EVALUATION SYSTEMS COMMITTEE MEETING
January 19, 2011

The Evaluation Systems Committee met January 19, 2011 at 3:00 p.m. in the conference room of Building 1. Those present were Donna Dunn, Dell Hagwood, Kim Jackson, Chet Jarman, Becky Leach, Michelle Lieberman, Dorie Richter, and Emily Woolard. Lisa Boyd, Ron Clark, Margie Cobb, Lori Diaz, Sandy McFadden, W. Romance Slade, and Lou Stout were unable to attend.

The Evaluation Systems Committee Chair, Dorie Richter, called the meeting to order. Ms. Richter asked the Evaluation Systems Committee to review the agenda for the afternoon and to make any additions or modifications they wished. Becky Leach asked if the Committee would add "the evaluation of hybrid classes" to the agenda. With no additional suggestions, a motion was made by Chet Jarman, seconded by Donna Dunn, to approve the agenda as amended. The motion carried.

The following agenda items were discussed.

1. Evaluations for Spring Term assessment

    A. Current Student Evaluation of College Services (long form)
        The Committee recommended the following
            -page 1, **Library** – Change "state of the art" to "current."
            -page 1, Review sections **Media/Graphics, Audiovisual, Distance Learning –**
                Blackboard, and Distance Learning – NCIH/EDS with the LRC
                Director. (The survey was reviewed January 21, 2011. Minor editing
                changes made.)
            -page 2, **Developmental Education Department Services** – Change #1 "ACA
                115" to "ACA 118."
            -page 2, **Writing Center** – Dell Hagwood suggested adding a section for the
                Writing Center. Ms. Richter agreed to contact the Arts and Sciences Chair
                for suggestions. (Suggestions were received January 24, 2011 and have
                been added.)
            -page 2, **Campus Police –** Change #2 to read "I feel safe on campus." Change the
                rating scale to SA, A, D, SD, and *DNU.*
            -page 3, **Admissions** – Change #1 to read "BCCC followed the published
                admissions policies when I enrolled in the College."
            -page 3, **Testing** – Delete "and at convenient times" in #1. (Item covered in #4.)
            -page 3, **Testing** – Delete #2.
            -page 4, **Student Support Services (SSS)** – Kim Jackson noted that a section for
                Student Support Services was missing and agreed to contact the SSS
                Director for any addition/s to this evaluation. (Suggestions were received
                January 26, 2011 and have been added.)

    Michelle Lieberman made a motion to accept minor editing changes and revisions. Becky Leach seconded the motion. With no further discussion, the motion carried.

    B. Faculty/Staff Evaluation of College Services (long form)
        The Committee recommended the following
            -page 1, **Professional Development** – Delete #2.
            -page 2, **Network Administration** – Add the following "#2. Blackboard server is

1

available and operational when needed."

-page 3, Review sections **Library, Media/Graphics, Audiovisual, Distance Learning – Blackboard, and Distance Learning – NCIH/EDS** with the LRC Director. (The survey was reviewed January 21, 2011.) The following changes were made.

1. **Library** – Change "state of the art" to "current."
2. **Audiovisual/Electronic Distance Learning (EDL)** – Change to **Audiovisual (AV) Services.**
3. **NCIH/EDL** – Change to **Distance Learning – North Carolina Information Highway (NCIH) Services.**
4. **Distance Learning – Blackboard** – Delete #3 and #5. Renumber and add #4 to read "Adequate information concerning distance learning is available."

-page 4, **Writing Center** – Dell Hagwood suggested adding a section for the Writing Center. Ms. Richter agreed to contact the Arts and Sciences Division Chair for suggestions. (Suggestions were received January 24, 2011 and have been added.)

-page 5, **Testing** – Delete #2 and #3.

-page 5, **Recruitment** – change #1 to read "Recruiting activities and published materials accurately and honestly represent the College."

-page 6, **Registrar and Records** – Delete #4.

Dell Hagwood made a motion to accept minor editing changes and revisions. Emily Woolard seconded the motion. With no further discussion, the motion carried.

C. Evaluation of Services by Online Students

A "draft" evaluation developed using Zoomerang was discussed. The evaluation will provide an easy way to collect aggregate data for the IE Plan program outcomes. The Evaluation Systems Committee recommended a change to the introduction and the deletion of "parking" from the list of services. Ms. Richter agreed to review the online survey with the LRC Director. (The survey was reviewed January 21, 2011.)

A copy of each survey (items A through C) reflecting minor edits, the new sections, and the recommended revisions follows these meeting minutes.

