Institutional Effectiveness Review
Non-Instructional
BUSINESS OFFICE

The purpose of the review is to:

1. Assess the effectiveness of the Business Office.
2. Identify the strengths and weaknesses of the Business Office.
3. Identify areas of concerns relating to accounting issues the Business Office may have.

The process will involve the following steps:

1. Examine exiting procedures and methods, identifying areas for improvement within each area of the Business Office.
2. Review staff qualifications.
3. Conduct SWOT analysis.
4. Develop goals and action plans.

Time frames/timeline for the review will be:

This is the first 5-year Institutional Effectiveness Review for the Business Office.

Service: Business Office
Date of Review: May 2010
Review Participants: Richard Hardin

Overview

Purpose of the service and how it relates to college mission, values, and vision:

The goal and purpose of the Business Office is to support the College's mission through a variety of activities that includes the management, safeguarding and investment of the College's assets, disbursement of cash, and recording and reporting of financial activities.

Institutional Effectiveness Review
Initial 5-Year Review

Innovative Changes (in last 5 years):

Within the last five years, the Business Office has made two major changes as follows:

Relocation of the Cashiers' Office
To support the College's mission of accessibility, the physical location of the cashiers' window was moved from the Administration Building to the Student Center Building in the fall of 2008. Feedback from students has been nothing less than positive where students are now able to register for classes, purchase books, inquire about financial aid and pay for classes all within the same building.

Electronic Student Billing and Payment Options
To meet all three of the College's mission statement goals (student centered, comprehensive and accessible), the Business Office began using ebills as the primary method of notifying students when payment is due on their student accounts. This change was effected in the fall of 2009 for the spring 2010 semester.

Also in the fall of 2009, the Business Office upgraded its web-based technology to accept both on-line credit card and check payments through the College's website. Students are now able to register for classes and make payments all via the web without ever having to leave home.

Staff Qualifications and Professional Development:

- All staff is trained on the SCT Sungard Banner system to perform daily tasks. Upgrades to the system are installed frequently and training/testing of the systems is done prior to implementation of these upgrades.

- The College is a member of NACUBO, CACUBO and COMSHEBO.

- The educational qualifications of the Business Office staff are as follows:

Staff Data:

Name	Hire Date	Title	Education
Richard Hardin	Oct 1991	Controller	B.S., Southeast Mo State CPA
Kathy Kuhlmann	Feb 1994	Director of Financial Records	B.S., Univ Missouri STL CPA
Cindy Draper	Aug 2000	Accountant	B.S., Southwst Mo State
Carla Miller	July 1999	Accounting Clerk	AAS – Accounting
Lisa Trunk	July 1987	A/P Clerk	Assoc. Arts
Sharon White	Aug 2003	Cashier	22 credit hours
Jan Lentz	Feb 2000	Accounting Clerk	
Pat Sebaugh	Oct 2007	Cashier	
Kayla Brockman	Jan 2008	Accounting Clerk	
Cheryl Mattingly	July 1997	PT Accounting Clerk	

Services (The degree to which services are thorough, current, and supported)

Services (Scope, Currency, and Changes):

The mission of the Business Office is to provide the highest quality financial and related management services to support and enhance the College's mission and to perform all fiduciary responsibilities with the utmost integrity.

This mission is fulfilled by a variety of activities that include: the management, safeguarding and investment of the assets of the College, disbursement of cash, administration of College-wide financial systems and the recording and reporting of financial activities. The Business Office is made up of the following units: Accounts Receivable, Accounts Payable, Cashiering, Cash and Risk Management, Grants Tracking and Management and General Accounting.

The Guiding Principles of the Business Office are:
1. To perform all duties and responsibilities with the utmost integrity.
2. To treat all customers and stakeholders – students, suppliers, faculty and staff, and community – in a responsive, open, fair, and ethical manner.
3. To provide effective and efficient stewardship for all activities in order to maximize the financial accountability and performance of the College.
4. To provide the highest quality goods and services for our customers.
5. To ensure our success through continuous improvement.

