

## 2018 Service Quality Comparison Report

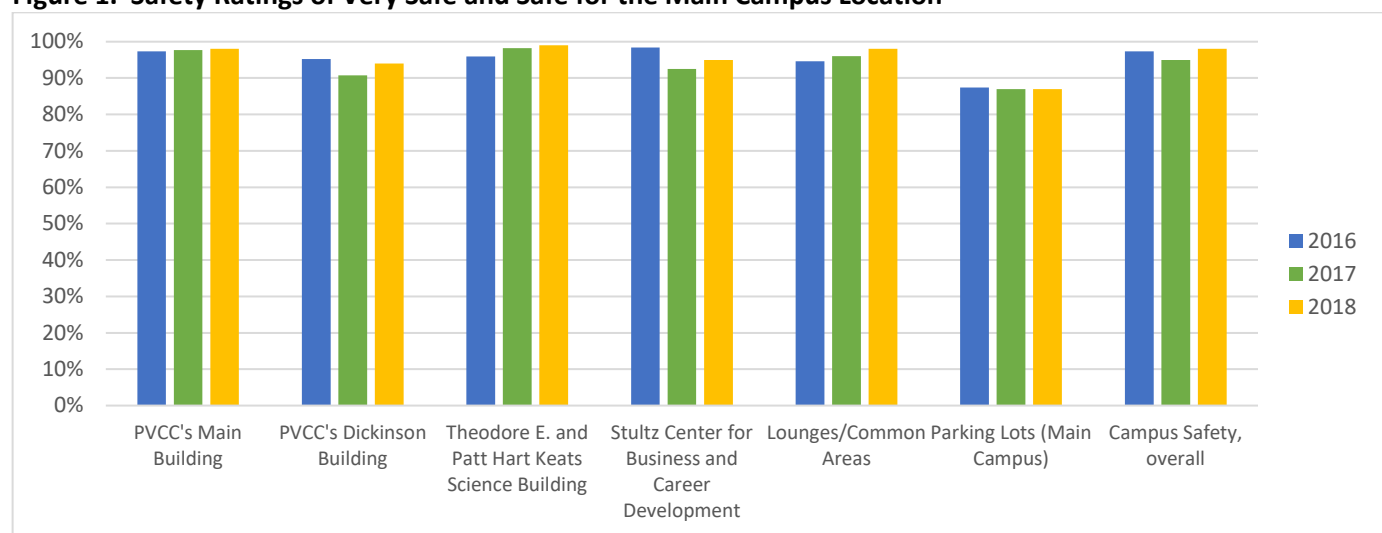
Annually, Piedmont Virginia Community College conducts a service quality survey to gauge internal satisfaction with the quality of service of various offices, divisions, and departments at the college. The purpose of this survey is to gather anonymous, constructive feedback on the quality of services provided to one another as PVCC employees. In the spirit of continuous improvement, the survey collects information on what areas are doing well and where areas might improve. This report provides a three-year comparison (2016, 2017, and 2018) of responses. The chart below depicts the response rate for the past three years.

Survey Year	N, Surveyed <sup>1</sup>	n, Responses	Response Rate
2016	534	120	23%
2017	524	106	20%
2018	465	109	23%

