



## Office of Research, Assessment and Strategic Initiatives 2016-17 through 2018-19 Campus Climate Survey Results

Office of Research, Assessment and Strategic Initiatives  
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### Three-Year Summary Campus Climate Student and Employee Survey for 2016-17 through 2018-19

Coahoma Community College's Office of Research, Assessment, and Strategic Initiatives administered the Campus Climate Student and Employee Survey during the spring semesters. This report provides data for satisfaction levels and opinion statements for each service area of the institution for the past three years, 2016-17 through 2018-19. **2016-17 Responses:** Two hundred seventy-one (271) participants included 71.4% or 194 students, 12.6% or 34 faculty and 16% or 43 staff. **2017-18 Responses:** Three hundred eighty-five (385) participants included 64% or 247 students, 15% or 56 faculty, and 19% or 74 staff and 2% or 8 who did not identify their roles. **2018-19 Responses:** Three hundred thirteen (313) participants included 56.3% or 176 students, 18.3% or 57 faculty, and 25.4% or 80 staff members.

#### SECTION I: Service Areas

Section I consists of 101 items on the climate of the overall institution. The results reported in this section (in rank order) are based on a 5-point Likert scale with 1= Strongly Agree, 2=Agree, 3=Disagree, 4=Strongly Disagree, and 5= Unable to Determine. Below are the results for strongly agree and agree from respondents.

	<b>2016-17 Total Responses: 271</b>		<b>2017-18 Total Responses: 385</b>		<b>2018-19 Total Responses: 313</b>	
<b>Academic Affairs</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
1. <i>The Division of Academic Affairs provides friendly and helpful customer service.</i>	<b>82.4</b>	<b>77.9</b>	<b>81.0</b>	<b>75.2</b>	<b>76.7</b>	<b>83.0</b>
2. <i>The Division of Academic Affairs is knowledgeable and supportive of department faculty and staff.</i>	<b>82.4</b>	<b>75.7</b>	<b>79.2</b>	<b>72.8</b>	<b>78.9</b>	<b>75.0</b>
3. <i>The Division of Academic Affairs provides helpful information to increase awareness of activities/events in its department.</i>	<b>79.5</b>	<b>77.6</b>	<b>76.4</b>	<b>72.7</b>	<b>72.3</b>	<b>70.6</b>

	2016-17		2017-18		2018-19	
<b>Academic Affairs: Admissions</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
4. <i>The Admissions process is clearly communicated and efficiently handled by CCC staff.</i>	76.9	75.4	77.9	76.4	77.1	58.2
5. <i>Registration for classes is efficient and procedures are clearly communicated.</i>	76.8	56.3	70.7	61.1	72.0	65.2
6. <i>The recruiting of prospective students at CCC is effective with the right amount and types of communication with prospective students.</i>	70.0	57.1	66.0	58.0	64.3	47.9
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Academic Affairs: Educational Outreach</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
7. <i>The Department of Educational Outreach and e-Learning provides friendly and helpful customer services as related to student success.</i>	75.5	74.1	72.9	68.8	72.3	71.1
8. <i>The Department of Educational Outreach and e-Learning provides helpful information to increase awareness of activities/events in its department.</i>	73.8	76.3	73.7	70.3	75.0	66.0
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Academic Affairs: Library and Learning Resources</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
9. <i>The library delivers effective learning resources and services for CCC students and faculty.</i>	75.6	77.0	69.9	75.6	71.6	66.9
10. <i>I use the library resources and/or services on a regular basis.</i>	70.8	61.1	60.4	58.0	64.6	53.7

	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Varsity Athletics</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
11. Varsity athletics at CCC enhance the campus experience.	67.0	66.2	60.4	64.8	55.0	63.7
12. Varsity athletics at CCC are competitive.	62.8	54.6	58.0	53.9	56.2	55.2
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Career-Technical Education</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
13. The Division of Career-Technical Education is knowledgeable and supportive of department faculty and staff.	70.8	59.9	68.2	71.9	73.6	71.9
14. The Division of Career-Technical Education provides friendly and helpful customer service.	72.7	67.6	69.0	75.8	73.2	65.4
15. The Division of Career-Technical Education provides helpful information to increase awareness of activities/events in its department	70.5	64.5	65.8	70.8	72.0	68.9
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Enrollment and Student Services: Campus Safety</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
16. CCC police officers and security personnel efficiently respond to incidents.	70.8	70.7	68.4	65.6	68.6	64.4
17. The CCC campus is secure against violent crime.	70.6	59.8	70.0	51.9	66.3	60.0
18. The CCC campus is secure against non-violent crime such as theft or substance abuse.	68.8	73.3	62.3	50.0	67.8	64.9

	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Enrollment and Student Services: Career Services and Placement</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
19. <i>The resources and services available in the Career Center are effective in helping students align learning and coursework to career goals.</i>	74.9	59.8	63.4	69.3	66.7	66.2
20. <i>I use or have used the Career Center to investigate career goals and options.</i>	40.6	13.3	36.5	12.7	78.9	7.6
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Enrollment and Student Services: Financial Aid</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
21. <i>Financial aid matters are handled in a customer-centered and efficient manner.</i>	76.0	65.3	66.9	72.3	68.2	71.1
22. <i>The financial aid process is clearly communicated from application to financial disbursement.</i>	71.5	60.8	67.0	68.8	65.9	66.9
23. <i>The amount of financial aid available-scholarships and grants- is competitive with other community colleges</i>	67.2	58.9	57.9	64.5	63.1	55.3
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Enrollment and Student Services: Cafeteria</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
24. <i>The cafeteria provides friendly and helpful customer service.</i>	59.4	61.6	69.9	68.8	59.4	68.4
25. <i>The cafeteria meets my expectations of cleanliness of the eating areas.</i>	58.5	62.6	69.2	71.1	56.5	63.0
26. <i>Selection and preparation of meals and food products at CCC meet my expectations.</i>	57.2	56.6	65.2	63.3	52.6	62.2
27. <i>The cafeteria meets my expectations of menu selections.</i>	55.0	59.5	64.3	61.8	64.5	59.5

