

# Comment report

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## Report info

|                                |                                      |
|--------------------------------|--------------------------------------|
| Report date:                   | Friday, May 16, 2008 10:15:06 AM EDT |
| Stored responses:              | 274                                  |
| Number of completed responses: | 240                                  |

## **Question 1**

I am:

## **Question 2**

My years of employment at CFCC:

**Question 3**

I am employed:

**Question 4**

I am located:

**Question 5**

I am aware that the Foundation raises money from the community.

**Question 6**

I am aware that the Foundation awards mini-grants to faculty and staff annually.

**Question 7**

I am aware that the Foundation exists primarily to provide student scholarships.

**Question 8**

I am aware that I can designate my Campus Fund Drive contribution to the Foundation for a particular purpose.

**Question 9**

I am aware that Foundation staff is available to assist with writing grant proposals.

**Question 10**

I am aware that CFCC has a Planning and Research Office.

**Question 11**

I have had contact and/or requested assistance from the planning and research office within the past year.

**Question 12**

My requests for services or information have been handled within a reasonable time.

**Question 13**

Products produced by this office are of good quality (CFCC Fact Book, website, reports, etc.).

**Question 14**

I have visited the college's Institutional Effectiveness (IE) website ([www.cfcc.edu/ie](http://www.cfcc.edu/ie)).

**Question 15**

I am aware that CFCC has an on-going Institutional Effectiveness (setting objectives, implementing procedures, assessing outcomes and using the results to make improvements) process.

**Question 16**

The Institutional Effectiveness process (setting objectives, implementing procedures, assessing outcomes and using the results to make improvements) is effectively communicated. If not, please make suggestions for improvements.

**Question 17**

I am aware of the annual planning and assessment within my department or planning unit and have had the opportunity to participate.

**Question 18**

I have participated in the annual planning and assessment within my department or planning unit.

**Question 19**

CFCC publications are accurate, attractive and present a positive image of the college to the public.

**Question 20**

CFCC programs and services are effectively promoted to the public.

**Question 21**

Requests for public information services are handled in a professional manner.

**Question 22**

The Public Information Office provides the services I need. If not, what services would you suggest?

**Text input**

---

Have faculty and staff been educated about these services? We get new personnel every year!

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**Question 23**

Printing Services staff is courteous and polite.

**Question 24**

Photocopy requests are processed in a timely manner.

**Question 25**

Photocopy requests are processed correctly.

**Question 26**

Publication requests are handled in a timely manner.

**Question 27**

The Printing Services department provides all the services my department needs. If not, what services would you

**Question 28**

Staff is courteous and helpful.

**Question 29**

Quality of services provided by the cashier's window is satisfactory.

**Question 30**

The business office provides adequate and timely budget reports to departments.

**Question 31**

Final budget allocations are relayed to department-level personnel.

**Question 32**

Budget transfers are clear and made known to the programs involved.

**Question 33**

Payroll services are adequate to meet my needs.

**Question 34**

Services for parking are satisfactory for my needs.

**Question 35**

My travel requests are processed within a reasonable time.

**Question 36**

Information regarding new forms and policy are conveyed in an effective manner.

**Question 37**

Staff is courteous and helpful.

**Question 38**

My purchase requisitions are processed within a reasonable time.

**Question 39**

Purchasing policies and procedures are communicated and easy to follow.

**Question 40**

Inventory procedures are effectively communicated and easy to follow.

**Question 41**

Mailroom services are satisfactory.

**Question 42**

Staff is courteous and helpful.

**Question 43**

Helpdesk calls/requests for services are handled within a reasonable time.

**Question 44**

Technical support provided by information technology services is adequate for my needs.

**Question 45**

Training for the use of computers and software meets my needs.

**Question 46**

Information technology available at CFCC is adequate to meet the needs of the college.

**Question 47**

Replacement of college computers and software is consistent with current technology.

**Question 48**

Computer equipment in my work area is adequate for my needs.

**Question 49**

Computer software in my work area is up-to-date and adequate for my needs.

**Question 50**

Staff is courteous and helpful.

**Question 51**

Required texts and materials are available for students and classroom use in a reasonable time.

**Question 52**

The hours of operation are satisfactory.

**Question 53**

CFCC faculty and staff are made aware of items available in the bookstore.