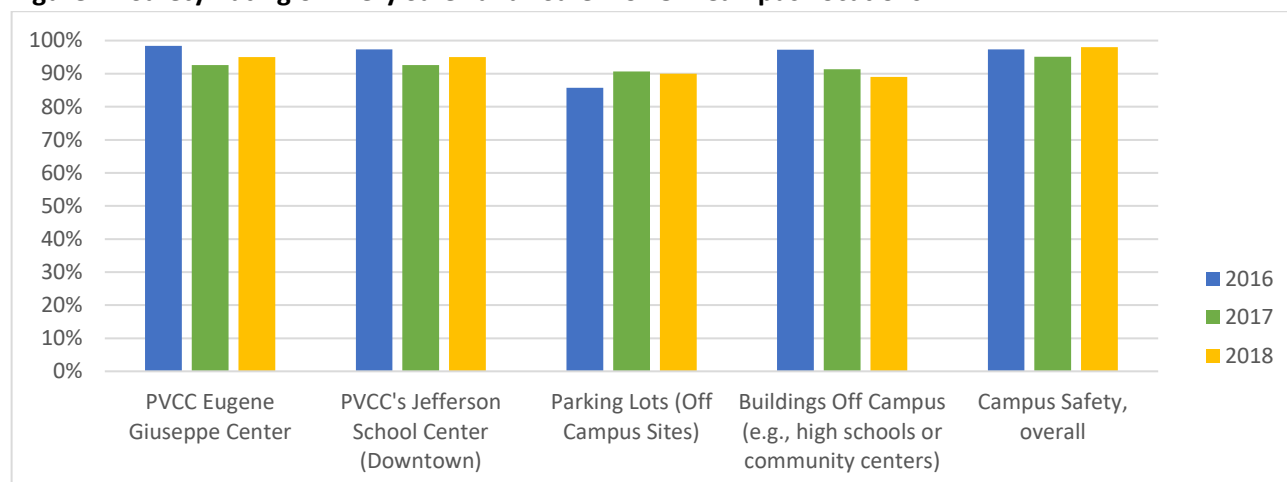
### Safety Rating

The area of safety was examined for both off-campus and on-campus locations. Figures 1 and 2 combine the scores for “very safe” and “safe” and exclude “don’t know” responses for the three years of safety responses. Figure 1 examines those areas found on the main campus whereas figure 2 examines those areas found off the main campus. Corresponding to Figures 1 and 2, Table 1 provides the detail for the response populations in the areas of response total, “very safe” and “safe” response total and percent.

**Figure 1. Safety Ratings of Very Safe and Safe for the Main Campus Location**



<sup>1</sup> N is number of full time faculty, adjunct faculty, full-time staff, and part-time staff excluding work study, retirees, and Professor Emeritus. This number was provided by Human Resources, 6.4.18

**Figure 2. Safety Rating of "Very Safe" and "Safe" for Off-Campus Locations****Table 1. "Very Safe" and "Safe" Response Percent and Total and Response Total for 2016- 2018 Years**

	2016			2017			2018		
	Very Safe and Safe Response		Response total	Very Safe and Safe Response		Response total	Very Safe and Safe Response		Response total
	%	n	n	%	n	n	%	n	n
PVCC's Main Building	97%	111	114	98%	86	88	98%	102	104
PVCC's Dickinson Building	95%	80	84	91%	59	65	94%	81	86
Theodore E. and Patt Hart Keats Science Building*	96%	71	74	98%	56	57	99%	74	75
Stultz Center for Business and Career Development	98%	60	61	93%	37	40	95%	54	57
PVCC Eugene Giuseppe Center	97%	37	38	93%	25	27	95%	36	38
PVCC's Jefferson School Center (Downtown)	87%	40	46	93%	25	27	95%	42	44
Lounges/Common Areas	95%	105	111	96%	82	85	98%	98	100
Parking Lots (Main Campus)	87%	97	111	87%	76	87	87%	88	101
Parking Lots (Off Campus Sites)	86%	42	49	91%	29	32	90%	35	39
Buildings Off Campus (e.g., high schools or community centers)	97%	35	36	91%	21	23	89%	24	27
Campus Safety, overall	97%	108	111	95%	78	82	98%	102	104

