - no comments

District:
375: My child has CP and Epilepsy and uses the Students with Disabilities services. They have put in place all the services that he could possibly need.
394: Very active and yet appropriate and discreet.

Other:
555: The advisors at The Services for Students with Disabilities are excellent and are willing to work with instructors on ways to make sure our students are successful in studies.
Q4.11 Student activities

Brandon:
389: I am very proud of our SGA on the Brandon campus. They are creative, they are active, visible and a strong role model for our students. I cannot compliment the student government enough!
483: Earl Paul on the Brandon Campus does a great job running a very active SGA

Dale Mabry:
46: They are doing a good job and have good customer service skills.
255: There are many activities each semester that showcase the world around us, as well as offering practical help with life skills.
301: I have been trying to create a French club on campus for years. As an adjunct I have not been allowed to do so. Recently, I have met an amazing employee, Miranda Moore, who was willing to serve as an advisor for this club which has now been approved for the fall of 2011. I have over 35 enthusiastic students presently taking French who are looking forward to the club starting and 32 students who expressed interest at Spring Fling. Thank you HCC for making this opportunity possible for our student body!!
307: Great service to students
500: Lots to choose from!
520: Various activities available for students with variety of interests.

Plant City:
30: great events especially in Plant City
230: The student activities advisor is doing a fantastic job. Many students participate in clubs. SGA has a great line of programs for the student body.
476: We have alot of clubs and I think this is a good thing. for the most part they are very active and keep things going for the students on campus

Ybor City:
74: SGA is very active, the clubs show up to all of the campus "courtyard" events.
130: lots of activities
253: SGA at HCC Ybor is so active! They are always doing all kinds of fun things on campus to make the HCC Ybor experience fun! They are incredible!
512: SGA always have such inviting events that brings that campus together.

MacDill: - no comments

SouthShore:
38: awesome

District:
394: Lots of activities for the kids, festivals, music, art, etc.

Other: - no comments
Q4.12 Test center

Brandon:
427: The staff is wonderful and knowledgeable.
483: Bruce does a great job.
541: Bruce and his gang are extremely accommodating.

Dale Mabry:
55: It is very efficient and well run.
97: The staff, be it student assistants or the professionals, are very invitational and make one feel welcomed.
208: Alex and crew assumed command of the center immediately after the director retired (forgot his name). He was good too.
255: This office runs efficiently and offers extended time daily. Many students would still benefit from taking tests on Fridays when they can concentrate on only the test rather than juggle the test with their daily schedule.
315: Meets all student needs apart from 7 day a week availability. Hours Mon thru Thur 8am to 9pm
316: Always helpful and friendly.
380: They do a good job.
464: They are always thorough on their protocols. (Putting bags in cabinets, making sure we have what we need) The test center has very flexible hours!
520: Test center always accommodates students as needed.
542: Well organized and no problems using it throughout the semester. Hours seem to be fine.
560: People very helpful and kind.

Plant City:
30: Very helpful
492: I am able to provide make up tests for students who are unable to attend their in class examinations.

Ybor City:
74: Helpful, discrete.
87: Helpful when working with students.
131: Never a problem. Helpful staff
140: Always friendly and reliable
253: The test center is wonderful. The staff there is great. Only once did I run into a staff member that had a condescending tone with me. Otherwise, the staff there is very patient and understanding. They have quiet rooms for students to take tests. They even provide unlimited amounts of scrap paper and pencils for those that forgot to bring some. It is run in a very comfortable and professional manner.
261: They are increasingly well organized and have improved proctoring practices with the move into their new offices. I have had reports that they are also very respectful of students.
290: Student workers who assist are courteous and professional, understanding a teacher's need to occasionally test a student outside the classroom. The center instills confidence in the process.
365: Available when I have needed it. Employees very friendly and understanding.
524: Thorough in following through and maintaining close attention to all matters relating to a test and the student taking the test.

MacDill: - no comments

SouthShore: - no comments
District:
375: He used the test center when he first enrolled and it went very smoothly. I think they made the right decisions in the extra prep classes he needed before taking on the academic classes.

Other:
405: Helpful to the students, and show they care.
547: They seem to care.
Q4. Please describe weaknesses for items that you rated ‘Very Dissatisfied.’

**Q4.13 Libraries**

**Brandon:**
331: The staff is friendly and does a good job, but the rampant use of cell phones in the library needs to stop. It is extremely disruptive. Also, having classes that start as late as 9:45 PM I would like to see the library stay open until 9 PM. For that matter, the cafeteria should be open later than 7 PM.

**Dale Mabry:** - no comments

**Plant City:** - no comments

**Ybor City:**
505: [A staff member] is extremely rude to everyone she interacts with. [He/she] makes the library look bad.

**MacDill:** - no comments

**SouthShore:** - no comments

**District:** - no comments

**Other:** - no comments
Q4.14 Mail service

Brandon:
372: Sent mail from Brandon and the items were lost...it was blamed on the airport post office.

Dale Mabry:
349: The mail room won't allow large deliveries to be delivered to the offices, consequently forcing employees to move large quantities and heavy boxes. IF 30 boxes of heavy supplies are delivered, the mail room won't allow UPS or FEDEX to deliver to the office. Rather, they will insist someone from the program come to the mailroom and move the boxes. Just ridiculous.