Service Issues (Support, Technology, Equipment):

- Because of the increase in student enrollment along with the increase of Federal program funding over the last fiscal year, the Business Office staff has reached its maximum capacity to perform all the necessary functions in the Accounts Receivable cycle. This enrollment increase has lead to an increase in billings, collections, write-offs and processing student financial aid refunds. Any additional increases in the number of students would require decisions to be made as to the priority of A/R tasks being completed and the overall management of current student accounts.

- Due to the lack of a dedicated IT support person, many reports used within the Business Office by the staff done are on an ad hoc basis from a limited amount of working knowledge in the Banner data tables. With more dedicated resources from the IT department, the Business Office would be able to better perform certain routine tasks and eliminate manual procedures helping to make better decisions based on more reliable data.

Student/Constituent Satisfaction and Feedback:

Based on the data from the last ten semesters of graduating class surveys, Cashiering services obtained a 98% overall satisfaction level from participating students.   (See attached surveys)

Student/Constituent Success:

The Business Office makes every effort to ensure that all financial data produced within the department is 100% correct and distributed in a timely manner. There are many deadlines that the Business Office strives to meet which include but not limited to: Federal and State grant deadlines, student financial aid refund deadlines, vendor purchase agreement terms, MDHE deadlines, independent auditor deadlines, and Board of Trustees meetings.

Community:

Many times the Business Office is the first place a community person encounters when dealing with Jefferson College. Whether they are calling on the telephone for the first time or visiting the campus, the Business Office staff understands the importance of directing all inquiries to the appropriate destination in a professional manner. The Golden rule is the motto in the Business Office where everyone is challenged to remember to treat others as they would want to be treated when dealing with our customers within the community as well as our students, staff and faculty.

Summary(SWOT):

Strengths	Weaknesses
Excellent personnel in key positions	Payroll is currently not a function of the Business Office making it difficult to verify any payroll data as being correct when preparing budget and financial reports. The college switchboard is a now a function of the Business Office but because of this there is a extreme drain on the Business Office resources due to the demands for constant scheduling and manning the phones both day and evening as well as on the weekends.
Opportunities	**Threats**
With the use of the Cognos Reporting tool, there exists many opportunities to have better reporting of financial data at our fingertips. Document imaging in the Business Office would significantly cut down on the need to file supporting documentation paperwork and the physical space for storage. Follett Bookstores has offered to partner with the Business Office in the implementation of uploading student bookstore purchases using financial aid to the students' A/R accounts, thus eliminating the need for manually writing and keying of paper vouchers on a daily basis.	Budget restraints. Low pay scale when hiring positions requiring degrees and years of experience. Absorbing additional administrative & reporting demands relating to the Federal Stimulus Funds. Inadequate professional development for key staff.

Future:

Proposed Service Goals and Action Plan

Proposed Service Goal	Proposed Assessment Measurement/Action	Person(s) to Implement	Timeframe	Resource Implications
Goal 1	Produce an exemplary audit report	Richard Hardin	On-going	
Goal 2	Assure maximum rate of return on investments and invest on a timely manner.	Richard Hardin	On-going	
Goal 3	Maintain the fixed asset inventory	Richard Hardin	Annually	
Goal 4	Complete and file the requisite external reports on schedule	Richard Hardin	On-going	
Goal 5	Complete all requested/required reports, spreadsheets, notifications, billings, etc	Richard Hardin	On-going	
Goal 6	Implement student payment plan	Various	FY 2012	
Goal 7	Bookstore integration with BANNER for book vouchers	Bookstore/ IT/ Business Office	FY 2011	
Goal 8	Establish a comprehensive debt management plan	Richard Hardin	FY 2011	
Goal 9	Banner Procurement module	Gary Alexander/Business Office	FY 2015	Cost of BANNER module and training
Goal 10	Coordinate with IT to implement document imaging	Various	On-going	
Goal 11	Direct Lending	Business Office / Financial Aid	FY 2011	
Goal 12	Automate the Switchboard and coordinate function with Student Services	Business Office/Student Services	FY 2011	Savings of part-time salaries to be determined