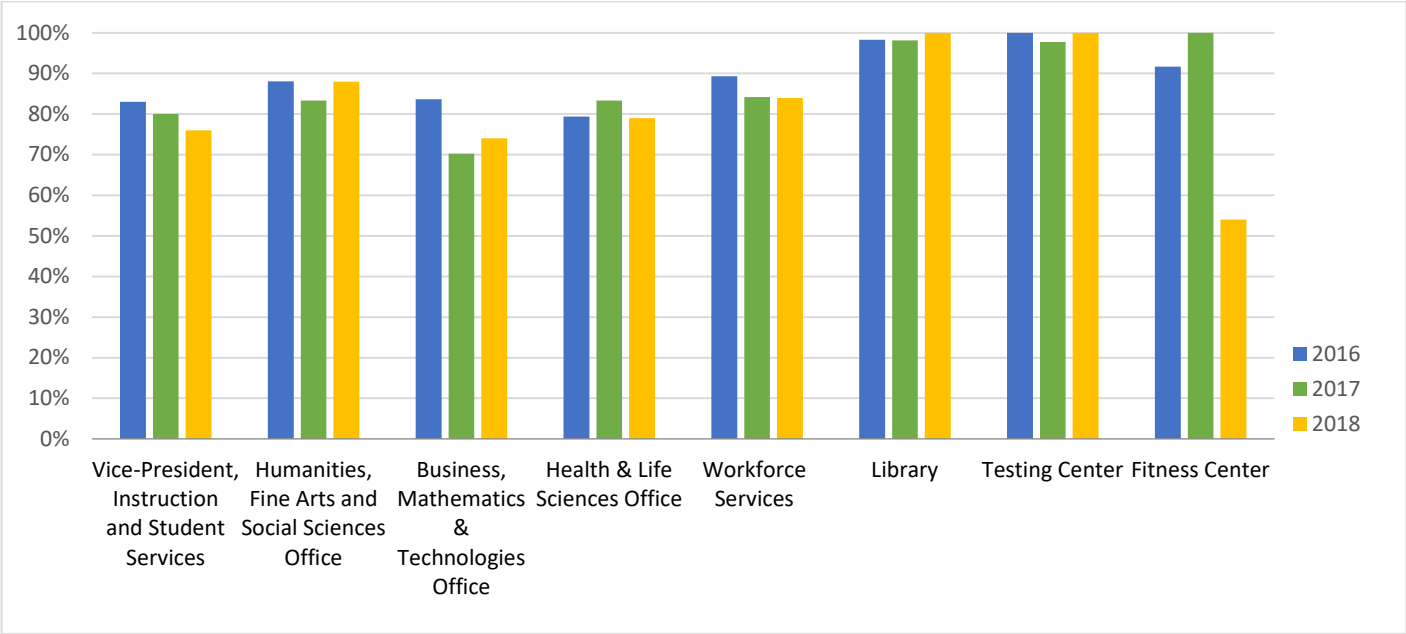
**Overall Service**

Overall service was examined and compared for each unit. Responses for “excellent” and “good” have been combined. The resulting percentage, response size, and total response have been provided by the unit for three years and can be found in corresponding figures and tables. The Finance and Administrative Services unit has been separated into contract services and institutional services.

**Instruction and Student Services**

Below is the three-year comparison for Instruction and Student Services.

**Figure 3. Overall Rating of “Excellent” and “Good” for Instruction and Student Services**



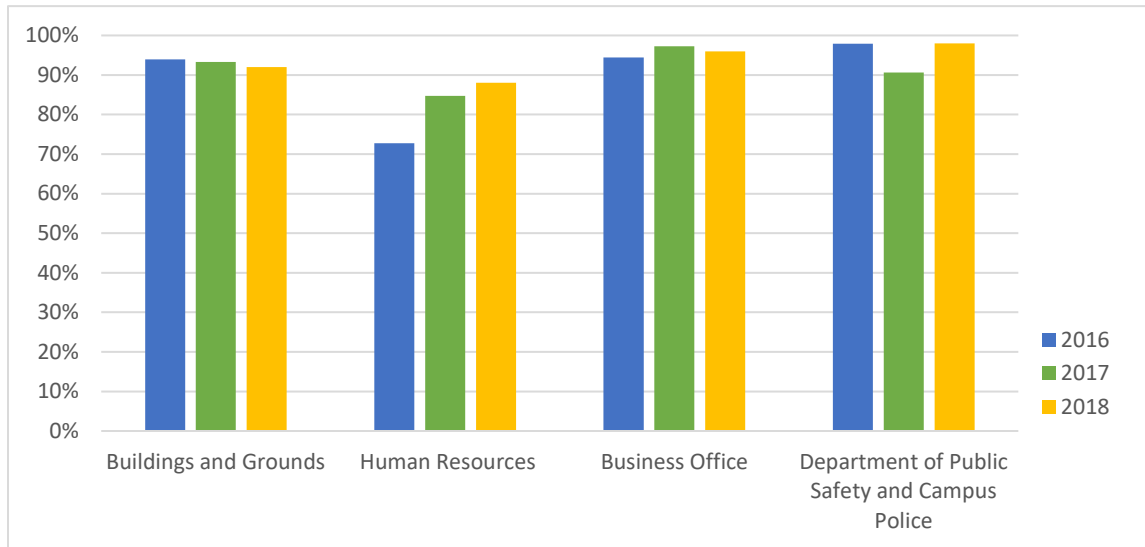
**Table 2. “Excellent” and “Good” Response Percent and Total and Response Total for Overall Service, Instruction, and Student Services Unit for 2016-2018**