Plant City: - no comments

Ybor City: - no comments

MacDill: - no comments

SouthShore:
154: We do not get mail service every day. That is unacceptable.

District: - no comments

Other: - no comments
Q4.15 Mathematics labs for students

Brandon: - no comments

Dale Mabry: - no comments

Plant City:
344: Not provided

Ybor City: - no comments

MacDill: - no comments

SouthShore: - no comments

District: - no comments

Other: - no comments
Q4.16 Reading / writing labs for students

Brandon: - no comments

Dale Mabry:
192: I sent my students to the writing lab to have their papers proof read. Although my students have report that the lab is helpful, they turned in papers still containing drastic problems. While I understand that people believe there is subjectivity in writing papers, we really must use the academic standard used by the academic community to have students write their papers. People working in the lab must be properly trained in standard writing.

Plant City:
344: Not provided

Ybor City:
140: The Writing Lab is a joke, and I say that as an instructor. I don't even know where to begin... The tests are filled with errors; the computer exercises have some errors, too; the fact that we have an entire day in the lab and a day in the classroom is not enough instruction time; the staff is COMPLETELY USELESS--the head lab assistant does nothing but enter scores into a computer program to which instructors don't have access (we have to ask for a printout of our scores), and she and most of the part-time assistants have no background in English, reading, writing, or composition and so cannot assist students except to check that work is completed (not necessarily correct) and hand out a test. The students would be much better off having two full days of class (3 hours and 20 minutes) and no lab at all.

MacDill: - no comments

SouthShore: - no comments

District: - no comments

Other: - no comments
Q4.17 Registration process

Brandon:
352: All students should be able to access an online orientation!!!

Dale Mabry:
201: TERRIBLE!!! And I have had personal experiences with this having 2 children who took classes at HCC.
349: Registration should be more user friendly. If a student adds a course two weeks into the semester, and neglects to pay for it, ALL CLASSES are DROPPED. Even the classes already paid for and attended. This is horrible.

Plant City: - no comments

Ybor City:
279: Registration is generally very cumbersome and we hear many, many complaints from students about the whole process.

MacDill: - no comments

SouthShore: - no comments

District: - no comments

Other:
547: SLOW and INADEQUATE
Q4.18 Parking

Brandon:
101: Simply need more parking spaces on campus
223: Parking is horrible. If you don't get here at 7:30 in the morning then you have to park in the field and it's really bad if it's raining you get wet and muddy before class, even with an umbrella
331: As I have stated, instead of spending hundreds of thousands of dollars on erecting a sculpture in front of the school, why not put that money toward paving the overflow parking next door to the school (in Brandon)? I have spoke to many students who agree and alumni who also agree. Walking through the overflow parking lot on a windy day guarantees you a mouth full of sand. Plus, the pot holes and ruff terrain cannot be good for a vehicle's suspension or tires.
429: Not enough parking places and the lighting isn't bright enough. It worries me every time my sister has to go out to the lot when classes get out at 10pm and she has to walk way out because the only available spaces are out in the middle of nowhere.
437: There are not enough spaces to park

Dale Mabry:
202: students don't have access to enough parking close to campus. We need a PARKING GARAGE!!
393: not enough parking
402: Parking lot needs to be drastically expanded to accommodate increase in students
440: gates at DM faculty lots often dont work!
448: The writing center becomes very congested with two very large classes in it simultaneously. More space is needed.
464: Parking is horrible. Sometimes I will arrive 15 minute early and be 5 minutes late! My Sony video camera, andd sports hoodie were stolen from my car in the parking lot by the gym next to the professor's parking, and there were no cameras monitoring??...not cool.
474: At the DM campus the parking is very inefficient and dangerous. Over the last ten years we have hired multiple consultants to deal with the parking, but there have been not substantial improvements. There is only one covered drop off area on the far end of campus. One would be ideal in front of Social Sciences. This would give disabled students a place to get out of their transportation without having to deal with the elements or crossing the street. In addition, the direction of the parking aisles make the "trolling" of the parking lot very dangerous. Also, there are too many ins/outs and the crosswalk to Hawks Landing is rarely used as students that the shortest route and cause unsafe situations at Hawks Landings entrance.
480: Faculty parking lot gate is often broken

Plant City:
400: no access to parking when attending meetings to other campuses
476: we do not have proper parking

Ybor City:
69: Security personnel very rude on all campuses. Not enough parking for students.
138: Enforcement on student parking is opposite to what is needed. Often students are fined for unpredictable circumstances and others are not fined for misuse and disregard for the rules in place.
365: The parking garage is too far especially in rainy or cold weather.
415: when you leave campus for meetings and come back. There is no parking available.
426: I am an adjunct. When I first began working here a few years ago, there were a few parking spaces available to us behind the faculty building. The lot is now closed to me. There are always empty spaces in the lot.
MacDill: - no comments

SouthShore: - no comments

District:
23: Parking at the Ybor campus is too limited for the amount of students the campus serves. The parking lot at district doesn't provide enough spaces for the number of employees that work there. The dirt lot at the TCTC building is an embarrassment to the college.
145: Always hard to find parking at DM; why haven't we built a parking garage yet? Provide priority parking lots for students who buy an annual pass.
379: Parking places are difficult to find at any campus. Ever since assigned parking was eliminated at District, parking has been difficult there too.