STATUS

_____X_____ Satisfactory

_____ Requires Immediate Attention

_____ Unsatisfactory

R. Turley
_____   _____4/30/10_____
           Dean   Date

Graduating Students' Ratings of College Services, Fall 2009

Item	A Outstanding	B Above Average	C Satisfactory	D Needs Improvement	Not Rated	Total Rated Responses	Percent Favorable (A & B & C)	(A & B)
Academic Instruction	36	58	19	0	0	113	100.0%	83.2%
Assessment Services	64	37	10	0	2	111	100.0%	91.0%
Daycare Center	9	6	5	0	89	20	100.0%	75.0%
Admissions Services	46	42	23	1	0	112	99.1%	78.6%
Cashier Services	43	36	24	1	9	104	99.0%	76.0%
Registration & Enrollment Services	40	46	23	2	1	111	98.2%	77.5%
Math Labs	26	12	10	1	62	49	98.0%	77.6%
Learning Center	19	12	9	1	68	41	97.6%	75.6%
Library Resources	46	37	15	3	11	101	97.0%	82.2%
Computer Labs	47	36	15	3	10	101	97.0%	82.2%
Writing Labs	19	12	9	2	66	42	95.2%	73.8%
Advising: ARC	39	26	27	5	15	97	94.8%	67.0%
Advising: Faculty	44	33	24	6	5	107	94.4%	72.0%
Financial Aid Services	38	27	15	6	24	86	93.0%	75.6%
Tutoring Services	18	12	8	3	69	41	92.7%	73.2%
Café in Student Center	27	19	15	5	46	66	92.4%	69.7%
Advising: Staff	39	36	20	8	7	103	92.2%	72.8%
Student Activities	28	23	15	7	36	73	90.4%	69.9%
Job Placement Services	14	11	5	4	76	34	88.2%	73.5%
Bookstore	35	37	22	14	4	108	87.0%	66.7%
Public Safety	31	32	19	13	17	95	86.3%	66.3%
Parking	19	27	28	37	2	111	66.7%	41.4%
Totals/Average Percents							93.3%	73.6%

Key: Green   = More than one standard deviation above the Mean (Average)
            Blue   = Within one standard deviation of the Mean
            Red   = More than one standard deviation below of the Mean

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Graduating Students' Ratings of College Services, Summer 2009

Item	A Outstanding	B Above Average	C Satisfactory	D Needs Improvement	Not Rated	Total Rated Responses	Percent Favorable (A & B & C)	(A & B)
Admissions Services	69	49	28	3	16	149	98.0%	79.2%
Library Resources	68	46	31	3	17	148	98.0%	77.0%
Assessment Services	68	64	17	4	12	153	97.4%	86.3%
Cashier Services	54	52	31	4	24	141	97.2%	75.2%
Math Labs	27	19	13	2	104	61	96.7%	75.4%
Registration & Enrollment Services	58	53	36	5	13	152	96.7%	73.0%
Daycare Center	15	7	4	1	138	27	96.3%	81.5%
Writing Labs	21	13	14	3	114	51	94.1%	66.7%
Public Safety	43	47	30	8	37	128	93.8%	70.3%
Learning Center	23	16	11	4	111	54	92.6%	72.2%
Computer Labs	65	35	32	12	21	144	91.7%	69.4%
Tutoring Services	27	8	15	6	109	56	89.3%	62.5%
Café in Student Center	29	36	26	12	62	103	88.3%	63.1%
Student Activities	27	17	23	10	88	77	87.0%	57.1%
Bookstore	47	57	32	22	7	158	86.1%	65.8%
Job Placement Services	15	9	16	8	117	48	83.3%	50.0%
Advising Services	44	34	34	28	25	140	80.0%	55.7%
Financial Aid Services	42	37	21	25	40	125	80.0%	63.2%
Parking	27	30	52	43	13	152	71.7%	37.5%
Totals/Average Percents							90.2%	67.6%