	2016			2017			2018		
	Excellent and Good Response		Response Total	Excellent and Good Response		Response Total	Excellent and Good Response		Response Total
	%	n	n	%	n	n	%	n	n
<b>Vice-President, Instruction and Student Services</b>	83%	49	59	80%	36	45	76%	38	50
<b>Humanities, Fine Arts and Social Sciences Office</b>	88%	37	42	83%	30	36	88%	37	42
<b>Business, Mathematics &amp; Technologies Office</b>	84%	41	49	70%	26	37	74%	29	39
<b>Health &amp; Life Sciences Office</b>	79%	27	34	83%	25	30	79%	31	39
<b>Workforce Services</b>	89%	25	28	84%	16	19	84%	27	32
<b>Library</b>	98%	59	60	98%	53	54	100%	49	49
<b>Testing Center</b>	100%	66	66	98%	44	45	100%	45	45
<b>Fitness Center</b>	92%	22	24	100%	10	10	54%	7	13

Finance and Administrative Services, Institutional Services

Below is the three-year comparison for Finance and Administrative Services, Institutional Services. It should be noted that the contract services of housekeeping and lawn care were included in the Building and Grounds category.

**Figure 4. Overall Rating for “Excellent” and “Good” for Finance and Administrative Services, Institutional Services**



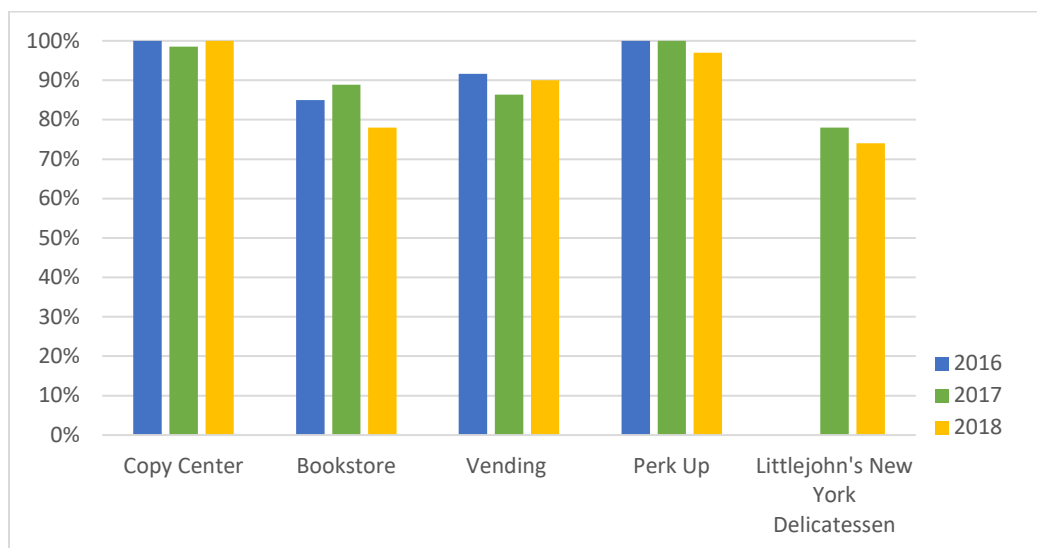
**Table 3. “Excellent” and “Good” Response Percent and Total and Response Total for Overall Service, Finance, and Administrative Services Unit, for 2016-2018**