D. Employee Performance Evaluations

1. The Committee reviewed the **Supervisor Evaluation by Employee.** Michelle Lieberman made a motion to accept the evaluation as presented. Dell Hagwood seconded the motion. With no further discussion, the motion carried.
2. The Committee reviewed the **Staff Performance Evaluation by Supervisor**. Chet Jarman made a motion to accept the evaluation as presented with minor editing. Becky Leach seconded the motion. With no further discussion, the motion carried.
3. The Committee reviewed the **Administrator Evaluation by Supervisor**. Donna Dunn made a motion to accept the evaluation as presented. Chet Jarman seconded the motion. With no further discussion, the motion carried.
4. The Committee reviewed the **Instructor Evaluation by Supervisor**. Chet Jarman made a motion to accept the evaluation as presented. Dell Hagwood seconded the motion. With no further discussion, the motion carried.
5. The Committee reviewed the **Employee Performance Evaluation General Guidelines and Procedures.** Donna Dunn asked the Committee's opinion about the

evaluation of employees who have several roles on campus, i.e. those individuals that have administrative, staff, and/or instructional responsibilities. Ms. Dunn wondered if more than one instrument should be used.

After a brief discussion, all those present agreed that the selection of the evaluation instrument should be the discretion of the supervisor. The Committee accepted by consensus agreement the **Guidelines** as presented.

E. Community Satisfaction Survey

Ms. Richter expressed her concern about the expense of administering the **Community Satisfaction Survey**. The survey is a paper survey requiring printing, paper, and considerable mailing expenses. In addition, the responses to the survey may ask for programs or services that the College cannot provide during this critical budget year or next.

The Committee suggested posting the survey and a link to this survey on the BCCC Web Site for an undetermined period of time. The Committee recommended advertising (e.g. Campus Connections and/or Washington Daily News) to "get the word out" to the Community. Ms. Richter agreed to design the online survey and to contact the Director of Public Relations and the Coordinator of Media/Graphics - Webmaster.

II. Performance Standards Update

Dorie Richter gave a brief update on the performance standards. The surveys necessary to gather data for "completer" goal attainment, "completer and non-returning student" satisfaction, and "employer "satisfaction have been completed, results distributed, and data submitted to NCCCS. Data is due to NCCCS, Planning and Research Department, by February 4, 2011.

III. Other

A. Survey Scanner Update

– The new survey scanner for the Planning and Institutional Effectiveness office has been received and the Scantron technical support center has been contacted for installation and set up.

B. Evaluation of Hybrid Classes

– Becky Leach asked the Evaluation Systems Committee if hybrid classes can be evaluated in the same way as a "seated" class. (This past fall most of the hybrid classes were sent an evaluation to complete by Blackboard.) The Committee agreed that it was a choice that the instructor could make with the approval of his/her supervisor, and when sending the list of classes to the Dean of Instruction's office, the instructor should include all the classes including hybrid classes he/she wishes to evaluate in the classroom setting.

Dorie thanked the Committee for all their time and work. Dell Hagwood made a motion to adjourn the meeting. Becky Leach seconded the motion. Having no further discussion or business, the meeting adjourned at 4:45 p.m.

Are you (please check): _____ full-time? _____ part-time?
_____ a new student _____ a returning student _____ a transfer student

*approved as amended £.
Michelle £.
Becky £
1-19-11*

BEAUFORT COUNTY COMMUNITY COLLEGE
Student Evaluation of College Services, Spring 2011

Your responses to the statements that follow will help us to provide better services for you. *Circle* the response that best expresses your opinion. If you are unfamiliar with the services or do not regularly use the services, please **circle** "DNU." (**If you are dissatisfied, please tell us 'why' in the space for Comments.)**

Rating Scale:	SA = Strongly Agree	A = Agree	D = Disagree	SD = Strongly Disagree	DNU = Did Not Use

Library Services

1. The collections and resources meet my needs.	SA	A	D	SD	DNU
2. The Library has a broad range of learning resources in varied formats.	SA	A	D	SD	DNU
3. The Library provides access to information/resources through ~~state of the art~~ *current* technology.	SA	A	D	SD	DNU
4. Library space is adequate.	SA	A	D	SD	DNU
5. Service is provided in a prompt, efficient, and courteous manner.	SA	A	D	SD	DNU
6. Overall, Library Services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

Media/Graphics Services

1. Campus web site meets my needs.	SA	A	D	SD	DNU
2. Resources available for class assignments meet my needs. (e.g. transparencies, scanning, posters…)	SA	A	D	SD	DNU
3. Service is provided in a prompt, efficient, and courteous manner.	SA	A	D	SD	DNU
4. The Media/Graphics Services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

Audiovisual (AV) Services

1. Audiovisual equipment for instructional and classroom support meets my needs.	SA	A	D	SD	DNU
2. Service is provided in a prompt, efficient, and courteous manner.	SA	A	D	SD	DNU
3. The Audiovisual Services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