Other: - no comments
Q4.19 Printing / duplication

Brandon: - no comments

Dale Mabry:
388: there is only one place you can print powerpoint slides. all teachers use powerpoints. There are not any color printers; and you have to walk all over the place to use a printer

Plant City: - no comments

Ybor City:
86: You gotta be kiddin' me. With temps sitting around doing their homework and the [staff member] demanding two day notice? Check it out: before class, there's a line in front of the faculty access copier--full-time & part-time--because NOBODY has their copying down two days before. That's just not the way we work. Worse for adjuncts who might have stuff ready a day before, but might not be on campus. To be sure, the copy center never takes two days. And to be sure, they have other tasks. But frankly, most days when I pass, people are sitting around gossiping. The temps are quite willing to do the work. Khang is terrific—conscientious, cheerful, hardworking, cooperative; if I had a business, I’d try to hire him away from HCC. But [a staff member] is protecting territory, not fulfilling mission statement (which, I assume for the copy center involves—listen for it—COPYING.) Of course they don’t want to be rushed. But with the understanding that they won’t ALWAYS be available immediately, they could sure be a LOT more accommodating. Waste of money as it is. Most faculty I know prefer to do their own copying (is that the plan?)

329: "Workers" are sitting around talking, but they refuse to provide copying services without a lengthy turnaround time.

MacDill: - no comments

SouthShore: - no comments

District: - no comments

Other:
547: They are slow and dismissive, especially at Brandon.
Q4.20 Security

Brandon:
331: I was just informed today that there has been theft of laptops occurring in the library. From a security standpoint, this seems unacceptable. As well, vandalism regularly occurs in the library.
429: Some staff are nice but others seem to not take situations seriously.
430: Security Chief needs to get out to the Campuses to see what is really going on. Most security personnel try to dodge work.
514: as a 30+ year business owner, I have been working part-time for the college for over 6 years, yet I have not been hired full time by the college on any of my six applications submitted.

Dale Mabry:
9: Security personnel are not visible, even in the evenings. There have been several times when outdoor lights are not functioning, creating dangerous conditions. Not only was security staff not impressed by the situation, they had not been aware of it. Clearly, they are not patrolling the campus.
116: They need to stop students from violating the smoking policy.

Plant City:
323: Like I have already stated-"what is their job again". They don't know either. It must be great to get paid to drive around in a little cart and talk on your cell phone all day. Just get rid of this department and no one would notice, especially at the PC campus.
333: This is an area where there is truly room for improvement. The security officer at Plant City shares in our frustration that when assistance is needed, the calls must be routed through a central office at the Dale Mabry Campus, which is 30 miles away!! Perhaps there was a time when the College was much smaller that this centralization was necessary and effective; however, with the increase in students and with five campuses spread throughout the County, this approach needs to be reevaluated. Most large institutions have campus-based security offices, and when there is an emergency, it can be addressed in a timely manner.

Ybor City:
69: Customer service training needed.
86: Pleasant, but the one time I asked them for security (to escort female students to the parking garage right after that woman got raped in one, '09) they were uncooperative.

MacDill: - no comments

SouthShore: - no comments

District:
145: What do they do? They hide or park far away at DM and Brandon in groups and smoke. They should give students rides to their cars if it's raining or late.

Other: - no comments
Q4.21 Services for students with disabilities

Brandon:  - no comments

Dale Mabry:
509: I believe that many students are qualified as having a disability when they actually don't. Then they are given an "out" or are given "special" treatment. My reading of the disability statutes indicates that "reasonable accommodation" is to be provided - not special treatment.

Plant City:  - no comments

Ybor City:  - no comments

MacDill:  - no comments

SouthShore:  - no comments

District:  - no comments

Other:  - no comments
Q4.22 Student activities

Brandon: - no comments

Dale Mabry:

206:  Student activity fees represent a significant burden to every student, but your office so far as I know distributes those fees in secret and controls student government by appointing acceptable candidates for office. Ken Turley does a great job, but not many students get the chance to participate. I've advised several clubs over the years, and always gotten stipends for them, but the amounts were small and the process was, and still is, a very private matter.

Plant City:

344:  Many of the SGA events cause distraction to our "at-risk" students. Many instructors find his or her "failing students" hanging out and playing in the Student Center. Maybe students should required to have an instructor's note stating the student is passing the course before the student can go in a "play" ping pong or pool in the Student Center: after all, this is a college, isn't it?

Ybor City:

279:  Way too much $ wasted in SGA on food, parties, etc. Funds could be put to much better use.

MacDill: - no comments

SouthShore: - no comments

District:

245:  They waste money by throwing losts of parties rather that trying to improve services that affect learning.

Other: - no comments
Q4.23 Test center

Brandon:
139: Need to be more accessible, especially to night students and faculty

Dale Mabry:
166: the test center has a problem with losing peoples propety they accept while they are taking test. this has happen several times and is unacceptable they need to have lockers or a better way to handle this ongoing property than what they are doing now.
192: I have allowed the students to use the test center and I think it is a valuable resource, however, there are major problems with the test center that will prevent me from using it in the future. The test center should allow instructors to email in tests. The test center should also place the finished tests in the instructor's mailbox. The ability to email and having an easy way to collect tests would make the testing center a much more valuable resource.
254: I find the DM test center to be unprofessoional. I don't think that students should work there because they have access to tests. Also, I have found the student staff to be unprofessional; they play on the computers and generally fool around. I spoke about this to a previous test center administrator and was basically told to mind my own business. I know many faculty members who avoid using the test center if they can. I have had the experience of having a student ask for a test i left and be tokd that there was no test.
474: I believe it is inapppropriate to have student workers here. Faculty tests are at risk. Also, the test center needs to be open on Fridays since that is the only day some students can make up exams.