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Graduating Students' Ratings of College Services, Spring 2009

Item	A Outstanding	B Above Average	C Satisfactory	D Needs Improvement	Not Rated	Total Rated Responses	Percent Favorable (A & B & C)	(A & B)
Admissions Services	188	134	70	2	24	394	99.5%	81.7%
Assessment Services	237	104	43	4	30	388	99.0%	87.9%
Registration & Enrollment Services	197	118	74	5	-12	394	98.7%	79.9%
Cashier Services	191	114	63	6	44	374	98.4%	81.6%
Learning Center	82	37	25	3	271	147	98.0%	81.0%
Daycare Center	46	16	16	2	338	80	97.5%	77.5%
Math Labs	93	60	28	7	230	188	96.3%	81.4%
Library Resources	187	117	54	16	44	374	95.7%	81.3%
Computer Labs	198	99	63	17	41	377	95.5%	78.8%
Tutoring Services	78	37	30	8	265	153	94.8%	75.2%
Bookstore	154	124	92	26	22	396	93.4%	70.2%
Financial Aid Services	160	78	43	21	116	302	93.0%	78.8%
Café in Student Center	115	80	85	21	117	301	93.0%	64.8%
Public Safety	137	116	67	24	74	344	93.0%	73.5%
Writing Labs	88	47	25	12	246	172	93.0%	78.5%
Student Activities	102	69	52	18	177	241	92.5%	71.0%
Advising Services	166	102	79	40	31	387	89.7%	69.3%
Job Placement Services	50	40	28	15	285	133	88.7%	67.7%
Parking	60	74	109	129	46	372	65.3%	36.0%
Totals/Average Percents							93.2%	74.2%

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Graduating Students' Ratings of College Services, Fall 2008

Item	A Outstanding	B Above Average	C Satisfactory	D Needs Improvement	Not Rated	Total Rated Responses	Percent Favorable (A & B & C)	(A & B)
Admissions Services	83	46	24	0	5	153	100.0%	84.3%
Learning Center	26	13	15	0	104	54	100.0%	72.2%
Security Personnel	72	48	27	3	8	150	98.0%	80.0%
Computer Labs	84	33	23	3	15	143	97.9%	81.8%
Cashier Services	77	40	22	3	16	142	97.9%	82.4%
Registration & Enrollment Services	63	41	32	3	19	139	97.8%	74.8%
Library Resources	75	40	17	4	22	136	97.1%	84.6%
Assessment Services	96	38	18	6	0	158	96.2%	84.8%
Daycare Center	17	6	8	2	125	33	93.9%	69.7%
Writing Labs	31	17	13	4	93	65	93.8%	73.8%
Financial Aid Services	52	25	17	7	57	101	93.1%	76.2%
Bookstore	67	41	36	12	2	156	92.3%	69.2%
Café in Student Center	44	30	24	9	51	107	91.6%	69.2%
Math Labs	36	26	14	7	75	83	91.6%	74.7%
Student Activities	37	24	18	8	71	87	90.8%	70.1%
Tutoring Services	22	14	12	7	103	55	87.3%	65.5%
Advising Services	61	45	29	20	3	155	87.1%	68.4%
Job Placement Services	13	10	11	6	118	40	85.0%	57.5%
Parking	31	33	35	56	3	155	63.9%	41.3%
Totals/Average Percents							92.4%	73.7%

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Graduating Students' Ratings of College Services, Summer 2008