Distance Learning - Blackboard Services

1. Adequate information (e.g. username, password, etc.) concerning Blackboard is available on the BCCC web site.	SA	A	D	SD	DNU
2. Accessing Blackboard is convenient.	SA	A	D	SD	DNU
3. Blackboard is reliable.	SA	A	D	SD	DNU
4. Help is available when I need it.	SA	A	D	SD	DNU
5. The online orientation/assessment is effective.	SA	A	D	SD	DNU
6. Blackboard Services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

Distance Learning – ~~NCIH/EDL~~ North Carolina Inf Hwy (NCIH) Services

1. The NCIH technology meets my needs.	SA	A	D	SD	DNU
2. Service is provided in a prompt, efficient, and courteous manner.	SA	A	D	SD	DNU
3. Help is available when I need it.	SA	A	D	SD	DNU
4. The NCIH Services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

BCCC Student Email

1. Adequate information concerning using student email is available on the
   BCCC web site.   SA   A   D   SD   *DNU*
2. BCCC email is reliable. ~~del. underline~~   SA   A   D   SD   *DNU*
3. BCCC (email) is user friendly.   SA   A   D   SD   *DNU*
4. Help is available if you experience problems with email.   SA   A   D   SD   *DNU*
5. The Student Email Services are   Excellent   Good   Fair   Poor   *DNU*

Comments:

Developmental Education Department Services

1. Courses (ENG 70, 80, and 90; MAT 50 and 60; RED 80 and 90; ACA ~~115~~ *118*)
   offered by the Developmental Education Department are   Excellent   Good   Fair   Poor   *DNU*
2. Services offered by the Academic Support Center (ASC) are   Very Helpful   Helpful   Not Helpful   Does Not Apply
3. Overall, I would rate the Developmental Education Department as   Excellent   Good   Fair   Poor   *DNU*

Comments:

Business Office Services

1. Hours of operation for paying fees in cashiers' office are adequate.   SA   A   D   SD   *DNU*
2. Service is provided in a prompt, efficient, and courteous manner.   SA   A   D   SD   *DNU*
3. Tuition statements/billing services are helpful.   SA   A   D   SD   *DNU*
4. The Business Office Services are   Excellent   Good   Fair   Poor   *DNU*

Comments:

Bookstore

1. Hours of operation for the Bookstore at the beginning of
   the semester is adequate.   SA   A   D   SD   *DNU*
2. Regular hours of operation for the Bookstore are adequate.   SA   A   D   SD   *DNU*
3. Books and supplies are available when needed.   SA   A   D   SD   *DNU*
4. Service is provided in a prompt and courteous manner.   SA   A   D   SD   *DNU*
5. Adequacy of space in the Bookstore is   Excellent   Good   Fair   Poor   *DNU*
6. The Bookstore Services are   Excellent   Good   Fair   Poor   *DNU*

Comments:

Campus Police

1. Service is provided in a prompt, efficient, and courteous manner.   SA   A   D   SD   *DNU*
2. ~~The personal safety on campus is~~ *I feel safe on campus*   ~~Excellent~~ *SA* ~~Good~~ *A* ~~Fair~~ *D* ~~Poor~~ *SD* ~~DNU~~ *DNU*
3. The Campus Police Services are   Excellent   Good   Fair   Poor   *DNU*

Comments:

Facilities and Grounds

1. Classrooms are clean.   SA   A   D   SD   *DNU*
2. Temperature ranges in buildings are maintained at a comfortable level.   SA   A   D   SD   *DNU*
3. Buildings are well maintained.   SA   A   D   SD   *DNU*
4. Grounds are clean and attractive.   SA   A   D   SD   *DNU*
5. Parking spaces are sufficient.   SA   A   D   SD   *DNU*
6. Campus is well lighted.   SA   A   D   SD   *DNU*
7. Accommodations for the handicapped are adequate. *⊘**

*⊘**Comments:

Writing Center
   1. The Writing Center enhances my writing skills.   SA   A   D   SD   DNU
   2. The Writing Center provides an atmosphere conducive to learning. (same)
   3. The Writing Center hours are adequate.   SA   A   D   SD   DNU (same)
   4. The Writing Center tutors are helpful & knowledgeable.   SA   A   D   SD   DNU
   5. Overall, I would rate the Writing Center as   EX   G   F   P   DNU

Vending

1. Prices are reasonable.		SA	A	D	SD	*DNU*
2. The selection of food and beverages from the vending machines is		Excellent	Good	Fair	Poor	*DNU*
3. Overall, Vending Services are		Excellent	Good	Fair	Poor	*DNU*

Comments:

Food Service

1. Prices are reasonable.	SA	A	D	SD	*DNU*
2. Service is provided in a prompt, efficient, and courteous manner.	SA	A	D	SD	*DNU*
3. The selection of food and beverages from the food service is	Excellent	Good	Fair	Poor	*DNU*
4. Overall, Food Services are	Excellent	Good	Fair	Poor	*DNU*