Plant City: - no comments

Ybor City:
171: I find the testing center to be very unprofessional, and quite frankly, a useless resource for our students. On several occasions, and during various semesters, I have left tests at the testing center and upon the students arrival they are being told the tests are not there only to find out they were misfiled. This happened with such frequency, and inconvenienced so many students who made a trip out to the test center, and in some cases missed work, that I was asked to provide an alternative measure for make-up tests. Many of these students have chosen to remain after class to take their exam in lieu of dealing with the testing center. On other occasions, I have also arrived at the testing center to drop off tests only to find it was not opened on time because the responsible party was not there. As I stated before, this is very unprofessional and I feel it is a disservice to our students.

MacDill: - no comments

SouthShore: - no comments

District: - no comments

Other: - no comments
Q4.24 Please provide any recommendations to improve service quality at the campuses.

Brandon:
18: concentrate on facilities maintenance.
56: Fall registration is to close to start of Summer classes.
73: Add more alternative times for classes such as Friday evenings and week-ends or satellite facilities like public libraries or empty mall stores that are already open for public business... Check on 21st Century classroom equipment on a regular basis to maintain working order.
85: I am satisfied with all of the services that I use at HCC, and feel that it is an amazing institution.
113: know new FA director in place. any help to streamline system would be helpful.
139: More employee updates & meetings with the Campus Presidents. More contact with Campus Presidents. All academic deans need to be together on policies. Set the rule and everyone do the same thing. come together and work together. Look in house, you have some employees that are very good at what they do and at some things that are not their assigned areas. Hire from within and across the campuses. More professional development for all staff members.
181: A different food vendor? More standardized testing opportunities (such as the LSAT)?
197: None.
223: Student Affairs front desk and Advisors should be more aware of customer service. Also there has been many times where I've gotten mis-information from Student Affairs, as if none of them were on the same page as far as giving information to students, one would say one thing and the other person would say something else.
268: The cleaning crew at Brandon needs to be better supervised.
272: Could free up parking spaces by requiring Sodexho and contract guards to park in student parking, instead of staff and faculty.
325: There needs to be better oversight and guidance for student government. There is far too much money spent on things that are frivolous and not in the best interest of the students.
331: Concentrate funding on the campus itself (i.e. water fountains, toilets, faucets, cafeteria, gym, etc.) Ask, "what is broken?" or "what can be brought up to par?"
352: Students Services are a disaster; I don't know how to improve the department...
429: Upgrade security staff (improve their customer relations) and definitely improve lighting in the Brandon parking lots.
471: Expanded student orientation. Online classes are not for all students regardless of the high FTE.
514: Simply treat your people better(i.e. pay rates, personal treatment,) and you create a happier employee, thus you receive a better job performance.

Dale Mabry:
42: CENTRALIZE ALL STUDENT SERVICES
46: Visit and interact with the campuses regularly.
55: There should be a garbage can near every blue recycling bin so people don't put garbage in the recycling bin.
70: Again, this is a cultural change that will require much time and a large variety of communications, professional development, etc. to make it occur. The change from punching in and punching out to actually feeling a part of a larger community and understanding the value of employee communications must occur.
75: I feel the availability of food at the small convenience store next to the bookstore has suffered recently. I occasionnally enter for chips or dessert, and there have been times that they have minimal to nearly no choices. As far as the cafeteria, while I appreciate the Pizza Hut stand, it is VERY inefficiently staffed. I have had to wait in line to pay for nearly 10 minutes when there are only 3 or 4 people in front of me because the person working the register was also getting drinks and preparing wings. It seems pointless to have food available to 'grab and go' if the system bogs down at the register. Finally, I have some concerns as to a slide in the level of professionalism of
students in the testing center in recent months. On one visit, one of the student workers was questioning another on her religious beliefs (who does she believe is her God, questions about salvation, etc) that made ME extremely uncomfortable. The student workers are also frequently listening to music on their phones and occasionally carrying cell phone conversations, which does not set the proper tone for students entering to test.

88: Students should not be allowed to work in the testing center. I know my exams are not secure there. It is unreasonable that duplicating takes 48 hours in advance notice. 24 hours is much more reasonable. This is not conducive for success for an already underpaid (adjunct) faculty.

97: We all know that the pay could be better ... The position that I have is wonderful! It is a thrill coming to work every day and the experience is always positive even at challenging times. When offered the position, which has a $16,000 pay range, I accepted. In the meantime, I kept bringing up salary and was put off. Long story short, at orientation I was given the infamous folded paper with my salary. My starting pay was, and still is, at the bottom of the scale. I have a masters degree and worked in the education field for another employer for years. I know someone who works for a consulting company that sets salary ranges. Long story short, she told me with my education and professional background, I should fall into the 70-75% range of the top pay. Jobs are hard to come by these days so I am keeping my eyes open for opportunities within HCC as well as other bay area educational institutions whose starting income is $9,000 more for the same job. It will break my heart when it comes time to leave because I get so much out of my work and make a difference for students on a daily basis. Working pay check to pay check is not fun. The price of gas and other fields has skyrocketed and does not make my life easy. I pay my bills and that's about it.