**Question 54**

Staff is courteous and helpful.

**Question 55**

The quality and variety of food selections are satisfactory.

**Question 56**

The food prices are reasonable or at least comparable to area restaurants' prices.

**Question 57**

Hours of operation are satisfactory.

**Question 58**

Maintenance and cleanliness of the food services area are satisfactory.

**Question 59**

Staff is courteous and helpful.

**Question 60**

Variety and types of housekeeping services provided are adequate.

**Question 61**

Buildings and classrooms are clean and well kept.

**Question 62**

Bathrooms are clean and stocked adequately.

**Question 63**

Overall, housekeeping services are satisfactory.

**Question 64**

Requests for specific needs are attended to in a timely manner.

**Question 65**

Staff is courteous and helpful.

**Question 66**

Staff responds to requests for services within a 5-day timeframe.

**Question 67**

Procedures for requesting services are effectively communicated.

**Question 68**

The buildings and grounds are maintained in good functional order.

**Question 69**

The general appearance of the college landscape is attractive and neat.

**Question 70**

Maintenance and upkeep of college facilities are satisfactory.

**Question 71**

Emergency and evacuation procedures are adequate.

**Question 72**

CFCC has a safety plan that is updated periodically and available on the CFCC Intranet.

**Question 73**

I know where to go for first aid services.

**Question 74**

Prompt action is taken when a security or safety problem arises.

**Question 75**

Campus security is satisfactory.

**Question 76**

Lighting in parking areas is adequate.

**Question 77**

Staff is knowledgeable about policies and procedures.

**Question 78**

Staff follows policies and procedures and administers them accordingly.

**Question 79**

Personnel policies are communicated effectively.

**Question 80**

I am aware that the Personnel office provides services like orientation for new employees, coordination of benefit information sessions, maintenance of a website, recruiting new employees and maintaining compensation schedules for

**Question 81**

Benefit information is provided and explained in a manner that is easily understood.

**Question 82**

Benefit enrollments are handled properly.

**Question 83**

I am aware that an open enrollment period is held annually for employees to change their benefit elections.

**Question 84**

Personnel recruitment process is handled in an organized, consistent manner in accordance with college policies.

**Question 85**

Staff is courteous and helpful with students, faculty and staff.

**Question 86**

Policies and procedures accommodate students, faculty, and staff.

**Question 87**

Student access to counselors is adequate.

**Question 88**

The placement testing is effective in placing students in appropriate level courses.

**Question 89**

Orientation activities for new students are effective.

**Question 90**

Student access to career and job center services is adequate.

**Question 91**

The registration process is satisfactory.

**Question 92**

The TRAC process is satisfactory.

**Question 93**

Services of the registrar's office are adequate to meet my needs.

**Question 94**

Recruiting activities and materials effectively portray the college.

**Question 95**

Student data requested is provided in a timely manner.

**Question 96**

Student activities are effective in promoting student interests.

**Question 97**

Student Government Association (SGA) is effective in promoting student interests.

**Question 98**

Student athletics are effective in promoting student interests.



**Question 99**

Financial aid assistance and information are readily available to students.

**Question 100**

Switchboard services are satisfactory.

**Question 101**

Supervision and communication are adequate.

**Question 102**

Administrative support meets my needs.

**Question 103**

Technical support meets my needs.

**Question 104**

Facilities (classrooms, labs, and offices) are well-maintained and clean.

**Question 105**

Faculty are courteous, helpful, and responsive to requests.

**Question 106**

Instructional support staff (secretaries and technicians) are courteous, helpful, and responsive to your requests.

**Question 107**

I understand the Quality Enhancement Plan and CFCC's objective to improve students' critical thinking skills.

**Question 108**

I need additional training to implement better critical thinking development strategies in my classes.

**Question 109**

Instructional administrators (vice president, deans, and department chairs/heads) are courteous, helpful and responsive to your requests.

**Question 110**

CFCC should offer more distance learning.

**Question 111**

CFCC should offer more distance learning online Internet courses.

**Question 112**

CFCC should offer more distance learning hybrid courses (mix of online and classroom instruction).

**Question 113**

Currently, the training provided to prepare faculty to teach distance learning courses is adequate.

**Question 114**

Student orientation measures for DL are adequate.

**Question 115**

Technical support services (helpdesk) for faculty and students are adequate.