Comments:

Switchboard/Receptionist

1. Service is provided in a prompt, efficient, and courteous manner.	SA	A	D	SD	*DNU*
2. Accuracy of information received from the switchboard operator is	Excellent	Good	Fair	Poor	*DNU*
3. The Switchboard Services are	Excellent	Good	Fair	Poor	*DNU*

Comments:

Admissions

1. ~~Do you feel that~~ BCCC followed the published admissions policies when ~~you~~ enrolled in the College~~?~~.	SA	A	D	SD	*DNU*
2. Service is provided in a prompt, efficient, and courteous manner.	SA	A	D	SD	*DNU*
3. The Admissions Services are	Excellent	Good	Fair	Poor	*DNU*

Comments:

Recruitment

1. Do recruiting activities and published materials accurately and honestly represent the College? _____Yes _____No

2. If you are a recent High School graduate, did a BCCC Admissions Counselor influence your decision to come here? _____Yes _____No _____Does Not Apply

Comments:

Testing

1. Placement tests are offered at sufficient intervals ~~and at convenient times.~~	SA	A	D	SD	*DNU*
~~2. GED tests are offered at sufficient intervals and at convenient times.~~	~~SA~~	~~A~~	~~D~~	~~SD~~	~~*DNU*~~
2.3. The physical facility for testing is adequate.	SA	A	D	SD	*DNU*
3.4. Placement testing hours are adequate.	SA	A	D	SD	*DNU*
4.5. Service is provided in a prompt, efficient, and courteous manner.	SA	A	D	SD	*DNU*
5.6. The Placement Testing Services are	Excellent	Good	Fair	Poor	*DNU*

Comments:

Counseling

1. Student Services counselors are readily available to work with students requesting assistance.	SA	A	D	SD	*DNU*
2. Students needing personal and academic counseling receive appropriate assistance.	SA	A	D	SD	*DNU*
3. Service is provided in a prompt, efficient, and courteous manner.	SA	A	D	SD	*DNU*
4. Counseling Services are	Excellent	Good	Fair	Poor	*DNU*

Comments:

Career Development Center/Co-op

1. The self assessment service is	Excellent	Good	Fair	Poor	DNU
2. The Career and Occupational information is	Excellent	Good	Fair	Poor	DNU
3. I am satisfied with job search services, such as assistance with interview skills and resume' writing, tours of business/industry, and workshops.	SA	A	D	SD	DNU
4. Career Development Services are provided in a prompt, efficient, and courteous manner.	SA	A	D	SD	DNU
5. Job placement services including referral for available positions and "availability of job" bulletin board are	Excellent	Good	Fair	Poor	DNU
6. Job Fair was helpful, informative, and well advertised.	SA	A	D	SD	DNU
7. Career Development Services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

_____

Financial Aid

1. The staff is readily available to answer questions concerning financial aid.	SA	A	D	SD	DNU
2. Service is provided in a prompt and efficient manner.	SA	A	D	SD	DNU
3. Service is provided in a courteous manner.	SA	A	D	SD	DNU
4. The Financial Aid Services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

_____

Registrar and Records

1. Service is provided in a prompt, efficient, and courteous manner.	SA	A	D	SD	DNU
2. Registrar and Records Services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

_____

Registration

1. How did you register (Please check one)?   _____ Advisor's Office? _____ Registrar's Office?

2. Did you consult with an advisor prior to registration?   _____Yes _____No

3. If "Yes," how would you rate the advisor?   Excellent   Good   Fair   Poor

4. Based on your experience during registration, do you have any helpful suggestions?

_____

_____

Public Relations/Publicity/Advertising

1. Do advertising and other published materials accurately and honestly represent the College? _____Yes _____No

2. Did any College advertising or published materials influence your decision to enroll at BCCC? _____Yes _____No

4. If "Yes," which one (s):

_____

Student Government Association (SGA)

1. The SGA calendar is helpful.	SA	A	D	SD	DNU

2. What SGA activities have you participated in?

_____

_____

3. The quality of the SGA activities is	Excellent	Good	Fair	Poor	DNU
4. The quantity of SGA activities is	Excellent	Good	Fair	Poor	DNU

5. Do you have any activities to suggest?

_____

Comments:

_____

_____

(handwritten, left margin, vertical:) Student Support services

(handwritten at bottom:)

Student Support Svcs (SSS)

1. Requests for my assistance are handled w/in a reasonable time, SA, A, D, SD, DNU

2. SSS staff are readily available to work w/ students requiring assistance, *same*

3. SSS tutors are helpful and knowledgeable, SA, A, D, SD, DNU

4. SSS staff provide service in a prompt, efficient, and courteous manner, SA, A, D, SD, DNU

5. Overall, Student Support Svcs (SSS) are EX, G, F, P, DNU

the services of

THANK YOU FOR YOUR HELP!