100: The keycards for the employee parking are substandard, only working after 5-6 swipes. Additionally, the codes only work after certain hours so if you forget your card, or it simply won't work (see above) you are left fighting students for their parking.

102: Food hours and cost options.

108: Lighting needs to be fixed in the staff parking lots, specifically the light next to the stoplight. Stairwells need to be cleaned. Recycling bins should be emptied more often. Test center needs to expand their hours to Fridays. Not everyone has Fridays off! Also, not useful for people who work during the daytime and attend classes in the evening.

109: Availability

111: The area that we have to get in and out of our parking lot is very narrow and everyone is constantly hitting their tires on the curbs

134: Custodial services are not doing a thorough job of cleaning the bathrooms in several buildings. I hear complaints for staff/faculty in other buildings that they too have dirty bathrooms. Custodial staffing on DM campus all seem to have poor English speaking/understanding and when there are issues, they don't understand what is being asked of them. The custodial staff has little supervision especially in the evenings. Food services on DM campus food quality could be improved.

137: Advising: prospective students often complain about not getting answers in a timely manner. I attempt to send them to a knowledgeable person in advising but they often have to make 2-3 trips to campus and still don't get the answers about what will transfer and what won't. More advisors are needed to handle the volume of students. We lose a great number due to the insufficiencies in the system. Streamline the college wide system: if a student starts at Brandon, why does it matter if he finishes the majority of his courses at Dale Mabry? The same database should be used so any campus can graduate him. Also: graduation checks should be mandatory the semester before graduation. We have had many students complain that their transfer courses are not on their transcript and are worried about graduating on time. If a graduation check was mandatory, everyone would be on the same page and this problem wouldn't occur as often

141: I teach an online course and find that the hours offered in the testing center are not flexible enough for my students. We need to be open on either Friday or Saturday and students need to be
able to arrive at the testing center later than 7pm. Pre requisites for courses are not being enforced. My understanding is that transcripts are not all up to date, which makes it hard to use the pre req checker in datatel. Students cannot succeed without the proper pre requisite knowledge. Food on campus is expensive. I have an office, so I can bring my own food. I think we need to sell healthy food, brains don't work well on hot dogs, potatoe chips and candy bars.

166: Security's most pressing problem is that they do not have the proper supervision. Security supervisors are supervising over 20 people (Day and evening shifts) at 11 different locations. Each campus should have its own public safety supervisor. DPS does not have computer software which it needs to function, this software provides dispatch logs, report writting and gathers clery act information and alot more, I feel this was needed more that new uniforms. Senor management not having police experience or public safety experenice do not understand the problems facing public safety and sometimes have unrealistic expections, overreact for some situations and underreact for others. I could go on and on but senior mangement must be experienced in law enforcement for this department to grow.

180: HCC really, really needs to do a better job of cleaning the classrooms at night--they get dirty and vacuum cleaners need to be purchased as used! The visual appeal and cleanliness of the buildings creates a very, very poor perceived value and for a small expense having a clean facilities goes a long way!

185: I can't think of any.

202: Test Center employees are rude and are ridiculous in their treatment of faculty who need to drop off tests during non-business hours.

208: Admissions and records needs help. It is the weakest link of HCC. Millie Flores is good but needs a temporary replacement while she is out sick.

227: Building maintenance and tech repair (for equipment in classrooms) need to understand that they serve the main business of this college: teaching and learning. Their services from my observations and slow and the repairs and service is frequently done without concern for the end-users. For example often over summer the computers in classrooms get a service and when the instructors come back and try to log on they can't (wrong domain still set for example) or there is an issue with projection (because whoever did the service did not check if everything functions as supposed).

235: Please see prior comments. Staff need to be more service oriented to "everyone" and not just leadership.

248: not enough parking registration should ALL be online

254: More coordination with and respect for the academic side.

269: Sorry, but I cannot think of anything at this time.

293: The library is severely lacking in architecture and building construction publications and resources, e.g. trade magazines and technical manuals.

302: Need more handicap spaces at ybor and dale mabry campuses. A separate registration for disabled students.

316: Facilities and maintenance seem to have a tough time keeping bathrooms operational in sciences at DM. Currently at least one towel dispenser has not worked for at least three months. It seems to take a long time to fix things. It would be great if the cafeteria at DM could stay open after 2:00 PM. The DM bookstore seems to need an inordinate lead time for preparing printed materials for lab classes. Pro copy can produce materials overnight. The extensive lead time is problematic for courses that are continually being improved.

318: As previously stated.

337: Online course schedule is confusing and cumbersome, especially for first-time-in-college and first-generation college students who are not familiar with prefix and suffix. For example, you cannot simply look up all listings for College Algebra without knowing that is MAC 1105.

339: Allow campus personnel to have some say in the workings of the college
349: Service to our students must be the top priority. Integrating technology with administrative tasks must be a priority as well.