	2016			2017			2018		
	Excellent and Good Response %	Response Total n		Excellent and Good Response %	Response Total n		Excellent and Good Response %	Response Total n	
<b>Building and Grounds</b>	94%	108	115	93%	83	89	92%	90	98
<b>Human Resources</b>	73%	56	77	85%	50	59	88%	63	72
<b>Business Office</b>	94%	51	54	97%	36	37	96%	48	50
<b>Department of Public Safety and Campus Police</b>	98%	47	48	91%	29	32	98%	46	47

**Finance and Administrative Services, Contract Services**

Below is the three-year comparison for Finance and Administrative Services, Contract Services.

**Figure 5. Overall Rating of “Excellent” and “Good” for Finance and Administrative Services, Contract Services**



Note: 2016 was the first time that Perk Up was opened on campus, 2017 was the first time that Littlejohn's New York Delicatessen was opened on campus

**Table 4. “Excellent” and “Good” Response Percent and Total and Response Total for Overall Service, Finance and Administrative Services Unit, Contract Services for 2016-2018**

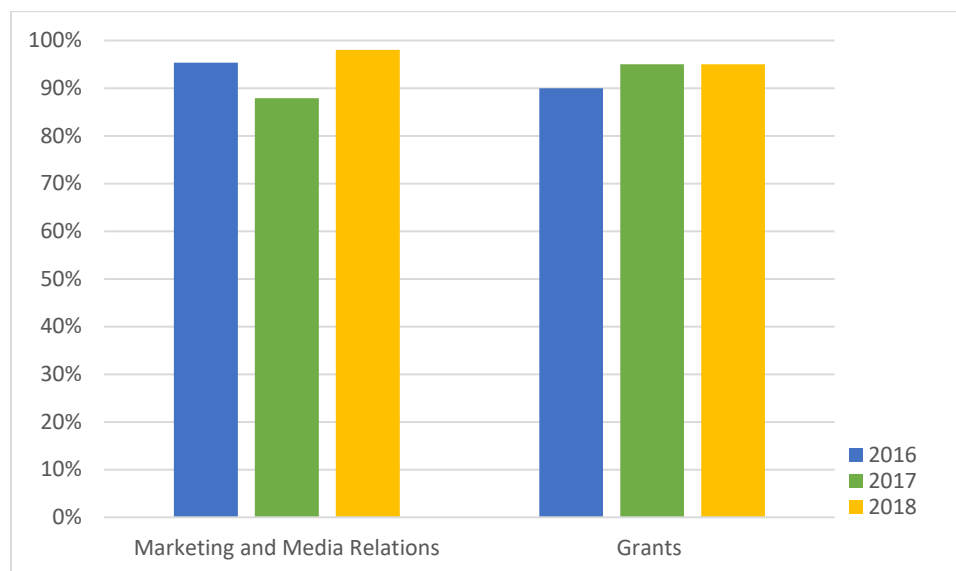
	2016			2017			2018		
	Excellent and Good Response		Response Total	Excellent and Good Response		Response Total	Excellent and Good Response		Response Total
	%	n	n	%	n	n	%	n	n
<b>Bookstore</b>	85%	34	40	89%	24	27	78%	25	32
<b>Copy Center</b>	100%	93	93	99%	66	67	100%	71	71
<b>Vending</b>	92%	33	36	86%	19	22	90%	27	30
<b>Perk Up</b>	100%	23	23	100%	46	46	97%	38	39
<b>Littlejohn's New York Delicatessen</b>				78%	39	50	74%	37	50

Note: Perk Up opened in 2016, Littlejohn's New York Delicatessen opened in 2017

### **Institutional Advancement and Development**

Below is the three-year comparison for Institutional Advancement and Development (IAD). Due to a low response, the Offices of Alumni, Scholarship, and Development were excluded.