**Question 116**

Staff is courteous and helpful.

**Question 117**

Variety and types of services are adequate.

**Question 118**

LRC resources are up-to-date and readily available.

**Question 119**

Procedures to access services are communicated and easy to follow.

**Question 120**

LRC resources meet the needs of instruction.

**Question 121**

Training and assistance in accessing LRC resources are adequate.

**Question 122**

The hours of operation are satisfactory.

**Question 123**

The workspaces and environment are conducive to study.

**Question 124**

The media center responds to requests within a reasonable time.

**Question 125**

Audiovisual equipment is current and maintained in good working order.

**Question 126**

Media center services (audio, video and graphic production, teleconferencing) meet my needs.

**Question 127**

I am aware of my role in developing the collection of books, serials and audiovisual/electronic resources.

**Question 128**

Staff is courteous and helpful.

**Question 129**

The hours of operation are satisfactory.

**Question 130**

Staff is knowledgeable and competent in helping students, faculty and staff.

**Question 131**

Adequate space to house staff and students.

**Question 132**

Workspace and environment are conducive to work and study.

**Question 133**

Computers are available when needed.

**Question 134**

Adequate software to supplement instruction is available.

**Question 135**

Staff is courteous and helpful.

**Question 136**

I have taken a continuing education course in the past year.

**Question 137**

Continuing education programs and services are effectively communicated to faculty and staff.

**Question 138**

I have recommended a continuing education course to family or friends in the past year.

### Question 139

Continuing education courses may serve as a bridge to curriculum coursework.

### Question 140

Optional: Please use the text box below to provide any additional information or comments related to your level of satisfaction with CFCC services.

#### Text input

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The learning lab and library needs more space and more computers because, there are times when there are not enough computers for the students.

Student dev. is overall very friendly, with a one excepeption. 3 window personel are very friendly and helpful, one window is rude and short with students.

Given the increase in enrollment and the increase in the number of students requesting services since the Learning Lab began operating in its present location, more space is needed to accommodate current growth.

Overall I think the college is doing a great job, but I do have two complaints:

1)Housekeeping personnel can be very loud in the hallways sometimes, which is disruptive to my classes. The two-way radios are especially annoying.

2)Recently we had some office thefts. Safety and Security did not seem to be in the least bit interested in doing anything about it. They didn't return phone calls, ignored requests to see tape from the video cameras, etc.

The housekeeping staff is always friendly and courteous. I would like to see the carpets in the L building vacuumed a little more frequently and carpets replaced in office areas.

Maintenace response time is generally fairly quick. However, the dental department has two outstanding requests made in Fall 2007 that have not been completed.

CFCC is a great place to work!

The Schwartz Center needs cleaning thoroughly...especially after events. Cfcc's maintainence staff could be more efficient.

I think Summer Hours should be four nine hour days with Friday's off.  
We need access to exercise equipment/area.

---

I think there needs to be a distinction made between the housekeeping staff that works days, and the night staff. The day staff works very hard and it definitely shows. The restrooms look and smell clean. Any time I have made a request to the cleaning staff, they respond very quickly. I believe the cleaning of the classrooms (sweeping the floor& emptying the trash) is the night staff's responsibility. I know the floors are not swept nightly because I have purposely left trash on the floor (a cracker in a very open location)and it was there over three weeks. The day staff also has to perform additional duties like cleaning the Schwartz Center after events; yet they still keep their areas clean and keep a smile on their faces. By the way, I do not work for maintenance or housekeeping.

---

The cafeteria needs to hire more help, offer more healthy food choices, clean the tables during lunch, and come down on their prices.

The security personnel need to unlock the doors at 7:00, man their stations and be accessible.

---

I frequently feel we do not use technology to replace outdated methods, but merely add them on. For example, I go to an electronic data base to get attendance data in on-line courses to record absences manually on a form.

---

the practical nursing program is not a secondary option to the associate degree program but with each incoming class the feedback is "if you can't get into the ADN program you can always try for the PN program. both programs are equally rigorous. however, the incoming students relay the impression that if they cannot compete for a ADN seat, they can always get a PN seat. the pn program needs promotion on its own merit not a second option.

---

The cafeteria has improved greatly in the past year (especially with them now accepting debit cards). It would be nice if the cafeteria at the North Campus were open in the evenings for night students, though.