4

Please check:	_____ full-time?	_____ part-time?
	_____ faculty?	_____ staff?
	_____ on campus?	_____ off campus?

Approved as amended — *Dell H.* *Emily W.* *1-19-11*

BEAUFORT COUNTY COMMUNITY COLLEGE
Faculty/Staff Evaluation of College Services, Spring 2011

Your responses to the statements that follow will help us to provide better services for you. *Circle the response that best expresses your opinion. If you are unfamiliar with the services or do not regularly use the services, please circle "DNU."* (If you are dissatisfied, please tell us 'why' in the space for <u>Comments.</u>"

Rating Scale:	SA = Strongly Agree	A = Agree	D = Disagree	SD = Strongly Disagree	DNU = Did Not Use

Business Office Services

1. Adequate information is provided on policies and procedures.	SA	A	D	SD	DNU
2. Reports I receive from the Business Office (e.g. departmental heads' monthly budget reports, monthly pay, direct deposit, travel reimbursements, requested information, etc.) are accurate and timely.	SA	A	D	SD	DNU
3. Scheduled hours of operation in the Business Office areas are adequate.	SA	A	D	SD	DNU
4. The overall Business Office services are	Excellent	Good	Fair	Poor	DNU

Comments:

Human Resources

1. Adequate information is provided on benefits and services.	SA	A	D	SD	DNU
2. Adequate personnel information is provided on policies and procedures.	SA	A	D	SD	DNU
3. The employee recognition program is	Excellent	Good	Fair	Poor	DNU
4. The overall Human Resources services are	Excellent	Good	Fair	Poor	DNU

Comments:

Professional Development *(on-campus workshops)*

1. In-house professional development opportunities are adequate.	SA	A	D	SD	DNU
~~2. External professional development opportunities are adequate.~~	~~SA~~	~~A~~	~~D~~	~~SD~~	~~DNU~~

Comments:

Bookstore

1. Adequate information is provided on policies and procedures.	SA	A	D	SD	DNU
2. Book and supply requests are handled within a reasonable time.	SA	A	D	SD	DNU
3. Hours of operation at the beginning of the semester are satisfactory.	SA	A	D	SD	DNU
4. Books and supplies are available when needed.	SA	A	D	SD	DNU
5. The overall Bookstore services are	Excellent	Good	Fair	Poor	DNU

Comments:

Campus Police

1. Adequate information is provided on policies and procedures.	SA	A	D	SD	DNU
2. Security measures (e.g. lights, campus patrols, etc.) are adequate.	SA	A	D	SD	DNU
3. Requests for assistance are handled appropriately.	SA	A	D	SD	DNU
4. The Campus Police are available when needed.	SA	A	D	SD	DNU
5. The overall Campus Police services are	Excellent	Good	Fair	Poor	DNU

Comments:

Facilities and Grounds

1. Classrooms are clean.	SA	A	D	SD	DNU
2. Temperature ranges in buildings are maintained at a comfortable level.	SA	A	D	SD	DNU
3. Buildings are well maintained.	SA	A	D	SD	DNU
4. Grounds are clean and attractive.	SA	A	D	SD	DNU
5. Parking spaces are sufficient.	SA	A	D	SD	DNU
6. Campus is well lighted.	SA	A	D	SD	DNU
7. Accommodations for the handicapped are adequate.	SA	A	D	SD	DNU

Comments:

Food Service

1. Prices are reasonable.	SA	A	D	SD	DNU
2. Service is provided in a prompt, efficient, and courteous manner.	SA	A	D	SD	DNU
3. The selection of food and beverages from the food service is	Excellent	Good	Fair	Poor	DNU
4. Overall, Food Services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

Vending

1. Prices are reasonable.	SA	A	D	SD	DNU
2. The selection of food and beverages from the vending machines is	Excellent	Good	Fair	Poor	DNU
3. Overall, Vending Services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

Maintenance and Operations of Buildings and Grounds

1. Work is performed in a satisfactory manner.	SA	A	D	SD	DNU
2. Work is completed within a reasonable time.	SA	A	D	SD	DNU
3. Routine housekeeping is adequate (e.g. classrooms, offices, bathrooms.)	SA	A	D	SD	DNU
4. The safety and appearance of the grounds is	Excellent	Good	Fair	Poor	DNU
5. The overall Maintenance and Operations services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

Stockroom/Mailroom/Print Shop

1. Stockroom services are	Excellent	Good	Fair	Poor	DNU
2. Mailroom services are	Excellent	Good	Fair	Poor	DNU
3. Print Shop services are	Excellent	Good	Fair	Poor	DNU
4. The quality of printed work is satisfactory.	SA	A	D	SD	DNU
5. Print Shop work is completed on time.	SA	A	D	SD	DNU

Comments:

_____

Purchasing

1. Adequate information is provided on purchasing procedures.	SA	A	D	SD	DNU
2. Purchasing services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

Switchboard/Receptionist

1. The overall Switchboard/Receptionist services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

Systems Administration ~~(CIS System)~~ Curr/CE (Datatel, Financial, & Personnel Data)

1. Do you have access to the CIS System?		Yes	No		
2. Help is available when I need it.	SA	A	D	SD	DNU
3. The system meets my administrative needs.	SA	A	D	SD	DNU
4. The overall College Systems services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

Network Administration (Email, Internet, Phones, Campus Servers)

1. Do you have access to the campus network?		Yes	No		
2. Help is available when I need it.	SA	A	D	SD	DNU
3. Telephone and voice mail service is	Excellent	Good	Fair	Poor	DNU
4. The overall College Network services are	Excellent	Good	Fair	Poor	DNU

Comments:

_____

[Handwritten in left margin, rotated:] 2. Blackboard server is available & operational when needed. SA A D SD DNU

Rating Scale:	SA = Strongly Agree	A = Agree	D = Disagree	SD = Strongly Disagree	DNU = Did Not Use

(handwritten left margin top: "Delete underline")

Computer Support Services

1. Computer and printer repairs are completed in a reasonable time.	SA	A	D	SD	DNU
2. Computer and printer repairs are completed in a satisfactory manner.	SA	A	D	SD	DNU
3. The overall Computer Support Services are	Excellent	Good	Fair	Poor	DNU

Comments:
_____

Continuing Education

1. When contacting the Continuing Education Division, I am provided with adequate information.	SA	A	D	SD	DNU
2. The Continuing Education Staff are friendly and courteous.	SA	A	D	SD	DNU
3. Requested information is provided in a timely manner.	SA	A	D	SD	DNU
4. The overall Continuing Education Division services are	Excellent	Good	Fair	Poor	DNU

Comments:
_____

Library Services

1. The collections and resources meet my needs.	SA	A	D	SD	DNU
2. The Library has a broad range of learning resources in varied formats.	SA	A	D	SD	DNU
3. The Library provides access to information/resources through ~~state of the art~~ *current* technology.	SA	A	D	SD	DNU
4. Library orientations are provided when needed.	SA	A	D	SD	DNU
5. The overall Library services are	Excellent	Good	Fair	Poor	DNU

Comments:
_____

(handwritten left margin: "SA A D SD DNU")

Media/Graphics Services

1. Instructional Support for Media/Graphics meets my needs.	SA	A	D	SD	DNU
2. Quality of Media/Graphics materials meets my needs.	SA	A	D	SD	DNU
3. Equipment available for Media/Graphics meets my needs.	SA	A	D	SD	DNU
4. Media staff assistance in online course development meets my needs.	SA	A	D	SD	DNU
5. The overall Media/Graphics Services are	Excellent	Good	Fair	Poor	DNU

Comments:
_____

Audiovisual ~~Electronic Distance Learning (EDL)~~ *(AV) Services*

1. Adequate information is provided regarding the operation of AV equipment.	SA	A	D	SD	DNU
2. Adequate AV equipment is available for classroom needs.	SA	A	D	SD	DNU
3. Technical support for AV equipment (e.g. data projector, Smartboard, computer, etc.) is adequate for classroom instruction.	SA	A	D	SD	DNU
4. Overall, the AV~~EDL~~ services are	Excellent	Good	Fair	Poor	DNU

Comments:
_____

Distance Learning — ~~NCIH/EDL~~ *North Carolina Inf. Hwy (NCIH) Services*

1. The NCIH teleclassroom meets my needs.	SA	A	D	SD	DNU
2. The BCCC NCIH technical support services are	Excellent	Good	Fair	Poor	DNU
3. Overall, the NCIH services are	Excellent	Good	Fair	Poor	DNU

Comments:
_____

Distance Learning - Blackboard

1. Blackboard training is	Excellent	Good	Fair	Poor	DNU
2. Blackboard software is effective.	SA	A	D	SD	DNU
~~3. Blackboard server is reliable.~~	SA	A	D	SD	DNU
3,4. Software support for Blackboard is adequate.	SA	A	D	SD	DNU
~~5. Network support for Blackboard is adequate.~~	SA	A	D	SD	DNU
5,6. The overall LRC support for Blackboard is	Excellent	Good	Fair	Poor	DNU

Comments:
_____

(handwritten left margin bottom: "4. adequate information concerning distance learning is available.")