**Figure 6. Overall Rating of “Excellent” and “Good” for Institutional Advancement and Development**



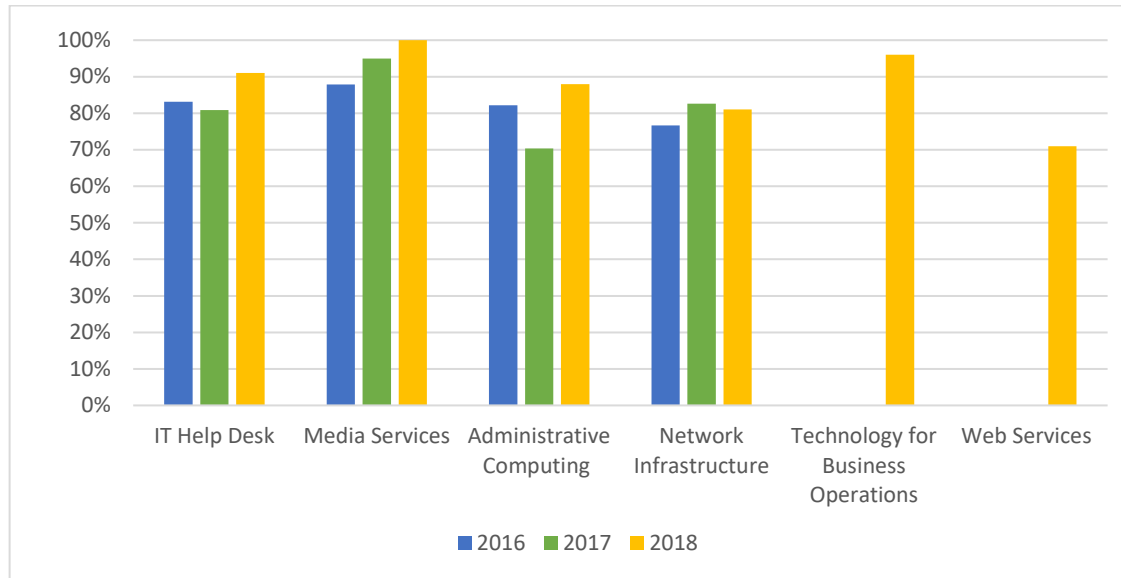
**Table 5. “Excellent” and “Good” Response Percent and Total and Response Total for Overall Service, Institutional Advancement and Development Unit, for 2016-2018**

	2016			2017			2018		
	Excellent and Good Response		Response Total	Excellent and Good Response		Response Total	Excellent and Good Response		Response Total
	%	n	N	%	n	n	%	n	n
<b>Marketing and Media Relations</b>	95%	41	43	88%	29	33	98%	40	41
<b>Grants</b>	90%	18	20	95%	19	20	95%	18	19

**Informational Technology**

Below is the three-year comparison for Informational Technology (IT).

**Figure 7. Overall Rating of “Excellent” and “Good” for Informational Technology**



Note: Data for Technology for Business Operations and Web Services are not shown for 2016 and 2017 due to low response rate.

\*Technology for Business operations include “Very Satisfied”, “Satisfied”, and “Somewhat Satisfied”

**Table 6. “Excellent” and “Good” Response Percent and Total and Response Total for Overall Service, Informational Technology Unit, for 2016-2018**

	2016			2017			2018		
	Excellent and Good Response %	Response Total n	Response Total n	Excellent and Good Response %	Response Total n	Response Total n	Excellent and Good Response %	Response Total n	Response Total n
IT Help Desk	83%	84	101	81%	59	73	91%	78	86
Media Services	88%	29	33	95%	19	20	100%	29	29
Administrative Computing	82%	37	45	70%	19	27	88%	29	33
Network Infrastructure	77%	59	77	83%	38	46	81%	39	48
Technology for Business Operations*							96%	101	105
Web Services							71%	17	24

Note: Data for Technology for Business Operations and Web Services are not shown for 2016 and 2017 due to low response rate.