383: Custodial services are not managed appropriately, workers are not consistent in performing their tasks. Floors are not stripped and waxed routinely. We often times have to make special request to get things done that should be routine. Air conditioning from building to building and room to room is extremely inconsistent. The A.C. systems need to be evaluated and refurbished.

398: Allow adjuncts more classes :)

409: transcripts put in the system in a timely manner

417: Just make sure that the employees are willing to provide customer service and reduce the frustration on the student's part. Ultimately, we know that many of our students will do things last minute, but forcing them to run around or stand in long lines just causes increased frustration. Take the moment to talk with the student to find out what they really need and direct them to the right place. Also, as employees, look like you enjoy your job!

424: lunchroom doesn't seem clean

431: The placement of more signs (i.e. traffic/directional) in the parking lots, near the buildings, and inside the main entry ways/corridors to minimize the stress on those who visit the campuses.

440: keep them cleaner/neater. trash/litter/overflowing trash cans is common.

461: All classroom should place tables and chairs for the students instead of the small desks. Students are unable to take notes and look in textbook.

464: Unsure, sorry.

474: Once again there is too much "red tape" and not enough consideration of students and/or employees.

484: Need working computers for adjunct faculty.

490: all doors on campus should be handicap ready. In the Library building DM campus there is only one door for handicapped use, but there is another door in the same corridor that leads to the elevator that is not. Makes it difficult to access the elevator.

500: Facilities. Work orders TAKE FOREVER! When work is scheduled it is not at a convenient time (like during breaks/off hours as to not disrupt student learning.) Bursar office--went two times and sign in window that says closed for lunch. Just not acceptable. There should always be coverage.

502: Too often students are bounced from office to office and people who could help, do not step up to the plate. Also, it feels like people are not held accountable for their actions or lack thereof. The strong workers are often abused and taken advantage of b/c other people will not do the job they are hired to do. It is extremely frustrating and most people see it, but nothing is ever done about it.

518: I feel the Academic Advisors, which the position requires a Bachelors Degree, should be making more what the current salary is a year. Also, there is disparity among the campuses with the Advising Generalist positions with the number of students being serviced at the various campuses.

520: Need to focus more on building pleasant relationships with an inviting and a customer-related attitude to everyone.

532: There are very few Instructors that need to know that the students are there to learn and that just because they are Instructors, that doesn't give them the right to abuse their authority. They are no better than the next person and the only difference is that they have a degree. It's mainly about attitude. I have been very fortunate to have such awesome Instructors, so far, but have been in contact with as select few Instructors that are not very professional and courteous as far as their attitude towards the students are concerned. I am an older student with many years of work experience under my belt and just think that whether you are young or older, everyone deserves respect. (360 degree coaching)
558: One of my students suggested that the Dale Mabry look into having a drop off area in front of social sciences building to help with flow off traffic in that area. The Dale Mabry campus can also look for a way to connect the far back parking lot to the Yankees field near the W.T. Edwards field. To help generate additional money to pave more parking for the campus. Blocking off a small area that students don't use.

Plant City:
4: more open-communication, increased efforts toward diversity of faculty and staff, stronger efforts to hire and retain administrators and faculty of color; sensitivity to the culture and specific needs of all populations; more campus-wide activities for faculty, staff, and students to bring groups together toward common goals (community engagement, mentoring, tutoring, recreational, etc.); a clear and seamless registration process (particularly as it relates to overrides and late adds) where all players are very clear on their roles, responsibilities, and limitations.