Rating Scale:	SA = Strongly Agree	A = Agree	D = Disagree	SD = Strongly Disagree	DNU = Did Not Use

BCCC Campus Email

1. Adequate information concerning using email (Groupwise) is available.	SA	A	D	SD	DNU
2. BCCC email is reliable.	SA	A	D	SD	DNU
3. Help is available if you experience problems with email	SA	A	D	SD	DNU
4. Remote access to email is adequate.	SA	A	D	SD	DNU
5. The overall email services are	Excellent	Good	Fair	Poor	DNU

Comments:

Developmental Education Department Services

1. Services provided by the Academic Support Center (ASC) are	Excellent	Good	Fair	Poor	DNU
2. The overall Developmental Education Department services are	Excellent	Good	Fair	Poor	DNU

Comments:

Planning

1. Long-Range Plans are adequate and appropriate to the College Mission.	SA	A	D	SD	DNU
2. The overall Planning services are	Excellent	Good	Fair	Poor	DNU

Comments:

Evaluation

1. Evaluation processes are adequate and appropriate to the College Mission.	SA	A	D	SD	DNU
2. The Evaluation Processes and Instruments are satisfactory.	SA	A	D	SD	DNU

[handwritten margin note: delete underline]

Comments:

Student Surveys (Graduate, Non-returning Student, and Current Students):

Faculty/Staff Survey (Evaluation of College Services):

Instructor and Course Evaluation by Student:

Employee Performance Evaluations:

Information Resources (Grant Information, Chart Book)

1. Information is available when I need it.	SA	A	D	SD	DNU
2. Information provided is useful.	SA	A	D	SD	DNU

Comments: (If you used this service, please give an example/s of how information was useful in your area.)

Public Relations/Publicity/Advertising

1. In-house communications mechanisms such as Campus Connections, BCCC Review, and information on the BCCC web site are adequate to keep faculty and staff informed.	SA	A	D	SD	DNU
2. External publicity (e.g. local newspapers, Cable TV, billboards, and off-campus presentations, etc.) is adequate to keep community informed.	SA	A	D	SD	DNU
3. Advertising, published materials, and other PR efforts accurately and honestly represent the College.	SA	A	D	SD	DNU
4. The advertising, published materials, and other PR efforts on behalf of the College are well-planned and attractive.	SA	A	D	SD	DNU
5. The advertising, published materials, and other PR efforts reach our target audience.	SA	A	D	SD	DNU
6. The amount of advertising, published materials, and other PR efforts the College is involved in is adequate.	SA	A	D	SD	DNU
7. The overall Publicity and PR efforts are	Excellent	Good	Fair	Poor	DNU

Comments:

[handwritten section:]

Writing Center
1. adequate inf. is provided on W.C. operations   SA A D SD DNU
2. The Writing Center enhances student writing.   SA A D SD DNU
3. The WC provides professional development opportunities to fac/staff.   SA A D SD DNU
4. The WC hours are adequate.   SA A D SD DNU
5. Overall, I would rate the WC as   Ex G F P DNU

BCCC Foundation

1. The BCCC Foundation supports faculty, staff, and student projects
through grants approved by the Foundation Board of Directors. SA A D SD DNU
2. The BCCC Foundation provides adequate financial assistance
to students through scholarships, emergency grants, student loans, and
the work-study program. SA A D SD DNU
3. I can designate my BCCC Foundation contribution to enhance an
endowment or to provide a specific Scholarship. SA A D SD DNU
4. BCCC Ambassadors promote awareness of the College and its
programs through their involvement in various campus activities,
speaking engagements, and community events. SA A D SD DNU
5. BCCC Ambassadors represent the campus in a professional manner. SA A D SD DNU

Comments:
_____

Admissions

1. Admissions questions and concerns are handled within a
reasonable time. SA A D SD DNU
2. Adequate information is available concerning the admissions process. SA A D SD DNU
3. Students are given accurate information concerning admissions. SA A D SD DNU
4. The overall Admissions services are Excellent Good Fair Poor DNU

Comments:
_____

Testing

delete

1. Placement tests are offered at sufficient intervals and at convenient times. SA A D SD DNU
2. GED tests are offered at convenient times. SA A D SD DNU
3. GED tests are offered often enough. SA A D SD DNU
2. 4. Students are appropriately placed when placement scores are considered. SA A D SD DNU
3. 5. Test scores are readily available when needed to advise students. SA A D SD DNU
4. 6. The physical facility for testing is adequate. SA A D SD DNU
5. 7. The overall Placement Testing services are Excellent Good Fair Poor DNU

Comments:
_____

Recruitment

1. ~~De~~Recruiting activities and published materials accurately and
honestly represent the College. SA A D SD DNU
2. Recruitment materials used by the College are well-planned and attractive
to potential students. SA A D SD DNU
3. The overall Recruitment services are Excellent Good Fair Poor DNU

Comments:
_____

Career Development Center/Co-op

1. Career Planning and Placement provides adequate information
on the types of services available to students. SA A D SD DNU
2. Requests for information and reports are handled within a reasonable time. SA A D SD DNU
3. Job Fair was relative to my academic program. SA A D SD DNU
4. Co-op services are provided in a prompt, efficient, and courteous manner. SA A D SD DNU
5. The overall Career Development Center services are Excellent Good Fair Poor DNU