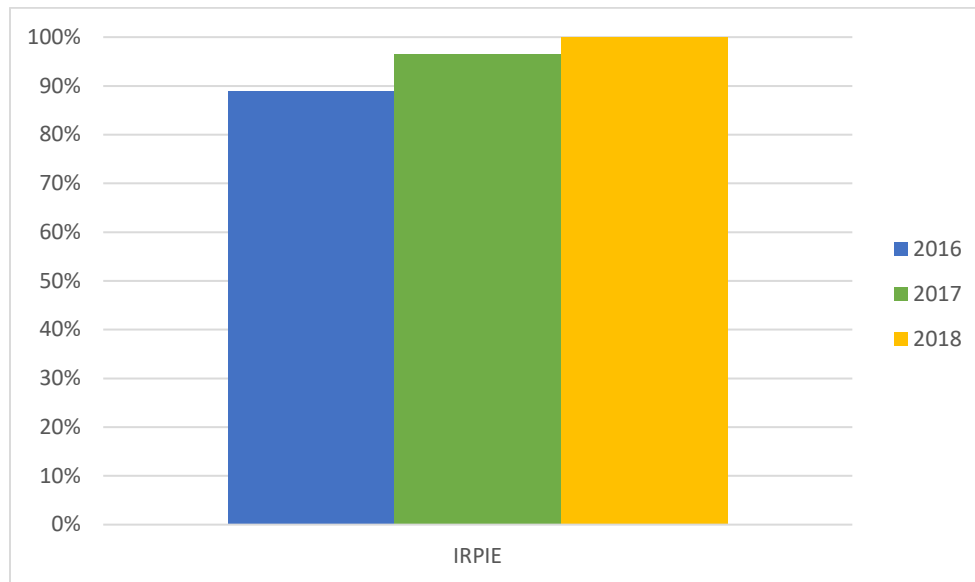
\*Technology for Business operations include “Very Satisfied”, “Satisfied”, and “Somewhat Satisfied”



**Institutional Research, Planning, and Institutional Effectiveness**

Below is the three-year comparison of Institutional Research, Planning, and Institutional Effectiveness (IRPIE).

**Figure 8. Overall Rating of “Excellent” and “Good” for Institutional Research, Planning, and Institutional Effectiveness**



**Table 7. “Excellent” and “Good” Response Percent and Total and Response Total for Overall Service, Institutional Research, Planning, and Institutional Effectiveness, for 2016-2018**

	2016			2017			2018		
	Excellent and Good Response		Response Total	Excellent and Good Response		Response Total	Excellent and Good Response		Response Total
	%	n	n	%	n	n	%	n	n
IRPIE	89%	40	45	97%	28	29	100%	34	34

## **PVCC as a Place to Work**

Faculty and staff were asked to provide comments about the overall quality of PVCC as a place to work and recommendations for improvements. Twenty (n=20) respondents provided response.

Below are verbatim comments about PVCC as a place to work:

Instructors need to provide an email or written permission to allow students access to class rooms after hours. Too many students just show up and say they need to work on a project after hours and on weekends.
Great place to work. Most of the staff are supportive. The fitness area needs positive people. (students seem o.k. that work there.)
PVCC is a great place to work. Its best quality is its people and the sense of community.
I love PVCC. I love attending programs, plan on attending classes in the future to help my professional development, I have very much enjoyed working with the students, and I hope to teach at PVCC again in the future. Thank you for the opportunity to complete this survey.
Appreciate that PVCC is open to recommendations for improvement.
Overall, I believe that PVCC is making great strides in the area of diversity, inclusion, and setting a positive tone for culture. I believe that PVCC still needs to work on the fact that people are people and cannot be perfect 100% of the time. It is unrealistic. Also people work for far less at PVCC because they believe in the students they serve. I think we need to do a better job recognizing our employees' passion for what they do.
PVCC is a great place to work and all departments are great to work with. The cafeteria leaves much to be desired. Sometimes I wonder if having several small kiosk serving fast food would not capture more business from students rushing to jobs after class or between classes. The coffee cart does a great job and brings in more revenue to local funds.
Great place to work! I'm glad I'm here.
The faculty and staff members of PVCC make this a great place to work and be for our students.
PVCC is a great place to work.
PVCC is like a big, wonderful family and a great place to work.
Campus bathrooms in all buildings on main campus need work. The aging structures never look clean. An overhaul of these facilities would really help the campus.
Good
from the course catalogue 2017-18; rewrite the attendance policy so it provides consistency. The current wording: Students are not permitted to miss more than the following number of classes in a given semester: If the class meets one time per week, 2 absences total. If the class meets two times per week, 4 absences total...Then the next part goes like this: Administrative Withdrawal Due to Excessive Absence. Students who have missed more than the permissible number of classes may be withdrawn from the course. Because it says that students MAY be withdrawn, professors are left to interpret how to implement the policy. Every colleague I asked (4 total) gave me different answers, and my students tell me that every teacher they have has a unique attendance policy.
Some classrooms are lightless and dreary. Some noise from flushing toilets, hand dryers, theater workshop, a/c is inevitable of course but is not well abated. Skylights for the dark warren of Math faculty offices! Punch some windows in the west flank of brick. And let's go solar. All in all, there's a monumental concerted effort to do the right thing campus-wide. Cheers.
PVCC is wonderful place to teach and learn. All departments are staffed with care and pleasant people who seem to really enjoy helping others. The only negative is the continued dirty PC labs. Monitors are usually dirty and dusty. Keyboards are very dirty. Many of us bring wipes to clean them as they are so filthy. The tables and chairs are very dirty. Unfortunately, users are not very considerate and often leave a mess behind. As an instructor, it seems important to me that there be an expectation that users will leave an area decent for the next user. Even instructors disconnect hardware, move furniture and hardware and never put it back for the next group. When an instructor walks in to teach a 55 minute class, there is little time to find and correct all the hardware/software problems and cover the course material for that class. How about a campaign to foster cleanliness & consideration for the next user? Maybe the SGA could work on that in the Fall!
Wonderful culture, but people are over-worked.
Overall, I'm very impressed and happy with PVCC as a place to work. As an online adjunct instructor, I realize it's hard for a large educational institution to accommodate each employee; so I appreciate the flexibility I am offered with regard to meetings by phone and handling contracts by mail, for example. Thank you for your consideration of what works and what doesn't by conducting these surveys.
I think it is great that tampons and pads are provided in the women's restrooms. I think the communal spaces provided for students are excellent and well utilized. As an adjunct professor, I've had a hard time locating dry erase markers for the white boards in classrooms. It would also be nice to have a small stash of office supplies (file folders, tape, paper clips, dry erase markers etc.) available in the adjunct office for our use.
Overall very good with very nice and helpful people. Only exception --HR needs considerable improvement.
Questions about the quality of communications should be added to the survey. Community Self-Sufficiency needs to be added to the survey.
Please treat people with kindness and respect.
I love working here and highly recommend it as an employer!
Thank you for asking for our opinion. :)
I don't see one of the Police Officers leave the Campus Police Office, only when he leaves at noon.
Love working here - like a big family.
PVCC has potential to really shine and be an excellent institution. however morale is a problem. No real attempt to address multiple leadership and supervision problems in many departments. No safe avenue to honestly address supervision/department management and leadership issues. Systemic problem. So tragic because it limits progress and we lose good people because of it.
wonderful place to work, many opportunities for professional growth assigned mentor for new staff would be helpful introductory meeting with supervisor would be beneficial
Great place to work.

## 2018 Service Quality Report

PVCC needs to increase its employee compensation level to keep valued employees from seeking employment elsewhere (based on wages alone). Employees may be happy campers in the workplace, but they cannot afford to stay at PVCC without yearly salary/hourly adjustments based on inflation/cost of living. We "low ball" new employees in order to save a buck, but how much does it cost to keep training new employees over and over again. Pay a decent, comparable wage/salary and morale will improve, thus, less turnover.
Provide private office that can be scheduled by adjunct faculty for private meetings with students.
Good. No complaints!
great place to work
PVCC is a great place to work! Great people to work alongside and an overall positive environment.
OK
PVCC is great for their students and the faculty, but the staff that help make the entire college run are completely undervalued! There are plenty of opportunities for growth and professional development for faculty but none for staff. It's a shame both sets of employees aren't treated the same because yes the faculty teach our students but the staff are the ones that enroll, process, and assist students on a daily basis. Without them there would be no successful graduates!
██████████, ██████████, and ██████████ at the Stultz Center are great resources and very helpful.