



2009 Faculty/Staff Perception of Services Survey Results Comparison to Previous FY

| | Survey Question | FY 2005 Total Agree Percentage | FY 2006 Total Agree Percentage | FY 2007 Total Agree Percentage | FY 2008 Total Agree Percentage | FY 2009 Total Agree Percentage | Status |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------|
| 1. | The facilities at Swainsboro Technical College are attractive, clean, and comfortable. | 93.51 % | 92.22 % | 89.09 % | 98.21 % | 95.35 % | ↓ |
| 2. | The landscaping at Swainsboro Tech is appealing. | 89.61 % | 88.89 % | 81.82 % | 92.86 % | 95.35 % | ↑ |
| 3. | I am satisfied with the current maintenance of buildings. | 72.73 % | 82.22 % | 74.55 % | 89.29 % | 88.37 % | ↓ |
| 4. | I am satisfied with the current maintenance of the grounds. | 88.31 % | 94.38 % | 78.18 % | 94.64 % | 93.02 % | ↓ |
| 5. | Space allocated in offices or workspace is adequate for required functions or activities. | 62.67 % | 69.77 % | 76.36 % | 72.73 % | 90.48 % | ↑ |
| 6. | The equipment available for my use is adequate for me to perform my job efficiently. | 86.84 % | 97.75 % | 96.36 % | 92.86 % | 93.02 % | ↓ |
| 7. | Adequate supplies are available for me to do my job. | 94.81 % | 95.56 % | 94.55 % | 96.43 % | 93.02 % | ↓ |
| 8. | The resources available at STC are adequate for the College to achieve its mission. | 90.91 % | 92.13 % | 92.73 % | 96.43 % | 88.37 % | ↓ |
| 9. | During the past year we have hosted the following sample activities: Spring Fling, STC Idol, Santa, Career Days, Student/Faculty Cookouts, Fall Festival, Ice Cream Social, Volleyball/Softball games, Popcorn | 79.41 % | 78.31 % | 90.91 % | 94.44 % | 93.02 % | ↓ |

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| | Social, Peanut Boil, Watermelon social, etc. I am satisfied with the availability and type of student activity programs. | | | | | | |
| 10. | I am satisfied with the availability of student wellness programs which include these samples: Drug Awareness Seminars, Stress Management Workshops, Budgeting Workshop, Health Fair, SpringFest Field Day, Dress for Success Workshop and Professionalism in the Workplace. | 69.70 % | 77.33 % | 90.91 % | 96.30 % | 95.35 % | ↓ |
| 11. | I am aware that opportunities are provided for students to participate in student organizations (Student Leadership Council, PBL, Skills USA, NVTHS, Forestry Club, & EMS Club). | 97.22 % | 92.05 % | 88.89 % | 98.21 % | 95.35 % | ↓ |
| 12. | STC recruitment materials present an accurate picture of the College. | 90.41 % | 91.95 % | 94.44 % | 96.43 % | 97.67 % | ↑ |
| 13. | I am satisfied with the recruitment activities at Swainsboro Tech. | 72.22 % | 68.97 % | 84.91 % | 87.50 % | 81.40 % | ↓ |
| 14. | Swainsboro Tech's publications provide sufficient information about services that are available. | 90.67 % | 84.88 % | 96.30 % | 98.21 % | 95.35 % | ↓ |
| 15. | I am aware that special support services are available for students with economic need, students who are single parents or displaced homemakers, or dislocated workers. | 95.89 % | 88.64 % | 100.00 % | 98.21 % | 90.48 % | ↓ |
| 16. | I am aware that students with disabilities, who need special assistance are provided adequate support services to enable them to attend Swainsboro Tech. | 97.33 % | 93.33 % | 98.15 % | 98.21 % | 95.35 % | ↓ |