Item	A Outstanding	B Above Average	C Satisfactory	D Needs Improvement	Not Rated	Total Rated Responses	Percent Favorable (A & B & C)	(A & B)
Assessment Services	61	34	28	2	8	125	98.4%	76.0%
Registration & Enrollment Services	45	47	33	3	5	128	97.7%	71.9%
Admissions Services	51	41	31	3	7	126	97.6%	73.0%
Cashier Services	55	35	33	4	6	127	96.9%	70.9%
Library Resources	47	38	30	6	12	121	95.0%	70.2%
Math Labs	28	14	10	3	78	55	94.5%	76.4%
Student Activities	33	13	22	4	61	72	94.4%	63.9%
Writing Labs	26	10	14	3	80	53	94.3%	67.9%
Tutoring Services	24	9	15	3	82	51	94.1%	64.7%
Café in Student Center	35	24	30	6	38	95	93.7%	62.1%
Computer Labs	46	40	26	9	12	121	92.6%	71.1%
Learning Center	34	9	14	5	71	62	91.9%	69.4%
Security Personnel	38	19	34	8	34	99	91.9%	57.6%
Bookstore	47	35	33	13	5	128	89.8%	64.1%
Daycare Center	18	4	8	4	99	34	88.2%	64.7%
Job Placement Services	19	5	11	5	93	40	87.5%	60.0%
Financial Aid Services	40	28	24	14	27	106	86.8%	64.2%
Advising Services	42	30	29	19	13	120	84.2%	60.0%
Parking	27	25	45	33	3	130	74.6%	40.0%
Totals/Average Percents							91.8%	65.6%

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Graduating Students' Ratings of College Services, Spring 2008

Item	A Outstanding	B Above Average	C Satisfactory	D Needs Improvement	Not Rated	Total Rated Responses	Percent Favorable (A & B & C)	(A & B)
Library Resources	175	143	64	3	95	385	99.2%	82.6%
Admissions Services	178	192	70	6	34	446	98.7%	83.0%
Assessment Services	247	143	55	7	28	452	98.5%	86.3%
Cashier Services	196	138	81	8	57	423	98.1%	79.0%
Registration & Enrollment Services	179	162	90	10	39	441	97.7%	77.3%
Learning Center	75	41	35	4	325	155	97.4%	74.8%
Computer Labs	197	129	72	13	69	411	96.8%	79.3%
Writing Labs	78	60	34	10	298	182	94.5%	75.8%
Math Labs	89	56	43	12	280	200	94.0%	72.5%
Café in Student Center	128	106	74	20	152	328	93.9%	71.3%
Daycare Center	54	22	16	6	382	98	93.9%	77.6%
Bookstore	177	148	90	34	31	449	92.4%	72.4%
Student Activities	102	83	75	22	198	282	92.2%	65.6%
Tutoring Services	77	54	29	15	305	175	91.4%	74.9%
Financial Aid Services	137	94	64	28	157	323	91.3%	71.5%
Security Personnel	132	100	93	35	120	360	90.3%	64.4%
Advising Services	177	114	88	54	47	433	87.5%	67.2%
Job Placement Services	37	30	32	15	366	114	86.8%	58.8%
Parking	70	82	116	171	41	439	61.0%	34.6%
Totals/Average Percents							92.2%	72.2%

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Graduating Students' Ratings of College Services, Fall 2007

Item	A Outstanding	B Above Average	C Satisfactory	D Needs Improvement	Not Rated	Total Rated Responses	Percent Favorable (A & B & C)	Percent Favorable (A & B)
Cashier Services	45	45	23	0	13	113	100.0%	79.6%
Registration & Enrollment Services	51	51	23	1	0	126	99.2%	81.0%
Assessment Services	72	40	10	1	3	123	99.2%	91.1%
Library Resources	45	43	18	1	19	107	99.1%	82.2%
Admissions Services	53	53	16	2	2	124	98.4%	85.5%
Math Labs	25	17	9	1	74	52	98.1%	80.8%
Learning Center	13	12	11	1	89	37	97.3%	67.6%
Computer Labs	54	40	18	5	9	117	95.7%	80.3%
Café in Student Center	30	31	27	4	34	92	95.7%	66.3%
Daycare Center	16	5	7	2	96	30	93.3%	70.0%
Tutoring Services	17	13	10	3	83	43	93.0%	69.8%
Security Personnel	29	36	23	8	30	96	91.7%	67.7%
Student Activities	16	27	22	6	55	71	91.5%	60.6%
Bookstore	40	40	31	11	4	122	91.0%	65.6%
Financial Aid Services	42	31	12	9	32	94	90.4%	77.7%
Writing Labs	23	18	13	6	66	60	90.0%	68.3%
Advising Services	44	33	27	17	5	121	86.0%	63.6%
Job Placement Services	8	7	10	7	94	32	78.1%	46.9%
Parking	16	22	39	48	1	125	61.6%	30.4%
Totals/Average Percents							92.1%	71.4%