---

Housekeeping day staff is helpful, thorough and hard-working. Evening staff not as much.

---

This survey is entirely too long. I got frustrated and lost interest after the first 40 questions, so my "answers" for the last 100 questions are probably not "accurate" just "expedient."

---

I am an adjunct faculty member, only on campus a few days a week...my interaction with the campus and its staff has been positive but limited

---

Technology and IT support at this college is far behind the technology our students have at home or work. This is a huge problem for instructors and students. If we are required, as faculty, to use technology in our classroom to teach, then the equipment should be up to date. In addition, repairs or up grading should occur when class is not in session. My classes have been interrupted twice this semester for repairs to computers. Why should my students lose class time for repairs?

In addition, the campus is not safe. The crosswalk is dangerous, especially when huge delivery trucks park right in its path so that cars cannot see pedestrians. I have seen leaks, water puddling on ramps that connect buildings inside, and broken windows left shattered for days. I see the potential for lawsuits on a daily basis.

Campus maintenance should occur when classes are not in session. My classes were interrupted several times this semester. It should be scheduled for off hours, on the weekends, or over holidays when class is not in session.

Retention should also be more of a concern for the college. The population we service needs to be encouraged to stay in school and return the next semester. College services should be available for working students-bookstore, LRC, and cafeteria need to have extended hours to meet these needs.

---

I have old projector slides that I would like to have scanned so that the slides can be used in PowerPoint

---

a great college!

---

Belinda and Linda in HK are fantastic! Would like more input in decisions affecting my program area, do not feel views are given respect or consideration by upper level administrators. Department Chair is helpful and accessible. Would like to have Foundation and PS ask our area what we need and partner.

I am proud to work here and believe the vast majority of coworkers are exceptional and dedicated.

---

GroupWise has been much more stable lately, and the Barracuda spam filter is SUCH an improvement over GWAVA! Donna is doing a great job managing our email.

Faculty need an instructional designer and a resource lab to help create class materials in media they're not familiar with (Camtasia, podcasting, webpages, etc).

Students need open computer labs.

Students need more quiet study space (with and without computers). I'm told that it isn't always possible to study in the library without contending with noise from other students, doors banging, etc.

We should have workshops or some other kind of outreach to area home-school families. Some of my relatives are home-schooled, and they were amazed at the demonstrations that they saw at the 50th Anniversary celebration. If we establish that kind of connection now while they're in middle school/high school, they will be more likely to choose CFCC later.

Build more parking decks, and convert some of these surface parking lots to green open spaces - trees, benches, etc. That would provide an inviting place for our students and employees, enhance the downtown area and improve our image with the community.

---

The North Campus is overall a wonderful place to work, with friendly staff and good instructors. I feel that more effort needs to be made to provide North Campus students with the same experience as those downtown (i.e. some of these forums and presentations should be held here, Spring Fling should have more than a free hot dog, etc.)

I also am disappointed with the way the College is represented (or not) in TV and radio ads, mailers, etc. Commercials to advertise this institution are comedic and give no specifics, and we only advertise right before registration. Some of the College's successes and offerings should be highlighted. Most people in the community seem to have no idea how much we do here.

---

Good place.

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Cafeteria eating areas should be updated and cleaned more frequently. Carpet and tables & chairs are always very dirty and garbage cans stink.

---

The [REDACTED] autocratic and authoritarian style of management does not work well in the 21st century.

The [REDACTED] does not deal effectively with personnel issues and has allowed several employees's behavior to cause problems for staff, faculty and students. Her preferential treatment of some of these same employees has only compounded the problems.

The [REDACTED] does not communicate adequately with the staff.

The new floor in the LRC is tacky.

---

More student and employee recruitment of minorities is needed.

---

This survey is an example of how the administration is out of touch w/faculty. We are in the process of Finals and wrapping up intense course work. And now, Admin ask faculty to stop and perform another of the many peripheral tasks.

---

Media services is totally dysfunctional. Employees come in late (if at all) and most jobs are handled by work/study students.

---

Cleaning staff should vacuum offices at least weekly.

Faculty should be given the opportunity to evaluate department heads (just as students and dept. heads are given the opportunity to evaluate faculty).

Several security officers could use some training in how to interact pleasantly and effectively with students, faculty, and staff.