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| 17. | Faculty advisors are knowledgeable about program requirements and are available on a regular basis to assist students with program advisement. | 82.43 % | 92.59 % | 82.00 % | 87.50 % | 97.62 % | ↑ |
| 18. | Student Services Career Planners are available and knowledgeable about program requirements to provide advice or direction as students choose their program(s) of study. | 78.87 % | 92.77 % | 94.12 % | 94.64 % | 90.48 % | ↓ |
| 19. | I am satisfied that Swainsboro Tech has adequate faculty and staff to meet customer needs for programs and services. | 80.52 % | 93.18 % | 90.38 % | 96.43 % | 83.72 % | ↓ |
| 20. | I am satisfied with the availability of library staff to assist with my needs. | 97.33 % | 100.00 % | 100.00 % | 100.00 % | 97.56 % | ↓ |
| 21. | The library services are adequate to meet my needs (orientation or library utilization for staff and students; prompt assistance when needed). | 100.00 % | 100.00 % | 100.00 % | 100.00 % | 100.00 % | ↔ |
| 22. | The library is open during hours that are convenient for me. | 98.53 % | 97.53 % | 97.92 % | 100.00 % | 100.00 % | ↔ |
| 23. | The online databases available through Galileo provide adequate support for the classes I teach. | 97.78 % | 96.43 % | 100.00 % | 100.00 % | 100.00 % | ↔ |
| 24. | The book collection in the library supports the courses I teach. | 95.35 % | 100.00 % | 100.00 % | 100.00 % | 100.00 % | ↔ |
| 25. | The book collection has enough general interest reading. | 83.87 % | 94.37 % | 95.24 % | 97.67 % | 97.50 % | ↓ |
| 26. | The periodical collection in the library supports the courses I teach. | 92.68 % | 100.00 % | 100.00 % | 100.00 % | 100.00 % | ↔ |
| 27. | The audio/video collection in the library supports the courses I teach. | 87.50 % | 97.78 % | 96.43 % | 96.77 % | 96.15 % | ↓ |
| 28. | The library resources as a whole reflect the | 91.07 % | 96.97 % | 95.00 % | 95.24 % | 100.00 % | ↑ |

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| | diversity and the academic levels of the students. | | | | | | |
| 29. | The collection as a whole is up-to-date in the subject areas I teach. | 90.24 % | 100.00 % | 100.00 % | 96.77 % | 100.00 % | ↑ |
| 30. | The software on the library computers is sufficient for the needs of our students. | 98.04 % | 100.00 % | 100.00 % | 100.00 % | 100.00 % | ↔ |
| 31. | My students utilize the Swainsboro Technical College library. | 97.37 % | 93.48 % | 96.00 % | 100.00 % | 95.65 % | ↓ |
| 32. | I am satisfied that I can develop my annual professional development plan based partially on my annual evaluation. | 88.52 % | 95.24 % | 98.04 % | 98.04 % | 92.50 % | ↓ |
| 33. | I am satisfied that I have made measurable improvement as a result of my participation in planned staff development activities. | 81.69 % | 94.12 % | 96.15 % | 96.23 % | 95.12 % | ↓ |
| 34. | I have been involved in institutional planning activities (i.e. annual planning, DTAE-PAS, strategic planning, staff development plans). | 98.31 % | 93.42 % | 91.30 % | 100.00 % | 94.74 % | ↓ |
| 35. | I have been involved in institutional evaluation activities (i.e. end-of-year assessment of annual plan, DTAE-PAS, PAR, strategic plan, etc.) | 94.92 % | 94.52 % | 88.64 % | 100.00 % | 94.74 % | ↓ |
| 36. | I am satisfied that the institutional planning and evaluation activities being implemented are for continuous improvement of the college. | 93.06 % | 96.47 % | 94.23 % | 98.11 % | 97.56 % | ↓ |
| 37. | I have the opportunity to periodically review and evaluate the curriculum that I teach (IFCC review process). | 92.68 % | 93.02 % | 96.43 % | 100.00 % | 100.00 % | ↔ |
| 38. | I am satisfied with the customer service provided by the Office | 94.37 % | 96.47 % | 96.23 % | 96.23 % | 97.44 % | ↑ |