30: Wireless Internet needs to be improved
64: Security on Plant City Campus is a concern of mine. I think we need to have more Security staff on our campus.
123: I wish that professors had the option to print copies in color for certain exams that are visual in nature
224: Copiers frequently have problems. Need to have the mail room/copy room staffed continuously with someone who is knowledgeable about the copiers.
291: Implement pay-for-print.
323: First thing is too educate the directors for some of the support departments what the expectations are and follow up to see that the jobs are being done correctly. I.e. housekeeping.
333: Allow campus employees to participate in focus groups or a task force to review operational issues and to have a voice in college operations. Earlier in the year, we were told there would be a campus diversity and inclusiveness assessment during this semester. What happened?
343: Not enough parking spaces for faculty/staff at Plant City. Also students are parking in staff spaces.
344: Lead by example--our job is to provide graduates! The college needs to strengthen discipline and completion rates of the students. If the college sets the standard, the students will rise to the task!
355: Improve to have each campus to offer the same test and equipped with the same level of responsibilities and skill sets (Test centers). HCC produces great products, but a student should receive the same basic information from financial aid, advising, testing, bookstore, academic success center, etc.. no matter what campus they may take classes. Each campus has a uniqueness, but basic functions should be keyed acrossed the board.
397: There needs to be consistency in the direction of student clubs. There needs to be better parking options for faculty. The area in from of PADM should be sectioned off for them to use like other campuses.
403: In order to improve service, the Financial Aid Group needs to know what direction they are traveling in, ("A Plan") there are a lot of indecisions out there in the group, it is very uncomfortable. To better serve we need to have different directions.
420: maintenance of our classrooms equipment (particularly the science lab.)needs to be constantly checked. Plant City finally will be updating the science labs. and I'm very happy for that, but it was due long ago. Need to keep up to date with the science area.
492: Parking is an issue since my last class ends late in the evening and crossing poorly lit roads and road sholders is hazardous.
503: Food services should be added to every campus. Some aspects of facilities are non-functioning and desperately need upgrading, ie restroom facilities.
551: We need more parking and crosswalks as well as expectant mothers parking or mothers with small children(babies) up to 2 years old.
Ybor City:
16: n/a
44: Again, sufficient funding for Maintenance.
47: Same answer as before: hire the right people for the job, not those who have befriended administrators in high places.
53: I have seen people working at the campus AR&R office treat students rudely. We wouldn't be here without the students. This is usually the first experience students and potential students have at HCC.
69: Customer service training is needed for the population of students we serve.
86: The complaint speaks for itself.
96: More parking space available for afternoon faculty who arrive before 4:30 at YBOR.
98: Academic advising needs more help for students (more people). Services for web are always having a problem and always down, and phone systems are difficult & confusing to use. The phone tree is horrible.
117: Test Center is located away from campus buildings
122: Campus personnel need to pay close attention to the details of their service quality.
129: More care could be given to improving the appearance of campus facilities. Rooms should be inspected for chipped and peeling paint on a monthly basis, and repairs scheduled accordingly. Floors in the classrooms and labs should be swept and mopped on a daily (or at least weekly) basis.
130: Need more advisors who give good advice. Why not implement faculty advising on a volunteer basis so faculty can have a better appreciation of what is involved?
131: Longer bookstor hours at Ybor City - particularly the first few weeks of the semester - say the first half.
140: Completely revamp the Writing Lab at Ybor (or just get rid of it entirely)
148: Which services are you asking ?
150: Hire better people and pay them a decent salary. You get what you pay for
183: Consider making HCC a year institution. It would benefit the students, faculty, and community.
229: Student Services needs to be automated; we are way behind other Colleges in offering online services. It takes two to three weeks for students to apply and receive confirmation of acceptance. Students cannot obtain transcripts or other records in a timely fashion. Service is inconsistent across the College. I have personally witnessed students being treated very rudely by student service staff.
284: Nighttime parking through OMNI should NOT be allowed to use the parking lot at YPST until after all evening classes have begun. I have been denied a parking space because OMNI allowed paid parking to non-HCC staff at 6pm
305: Student labs need access to microphones and headsets.
328: if duplication dept. is not busy they should complete any reasonable job while you wait, not just small ones.
329: The deans should treat each program equitably, including providing equal funding for programs. There should be a greater focus on providing support for the faculty members who teach the required general education classes.
408: More Security Officers patrol at Ybor Campus
426: Security - When I work evening classes the guards are sometimes no where to be seen.
444: Everyone employed at HCC is excited about the new challenges set before us by the new president. If education is our business then shouldn't we have best educated and trained staff? Although we have established an employee education plan it is poorly implemented and funded. The funds are available on a first come first server basis and are not consistently available to employees semester to semester. By establishing a well-funded education program the administration sends a positive message regarding the value of employees and its willingness to invest in their future. It also sets the example to the business community in the Tampa Bay area
that their employee’s formal education is important and will make them both successful. This program is long overdue for an overhaul should be at the top of a list of things that don’t work well at our institution. We should be setting the bar not crawling under it.

458: Something *must* be done about the air-conditioning in YLRC! The food offerings are not the healthiest! And while I love the Flatbreads (especially the vegi-provolone), you just can't eat them everyday. And the service is slow!!! Often the cafe is just understaffed. One person is trying to make flatbread sandwiches and tend to the register. It doesn't work. Five people who only wanted a quick soda have to wait for two flatbreads to be made, and there's only room in the oven for one! There really should be one person for the register and one person to make the orders.

498: Security personnel need to be more efficient in responding. There is a lag between calling and getting a response, especially on weekends. Security doesn't seem to care about providing service to faculty who need to have access to classrooms and other facilities. Often see security riding around on cart doing nothing or sitting around chatting.

504: Registration process needs to be streamlined and consisted across the board. Printing and Duplication - Inadequate equipment. Mailroom needs a color printer and plotter to make posters. Other services such as binding small booklets and laminating should be available to staff.

544: I teach math oriented courses and students have reported that getting math tutors is difficult.

559: Visibility of security needs enhancement

MacDill:
280: Foment customer service skills
472: Facility maintainance is still an issue at MacDill. We know it is the Air Force that keeps the building up, but it is not a good scene some of the terms I've taught there on weekends particularly. They don't have cleaning force coming in on the weekend.

SouthShore:
8: The academic resource center needs a review for staffing issues. Secondly, a range of staff skills is necessary. For example, students who need assistance with basic computer operation. Finally, coordination with "challenges" courses. For example, instructors could hold office hours in the center during peak times to address common student issues.

82: Keep the incredibly loud speakers out of the SouthShore campus during "student events". It is disruptive to academics.

99: Provide programs on computers to enhance the prep math, reading and writing courses. There are many programs that assist students through the prep courses. Providing programs on computers would compliment the work of the academic success centers and enable students to review and practice concepts at their own pace.

189: I'm faculty. These questions seem better aimed at students; they don't seem relevant to me.
195: Let adjunct professors be club sponsors.
259: n/a
265: Need to improve Continued Education computer information and applications.