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Graduating Students' Ratings of College Services, Summer 2007

Item	A Outstanding	B Above Average	C Satisfactory	D Needs Improvement	Not Rated	Total Rated Responses	Percent Favorable (A & B & C)	Percent Favorable (A & B)
Job Placement Services	6	8	14	0	86	28	100.0%	50.0%
Learning Center	10	14	15	0	75	39	100.0%	61.5%
Tutoring Services	11	17	14	0	72	42	100.0%	66.7%
Writing Labs	15	11	13	0	75	39	100.0%	66.7%
Cashier Services	33	38	29	2	12	102	98.0%	69.6%
Computer Labs	30	40	27	2	15	99	98.0%	70.7%
Café in Student Center	24	32	28	2	28	86	97.7%	65.1%
Library Resources	27	36	21	2	28	86	97.7%	73.3%
Registration & Enrollment Services	33	39	32	3	7	107	97.2%	67.3%
Daycare Center	12	7	9	1	85	29	96.6%	65.5%
Admissions Services	35	45	22	5	7	107	95.3%	74.8%
Assessment Services	36	38	23	6	11	103	94.2%	71.8%
Math Labs	12	19	15	3	65	49	93.9%	63.3%
Student Activities	15	20	26	4	49	65	93.8%	53.8%
Bookstore	35	33	32	7	7	107	93.5%	63.6%
Security Personnel	21	21	27	9	36	78	88.5%	53.8%
Advising Services	31	28	27	14	14	100	86.0%	59.0%
Financial Aid Services	19	27	21	22	25	89	75.3%	51.7%
Parking	15	21	39	30	9	105	71.4%	34.3%
Totals/Average Percents							92.3%	62.6%

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Red = More than one standard deviation below of the Mean

Graduating Students' Ratings of College Services, Spring 2007

Item	A Outstanding	B Above Average	C Satisfactory	D Needs Improvement	Not Rated	Total Rated Responses	Percent Favorable (A & B & C)	(A & B)
Cashier Services	160	147	70	8	31	385	97.9%	79.7%
Library Resources	138	132	56	7	81	333	97.9%	81.1%
Computer Labs	162	124	64	9	57	359	97.5%	79.7%
Assessment Services	177	152	58	10	19	397	97.5%	82.9%
Admissions Services	175	160	49	12	19	396	97.0%	84.6%
Registration & Enrollment Services	164	157	68	13	13	402	96.8%	79.9%
Learning Center	65	45	29	5	270	144	96.5%	76.4%
Math Labs	82	62	31	8	231	183	95.6%	78.7%
Daycare Center	41	32	19	5	316	97	94.8%	75.3%
Tutoring Services	56	61	29	10	260	156	93.6%	75.0%
Writing Labs	60	67	35	12	240	174	93.1%	73.0%
Financial Aid Services	112	89	63	20	129	284	93.0%	70.8%
Bookstore	170	124	77	29	16	400	92.8%	73.5%
Security Personnel	101	101	92	24	98	318	92.5%	63.5%
Café in Student Center	96	108	71	24	117	299	92.0%	68.2%
Student Activities	81	81	66	24	163	252	90.5%	64.3%
Advising Services	129	114	94	48	29	385	87.5%	63.1%
Job Placement Services	33	36	30	22	293	121	81.8%	57.0%
Parking	52	80	109	148	27	389	62.0%	33.9%
Totals/Average Percents							92.0%	71.7%