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| | of Institutional Effectiveness (i.e. intranet, reports, IE Tool support, institutional research, etc.). | | | | | | |
| 39. | I am satisfied with the customer service provided by the Information Technology Department (promptness of services, etc.) | 73.53 % | 89.66 % | 80.77 % | 89.09 % | 92.50 % | ↑ |
| 40. | I have adequate access to computers or other related information technology. | 96.05 % | 97.75 % | 98.15 % | 96.43 % | 95.35 % | ↓ |
| 41. | Requests for technical support are responded to in a timely manner. | 61.33 % | 87.36 % | 74.07 % | 87.27 % | 88.10 % | ↑ |
| 42. | I have been provided adequate opportunity to gain sufficient skill in computer usage. | 90.54 % | 94.25 % | 94.44 % | 92.73 % | 95.24 % | ↑ |
| 43. | The assistance by the Admissions/Registrar's Office is provided in a professional manner. | 80.00 % | 92.86 % | 96.08 % | 92.86 % | 92.11 % | ↓ |
| 44. | The assistance by the Financial Aid Office is provided in a professional manner. | 95.83 % | 96.34 % | 100.00 % | 98.18 % | 97.37 % | ↓ |
| 45. | The assistance by the Career Services Office is provided in a professional manner. | 93.75 % | 93.15 % | 95.74 % | 98.15 % | 91.89 % | ↓ |
| 46. | The assistance by the Assessment and Career Center Office is provided in a professional manner. | 92.31 % | 91.94 % | 94.87 % | 98.11 % | 94.59 % | ↓ |
| 47. | The assistance by the Fatherhood Office is provided in a professional manner. | 95.65 % | 96.55 % | 97.37 % | 89.47 % | 91.67 % | ↑ |
| 48. | The assistance by the Special Populations Coordinator is provided in a professional manner. | 96.49 % | 90.77 % | 97.56 % | 97.78 % | 100.00 % | ↑ |
| 49. | The assistance by the Administrative Services/Business Office is provided in a professional manner. | 94.52 % | 83.13 % | 92.45 % | 90.74 % | 95.00 % | ↑ |

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| 50. | The assistance by the College Bookstore is provided in a professional manner. | 70.49 % | 72.37 % | 66.67 % | 37.78 % | 48.15 % | ↑ |
| 51. | The assistance by the Economic Development Office is provided in a professional manner. | 89.83 % | 94.59 % | 97.44 % | 95.92 % | 89.19 % | ↓ |
| 52. | The assistance by the Instructional Services Office is provided in a professional manner. | 92.86 % | 93.98 % | 97.96 % | 92.31 % | 97.30 % | ↑ |
| 53. | The instructional equipment in classrooms is adequate to meet the needs of the program. | 89.47 % | 94.03 % | 88.89 % | 94.59 % | 93.33 % | ↓ |
| 54. | The instructional equipment in shops/labs is adequate to meet the needs of the program. | 78.18 % | 91.23 % | 84.38 % | 94.29 % | 86.67 % | ↓ |
| 55. | Classroom space allocated to academic programs is adequate for program offerings. | 77.59 % | 80.60 % | 87.18 % | 76.92 % | 87.88 % | ↑ |
| 56. | Laboratory space allocated to academic programs is adequate for program offerings. | 76.36 % | 82.81 % | 80.56 % | 78.38 % | 81.82 % | ↑ |
| 57. | The assistance by the Adult Literacy Office is provided in a professional manner. | 98.36 % | 95.95 % | 97.87 % | 100.00 % | 94.44 % | ↓ |
| 58. | I am aware of the criteria against which my job performance will be measured. | 90.91 % | 92.31 % | 94.34 % | 94.64 % | 95.35 % | ↑ |
| 59. | I am satisfied that the current evaluation system adequately assesses my job performance. | 82.43 % | 83.52 % | 92.59 % | 94.44 % | 93.02 % | ↓ |
| 60. | I am satisfied that the current evaluation system adequately assesses my overall contribution to Swainsboro Technical College. | 78.38 % | 82.42 % | 81.82 % | 88.89 % | 90.48 % | ↑ |
| 61. | Individual contributions by colleagues are recognized publicly within the College. | 60.27 % | 72.73 % | 78.18 % | 83.64 % | 85.71 % | ↑ |