Comments:
_____

Counseling

1. Student Services Counselors are readily available to work with
students requesting assistance. SA A D SD DNU
2. Students needing personal and academic counseling receive
appropriate assistance. SA A D SD DNU
3. Student referrals are made to other agencies as needed. SA A D SD DNU

Counseling (continued)

4. Special procedures and services are available for students with
   special needs (e.g. hearing impaired).   SA   A   D   SD   *DNU*
5. The overall Counseling services are   Excellent   Good   Fair   Poor   *DNU*

Comments:

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_____

Financial Aid

1. The staff is readily available to answer questions concerning student aid.   SA   A   D   SD   *DNU*
2. The overall Financial Aid services are   Excellent   Good   Fair   Poor   *DNU*

Comments:

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Registrar and Records

1. Adequate information is provided on policies and procedures.   SA   A   D   SD   *DNU*
2. Requests for information and assistance are handled within a reasonable time. SA   A   D   SD   *DNU*
3. Drop/Add procedures for online students is adequate.   SA   A   D   SD   *DNU*
4. ~~Online registration is adequate.~~   ~~SA   A   D   SD   DNU~~
4. 5. The overall Registrar and Records services are   Excellent   Good   Fair   Poor   *DNU*

Comments:

_____

_____

Student Support Services

1. Student Support Services provides adequate information on types of services
   available to students.   SA   A   D   SD   *DNU*
2. Requests for information and assistance are handled within a reasonable time. SA   A   D   SD   *DNU*
3. Staff is readily available to answer questions and assist with special situations. SA   A   D   SD   *DNU*
4. Student Support Services Counselors are readily available to work with students requesting assistance.
                                                                        SA   A   D   SD   *DNU*
5. Student referrals are handled appropriately.   SA   A   D   SD   *DNU*
6. The overall Student Support Services are   Excellent   Good   Fair   Poor   *DNU*

Comments:

_____

_____

SGA

1. The number of SGA activities is sufficient.   SA   A   D   SD   *DNU*
2. The SGA activities are   Excellent   Good   Fair   Poor   *DNU*

Comments:

_____

_____

3. Do you have any activities to suggest?

_____

_____

General Administrative Services

I am satisfied with the administrative services provided by the

President's Office	SA	A	D	SD	*DNU*
Administrative Services Department	SA	A	D	SD	*DNU*
Instruction/Curriculum Areas	SA	A	D	SD	*DNU*
Student Services Department	SA	A	D	SD	*DNU*
Continuing Education Department	SA	A	D	SD	*DNU*

General Comments and Suggestions:

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_____

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THANK YOU FOR YOUR HELP!

ONLINE
Current/Student Evaluation of College Services - Spring, 2011

THANKS FOR CLICKING ON THE LINK! Now that you are here.....   please tell us what you think.

PLEASE RATE THE FOLLOWING SERVICES. CLICK ON THE BUTTON THAT BEST REFLECTS YOUR OPINION OF THE COLLEGE SERVICES.

NOTE: IF YOU DID <u>NOT</u> USE THIS SERVICE, PLEASE LEAVE THE ITEM BLANK.

1 Academic Skills Center (ASC Lab)

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

2 Admissions

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

3 Advertising

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

4 Advising

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

5 BCCC Briefs (Washington Daily News column)

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

6 Blackboard

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

7 Bookstore

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	**2**	**3**	**4**

8 Business Office

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	**2**	**3**	**4**

9 Campus Connections

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	**2**	**3**	**4**

10 Campus Police/Health and Safety

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	**2**	**3**	**4**

11 Career Center

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	**2**	**3**	**4**

12 Counseling

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	**2**	**3**	**4**

13 Distance Learning: Online/Hybrid Courses

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	**2**	**3**	**4**

14 Distance Learning: North Carolina Information Highway (NCIH)

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	**2**	**3**	**4**

15 Drop-add Process

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	**2**	**3**	**4**

16 Facilities

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied

1	2	3	4

17 Facilities (Buildings, Classrooms)

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

18 Job Placement

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

19 Library

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

20 Maintenance and Housekeeping

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

21 Media/Graphics (BCCC Web Page)

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

22 Placement Testing

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

23 Recruitment

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

24 Registrar's Office

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

25 Registration

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

26 SGA/Student Activities

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

27 Student Support Services (SSS)

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

28 Switchboard/Receptionist

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

29 Tuition Payment Process

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

30 **THE SPACE BELOW IS FOR ANY PROGRAM SPECIFIC OR GENERAL SUGGESTIONS THAT YOU MAY HAVE.**

What is your program?

SUGGESTIONS FOR YOUR PROGRAM

OTHER SUGGESTIONS

Submit