Filter: Q4.24 OK AND Q5.1=7
Content: Q4.24

25: Some way to control public access to the 2nd through 8th floor but I do not have any suggestion on how to do it.

39: FIX EXTREMELY COLD AIR BLOWING OUT OF VENTS INTO OFFICES! Most employees at District Office are freezing throughout the day. It makes for very uncomfortable working conditions.

49: Parking can be improved.
60: The library needs to attain greater access to electronic journals. The bookstore on DM was kind of anemic. If you want greater student participation and moral, need to have a greater variability of items that have the HCC logo or mascot on them.

79: Disabilities services has no teeth with faculty. I can't tell you how many times in the past year I have had to get in some faculty members business because they were being butt headed about providing an accommodation for a student. Really! Mail service - I can't tell you how many times things have gotten lost or how many times my office has moved and even though the mail services has been informed that I don't get my mail.

245: Improve customer service overall.

289: More coordination across campuses, discuss problem areas, share solutions that work well. More consistency in processes would help students.

294: Facilities and Maintenance staff have too much discretion outside of the District. Judgement calls are made at too low of levels which have both short and long term implications which are often very visible and also negative. Facilities and Maintenance staff are not; however, empowered at their own campuses to enforce basic requirements at the campus, such as being informed of and involved in projects.

375: I would definitely make the enrollment process friendlier. As I stated earlier, two people that I know gave up trying to maneuver the process and went to different community colleges.

379: Reassign parking spaces at District so when we go to a campus and return, we have a place to park. Make staff lots available to visiting staff at the campuses by using their Hawk card at the gate.

394: Only one complaint about the classroom in which I teach. DSTU 248 - unbearably loud air handler forces me to speak much more loudly to the students and virtually impossible to hear them. One student who seemed to know about construction and air conditioning said it was actually an intake vent that is way too small for its power and because of that makes a huge sucking sound constantly - very disturbing. I leave with a scratchy throat every night.

419: Improve technology resources...take a step back to reflect on weaknesses and be bold when re-thinking our approach

438: Students should be allowed to keep borrowed books for more than 2 weeks.

445: Financial aid options for high dollar CEU programs

446: The 5th floor women's bathroom has a terrible smell

Other:

48: In general, there is too much of a belief that each campus within the HCC system is independent of the other campuses. Where there is a central system of services, there is too much competition for the resources. It is almost as if those programs that should be seen as campus wide are decentralized while the ones that are centralized should have greater flexibility on individualized campuses.

276: Facilities and maintenance could be better if they fixed things from the start instead of always tweaking things to fix due to budget constraints or whatever is preventing them from fixing issues. Should not have to call every day with the same issues, like airf problems. Get someone who CAN fix teh issue or waste time/money sending same people who can't do much. Security not always professional and go in areas they need not be after hours.

405: Morale building and incentives would probably work. A better student services process, and professional courtesy from one staff member to another. We should be a team with a common goal, not separated as the campuses are - maybe we should be one HCC.

547: A smile and a pleasant greeting goes a long way. Improve communications and communication STYLES.
Additional comments submitted by email:

The final survey question asked about the availability of resources for instructors, but no window appeared for comments. Kindly accept this addendum to that question.

My supervisor is a great resource for information and very generous with her time and personal library. However, our English for Academic Purposes (EAP) department, which serves a vital role in the community, does not have headsets and microphones for our computers. In order to learn a second language, students need to be able to listen to various recordings and also record their own voices for evaluation. This only works if the student has internet access and the necessary hardware at home. However, since this population of students comprises immigrants, who work for minimum wage and support families, technology at home often becomes impossible.

Additionally, some of our students in the lower levels need access to tutoring with someone from their first language, largely Spanish. With multiple first languages being spoken in an EAP classroom, it is not appropriate for the instructor to stop and provide explanations in Spanish. These low-level students often become frustrated and drop out. If they had access to a bilingual tutor, the college has a greater chance at retaining them, promoting them to the next level and eventually into matriculation.

Both of these resources would require additional funding.

(Anonymously submitted)
Dr. Atwater

Having completed the survey and having responded earlier to a request for suggestions regarding the budget etc, I felt the need to communicate a couple of points not included in the survey.

I have been at South Shore and Plant City (now just South Shore) since South Shore opened teaching the earth science and meteorology classes. As an adjunct I must admit to some frustration regarding new courses and online courses. During my tenure, as an adjunct, at Northeastern University's University College I designed, taught and revised numerous new, online and hybrid courses. Here at HCC that is simply not possible unless you are (a) full time faculty or (b) have a full time faculty mentor. While HCC may meet the ratio guidelines for full time versus adjunct faculty as a whole, if you take Dale Mabry out of the equation, the other campuses are heavily adjuncts. The full time faculty are teaching full loads (some overload), have committee work and certainly do not have the time or effort to mentor adjuncts in a new course.

HCC has a diverse student body, but the curriculum will stagnate if it holds on to the current policy for new or online courses. Students are looking for more online classes, new offerings and widening the pool of people eligible to teach courses online as well as initiate new courses just makes sense. Given the financial situation the college is not going to add more full time faculty, something I had been hoping for at South Shore, so HCC will need to fall back on adjuncts even more.

I am sure this is a contractual issue and not one full time faculty want to relinquish, job security etc, but the question should really be "what is best for the students?".

Respectfully,

[name of faculty member]