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| 62. | I know that if I do a good job, my supervisor will recognize this. | 54.05 % | 68.18 % | 75.93 % | 83.64 % | 81.40 % | ↓ |
| 63. | I have the opportunity to make recommendations on my job description. | 52.78 % | 65.17 % | 75.47 % | 89.09 % | 85.71 % | ↓ |
| 64. | I am given the opportunity on a regular basis to communicate openly my level of job satisfaction without retribution. | 68.42 % | 77.78 % | 80.00 % | 79.63 % | 85.71 % | ↑ |
| 65. | Communication is adequate among faculty and staff. | 71.62 % | 77.53 % | 80.77 % | 71.43 % | 81.40 % | ↑ |
| 66. | Cooperation is adequate between administration and faculty. | 78.95 % | 78.41 % | 80.00 % | 78.57 % | 92.86 % | ↑ |
| 67. | The President's Office is easily accessible and/or responsive to my needs. | 52.63 % | 62.92 % | 70.37 % | 100.00 % | 97.62 % | ↓ |
| 68. | I am provided adequate opportunity for professional development. | 67.53 % | 67.42 % | 75.00 % | 98.15 % | 86.05 % | ↓ |
| 69. | The work environment at Swainsboro Tech promotes positive morale among personnel. | 97.37 % | 95.51 % | 92.45 % | 83.93 % | 83.72 % | ↓ |
| 70. | The assignments of responsibilities among colleagues are equitable and reasonable. | 81.58 % | 91.01 % | 94.55 % | 83.64 % | 85.71 % | ↑ |
| 71. | The programs and services available at Swainsboro Tech meet my needs. | 72.37 % | 72.73 % | 74.55 % | 96.30 % | 94.87 % | ↓ |
| 72. | I am provided sufficient information from the Administration to plan my budget. | 66.67 % | 75.00 % | 74.55 % | 100.00 % | 93.94 % | ↓ |
| 73. | Colleagues at all levels of operation are given the opportunity to participate in the budget planning process. | 92.65 % | 95.18 % | 90.20 % | 93.33 % | 91.43 % | ↓ |
| 74. | I receive timely | 83.67 % | 79.69 % | 94.29 % | 95.00 % | 90.91 % | ↓ |

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| | feedback concerning my budget status throughout the year. | | | | | | |
| 75. | Requisitions are processed through the Business Office in a timely manner. | 62.71 % | 81.33 % | 87.50 % | 86.79 % | 87.50 % | ↑ |
| 76. | All things considered, I enjoy working at Swainsboro Technical College. | 81.48 % | 81.54 % | 87.88 % | 94.55 % | 97.67 % | ↑ |
| 77. | The assistance provided by the Institutional Advancement Office is provided in a professional manner. | 83.82 % | 70.37 % | 82.00 % | 100.00 % | 92.50 % | ↓ |
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| | | | | | | | |
| | TOTALS | Total Average Percentage Agree (3s & 4s) | Total Average Percentage Agree (3s & 4s) | Total Average Percentage Agree (3s & 4s) | Total Average Percentage Agree (3s & 4s) | Total Average Percentage Agree (3s & 4s) | |
| | | 84.17 % | 87.85 % | 89.48 % | 92.70 % | 92.38 % | ↓ |