The cafeteria is understaffed. This leads to poor customer service.

---

There are serious security issues that needs to be addressed.

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Cafeteria should offer more healthful foods, i.e. steamed fresh vegetables, low fat salad dressings, fresh vegetables on the salad bar, some grilled, not fried, meats, etc.

Cape Fear should have a program in place for recycling of paper, plastic, glass and aluminum- we should be an example for the students and encourage a more "green" environment!

---

Departments should work more closely and communicate better with each other. Curriculum and Continuing Ed should not compete with each other, but should work together. Senior administrators should be more approachable. Recruiting and hiring process should be revised so that if college already has someone slated or in mind for a position, then other applicants' time and college resources should not be wasted by advertising positions.

---

I am an instructor for the CED program.  
I could use more age appropriate learning CD roms for teaching.

---

A415 has had no sound for its audiovisual equipment for at least 4 weeks. Media Services informed faculty that the room would not be fixed until the semester was over. I complained to Catherine Lee who assured me that the problem would be fixed. It has not been fixed and faculty have had to swap classrooms regularly in order to accomodate students presenting projects in class that require sound (such as a powerpoint on the history of Jazz music in Chicago). If our computers malfunction, IT rushes to fix them within a few hours, if it is media services, it is a disaster.

Also, the learning lab has migrated to Office 2007 and student power points saved in this format will not display in the classrooms or faculty computers. At the least, the learning lab should remind students to format saves to the 2003 edition.

---

Faculty needs a vehicle in place to assess dept. chairs. CFCC needs a health clinic of some kind. Overall CFCC is doing a fantastic job!

---

Use newspaper publication for all school achievemets. Students at CFCC are outstanding!

---

Having an opportunity to evaluate our superiors would be a helpful aid in giving us more of a voice in our profession.

---

Faculty/Staff in the Continuing Ed area are hard to contact and slow to respond in general.

---

It would be nice to have wireless access from all classrooms on campus. I have to log onto a third party provider from my laptop.

---

Security and maintenance in my building are non-existent. Fire-alarm system doesn't work and hasn't been fixed. Doors continually found unlocked (sometimes over entire weekends). Electrical/plumbing problems ignored. Housekeeping staff have refused to sweep/mop certain classrooms. Head of housekeeping speaks disrespectfully to faculty.  
Parking - not only do I have to pay for the privilege, but I have been asked to give up the spot I pay for because I don't use it enough!

---

Students considering taking an online course need to be better prepared for what is expected. I feel that many are disappointed to discover that the work load is just as rigorous as the face-to-face classroom.

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Some departments do not have adequate space to adequately house records and materials and to provide maximum services to students. This is especially true of the Student Development area.

---

This survey is too long. If it must be this long, tell us the length (# of questions and/or approximate time required) before we start so that we will have enough time available.

---

LRC (Library) should also have Sunday hours.

Parking!!

Housekeeping doesn't dust anything- desks, computers, tops of filing cabinets, etc...

---

Cont. Ed should pay for their own services. Many CE classes are taught in my labs, which I have to pay for out of my budget for everything in the labs. CE comes in, uses the labs, the instructors do not enforce policy and make hundreds if not thousands of copies on the copier that my program pays for. The instructors do not take care of equipment and expect the program area to provide all materials for their use.

---

Again, Public Information seems to be doing very little.

---

CFCC needs to value its faculty more. The administration seems to be focused on everything except how much underpaid and overworked faculty strive to help students succeed. Students survive with buildings and equipment; they flourish because of teachers. CFCC does not seem to put enough resources into making instructors (we're not even called professors) feel appreciated. Simply pay us more, and let us have a title.

---

Some basic types of equipment (such as water fountains and exterior door latches) are either broken or not adequately functional. This has been the case for a long time and there is no apparent effort to replace or repair them.

---

My comment is let's find a way to provide a complete guide to help new family members college students. They know nothing at all. Maybe the high schools are dropping the ball, maybe orientation should be mandatory or let's do what many colleges do have a new student register with a counselor.

---

Housekeeping and maintenance are hard workers but do not receive proper credit for their efforts.

---

We have a great school and teamwork keeps it working! Everyone

---

We have a great staff and faculty team. This is a great campus, and I am very happy to work for. Thanks.

---