Key: Green = Above the Mean (Average)
             Blue = Within one standard deviation below the Mean
             Red = More than one standard deviation below of the Mean

Summer 2006:

No question asked regarding Business Office/Cashier Services

Spring 2006:

Suggestions for improving Business Office Services
They could be more understanding
I've only heard about it once, let more people know.
Be consistent.
Never used it so I couldn't really say

Fall 2005:

Question: What suggestions do you have for improving Business Office services?

Respondent	Response
1	N/A
7	Nothing.
12	They could be more understanding.
13	N/A
22	I've only heard about it once, let more people know.
25	None
27	N/A
36	N/A
37	Um
41	N/A
42	None

Question: What suggestions do you have for improving Business Office services?

Respondent	Response
44	N/A
51	Be consistant.
60	None
66	N/A
68	Never used it so I couldn't really say.
71	None

Summer 2005:

Summer 2005 (Term 200601) Graduating Student Opinion Survey

Item	Question	Favorable Responses		Unfavorable Responses		Sum of Responses
		Number	Per Cent	Number	Per Cent	
	Rate your level of effort in taking the exit exam.	77	89.5%	9	10.5%	86
1	This college has helped me achieve my educational or vocational-technical goals.	79	98.8%	1	1.3%	80
8	I am proud of what I have accomplished at this college.	79	98.8%	1	1.3%	80
3	This college is sensitive to, and supportive of, the needs of men.	56	96.6%	2	3.4%	58
22	Class sizes	79	96.3%	3	3.7%	82
23	Quality of instruction	80	95.2%	4	4.8%	84
17	The completeness of the knowledge and skills provided me	77	95.1%	4	4.9%	81
15	Development of my skills in my chosen program/major field of study	74	92.5%	6	7.5%	80
4	This college is sensitive to, and supportive of, the needs of racial/ethnic groups	52	91.2%	5	8.8%	57
5	This college is sensitive to, and supportive of, the needs of persons with disabilities.	59	90.8%	6	9.2%	65
31	Learning Center classes	48	90.6%	5	9.4%	53
2	This college is sensitive to, and supportive of, the needs of women	56	90.3%	6	9.7%	62
16	The quality of my program of study	73	90.1%	8	9.9%	81
14	Development of my skills in humanities	63	90.0%	7	10.0%	70
21	Support staff helpfulness and respect for students	71	89.9%	8	10.1%	79
30	Library Resources services	70	89.7%	8	10.3%	78
28	Writing labs	52	89.7%	6	10.3%	58
29	Computer labs	62	88.6%	8	11.4%	70
32	Assessment Center services	69	88.5%	9	11.5%	78
13	Development of my skills in natural sciences	63	87.5%	9	12.5%	72
19	Faculty helpfulness and respect for students	70	86.4%	11	13.6%	81
6	If I had to choose a college again, I would choose this one.	68	86.1%	11	13.9%	79
20	Administrators helpfulness and respect for students	68	86.1%	11	13.9%	79
18	The quality of the academic advising services	67	85.9%	11	14.1%	78
11	Development of my skills in math.	65	85.5%	11	14.5%	76
7	I would recommend this college to my friends.	66	84.6%	12	15.4%	78
40	Cafeteria services	55	84.6%	10	15.4%	65
9	The usefulness of the general education "required" courses.	63	84.0%	12	16.0%	75
41	Child Care Services	26	83.9%	5	16.1%	31
38	Business Office services	62	83.8%	12	16.2%	74
10	Development of my skills in English	60	83.3%	12	16.7%	72
24	Variety and breadth of courses offered	69	83.1%	14	16.9%	83
37	Registrar and Enrollment services	66	81.5%	15	18.5%	81
36	Admissions services	65	81.3%	15	18.8%	80
26	Faculty tutoring services	47	81.0%	11	19.0%	58
27	Peer tutoring services	46	80.7%	11	19.3%	57
39	Bookstore services	67	79.8%	17	20.2%	84
25	Flexibility and sequencing of courses	60	76.9%	18	23.1%	78
33	Student Activities social and extracurricular activities	40	75.5%	13	24.5%	53
12	Development of my skills in social studies	48	75.0%	16	25.0%	64
34	Financial Aid Services	49	73.1%	18	26.9%	67
35	Career Planning and Placement Services	36	70.6%	15	29.4%	51

Spring 2005:

Item	Question	Favorable Responses		Unfavorable Responses		Sum of Responses
		Number	Per Cent	Number	Per Cent	
	Rate your level of effort in taking the exit exam.	293	96.7%	10	3.3%	303
8	I am proud of what I have accomplished at this college.	301	95.6%	14	4.4%	315
15	Development of my skills in my chosen program/major field of study	283	95.0%	15	5.0%	298
1	This college has helped me achieve my educational or vocational-technical goals.	299	94.3%	18	5.7%	317
22	Class sizes	256	93.1%	19	6.9%	275
5	This college is sensitive to, and supportive of, the needs of persons with disabilities.	221	92.9%	17	7.1%	238
2	This college is sensitive to, and supportive of, the needs of women	231	92.4%	19	7.6%	250
3	This college is sensitive to, and supportive of, the needs of men.	217	92.3%	18	7.7%	235
4	This college is sensitive to, and supportive of, the needs of racial/ethnic groups	203	92.3%	17	7.7%	220
30	Library Resources services	247	91.5%	23	8.5%	270
16	The quality of my program of study	284	90.2%	31	9.8%	315
29	Computer labs	224	90.0%	25	10.0%	249
17	The completeness of the knowledge and skills provided me	286	89.9%	32	10.1%	318
23	Quality of instruction	268	89.9%	30	10.1%	298
14	Development of my skills in humanities	245	89.7%	28	10.3%	273
7	I would recommend this college to my friends.	280	88.9%	35	11.1%	315
41	Child Care Services	79	88.8%	10	11.2%	89
32	Assessment Center services	242	88.6%	31	11.4%	273
37	Registrar and Enrollment services	258	88.4%	34	11.6%	292
39	Bookstore services	258	88.4%	34	11.6%	292
31	Learning Center classes	159	88.3%	21	11.7%	180
36	Admissions services	246	87.9%	34	12.1%	280
38	Business Office services	214	87.7%	30	12.3%	244
40	Cafeteria services	190	86.4%	30	13.6%	220
6	If I had to choose a college again, I would choose this one.	267	85.9%	44	14.1%	311
28	Writing labs	182	85.8%	30	14.2%	212
19	Faculty helpfulness and respect for students	269	85.7%	45	14.3%	314
10	Development of my skills in English	230	84.9%	41	15.1%	271
24	Variety and breadth of courses offered	229	84.5%	42	15.5%	271
13	Development of my skills in natural sciences	221	84.4%	41	15.6%	262
20	Administrators helpfulness and respect for students	256	83.4%	51	16.6%	307
34	Financial Aid Services	183	82.8%	38	17.2%	221
21	Support staff helpfulness and respect for students	255	82.8%	53	17.2%	308
11	Development of my skills in math.	226	81.9%	50	18.1%	276
26	Faculty tutoring services	144	80.9%	34	19.1%	178
27	Peer tutoring services	133	80.1%	33	19.9%	166
12	Development of my skills in social studies	216	80.0%	54	20.0%	270
9	The usefulness of the general education "required" courses.	233	77.2%	69	22.8%	302
25	Flexibility and sequencing of courses	197	76.4%	61	23.6%	258
33	Student Activities social and extracurricular activities	149	74.5%	51	25.5%	200
35	Career Planning and Placement Services	144	73.5%	52	26.5%	196
18	The quality of the academic advising services	223	71.7%	88	28.3%	311