	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Enrollment and Student Services: Student Health</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
28. Health services and options on the CCC main campus are clearly communicated.	73.5	52.1	62.4	55.1	65.9	53.0
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Enrollment and Student Services: Student Housing</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
29. The governance-policies, regulations, administration-of campus student housing promotes learning and has as a high priority the best interests of dormitory residents.	64.3	72.9	51.5	67.6	62.3	69.6
30. The process of applying for and reserving campus student housing is clearly communicated and effectively handled by CCC staff.	64.1	66.3	53.8	64.8	60.6	68.7
31. Resident Life at CCC provides a dormitory experience which enhances student life.	60.3	72.0	50.0	64.8	57.4	63.3
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Enrollment and Student Services: Student Activities</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
32. CCC provides an effective college orientation program.	78.7	64.1	73.4	4.8	70.0	58.8
33. CCC offers an attractive variety of sponsored student events which enhance student life and learning.	69.1	61.6	62.3	4.6	60.6	65.4
34. I regularly engage in sponsored student activities on campus.	58.0	54.0	53.2	4.3	57.0	54.4
35. I have participated in an intramural sports activity at CCC.	52.8	20.3	67.4	49.2	67.7	50.3

	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Enrollment and Student Services: Tutoring</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
36. The resources and services available in the Tutorial Lab are effective in helping students succeed in their educational goals.	73.4	55.5	63.0	60.3	61.4	61.5
37. I take advantage of the services provided by college-sponsored tutorial services.	68.6	36.9	62.0	42.9	63.9	46.2
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Enrollment and Student Services: Clubs and Organizations</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
38. CCC is a college which values diversity where gender, ethnic, and background differences are integrated into campus life.	76.4	75.4	73.4	77.8	72.3	74.3
39. Student elections-SGA office and other designations-are well administered and fair.	68.3	66.2	62.4	69.6	60.7	71.1
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Business Office</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
40. Business office transactions are handled in a customer-centered and efficient manner.	71.1	60.5	66.6	61.1	66.6	59.3
41. Business office policies and procedures are clearly communicated.	69.0	73.3	64.5	57.4	65.3	52.6

	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Bookstore</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
42. <i>Bookstore inventory exists at a level sufficient to support learning and activities.</i>	78.6	71.0	69.6	59.8	63.2	60.8
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Health Sciences</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
43. <i>The Division of Health Sciences provides helpful and friendly customer service.</i>	78.1	61.4	63.3	68.5	66.0	67.7
44. <i>The Division of Health Sciences is knowledgeable and supportive of department faculty and staff.</i>	75.9	61.9	63.4	70.7	65.9	64.7
45. <i>The Division of Health Sciences provides helpful information to increase awareness of activities/events in its department.</i>	74.2	65.3	61.7	70.3	63.7	65.1
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Workforce Development</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
46. <i>The Department of Workforce Development provides friendly and helpful customer service.</i>	67.1	66.2	56.3	64.9	59.1	67.2
47. <i>The Department of Workforce Development provides helpful information to increase awareness of activities/events in its department.</i>	67.7	74.6	57.8	61.4	63.7	63.0

	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Advising</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
48. Advising at CCC is effective in keeping students on track towards timely completion and/or successful transfer.	76.8	58.1	67.3	63.3	70.0	57.3
49. Educational program advisors and/or counselors are accessible and available.	76.4	58.4	72.4	71.1	69.4	73.9
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Alumni Affairs</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
50. The Office of Alumni Engagement and Institutional Development provides friendly and helpful customer service.	65.4	72.0	55.8	61.7	58.9	63.2
51. The Office of Alumni Engagement and Institutional Development provides helpful information to increase awareness of activities/events in its department.	66.7	66.7	54.4	60.2	60.9	56.3
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Information Technology</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
52. The My CCC portal, website, Canvas, and other online resources provide convenient and easily navigated tools for the information I need.	82.8	74.7	73.5	81.9	74.1	74.9
53. For my productivity needs, computer workstations, and software on the CCC campus are accessible and of a quality, providing a positive computing experience.	77.7	63.4	70.4	73.6	68.2	69.1
54. Support in the use of instructional technologies, including online learning, is accessible and effective.	75.8	71.6	70.3	73.2	68.8	69.8
55. Classrooms at CCC are equipped with instructional technology capabilities which meet my expectations.	72.9	71.7	68.0	58.6	65.7	49.2
56. Wi-Fi on the CCC campus is readily accessible and of a quality which meets my expectations.	62.8	62.7	56.0	52.0	55.9	64.4

	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Instruction</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
57. Courses at CCC are challenging and taught at a level which prepares students for success in transfer to a university or career.	79.3	69.3	71.3	73.8	74.1	68.4
58. CCC instructors present and communicate course material effectively.	77.8	68.0	72.7	62.2	72.3	55.2
59. There is a wide selection of degree programs and course offerings at CCC.	77.3	74.7	71.3	82.8	72.9	78.6
60. CCC instructors use technology effectively in the delivery of course content.	77.3	62.7	73.0	61.4	74.7	61.8
61. CCC instructors are committed to student learning and success.	77.0	65.3	72.8	75.8	74.7	77.9
62. Before entering college I was well prepared for the level of instructional rigor I found at CCC.	76.9	44.6	71.3	41.6	71.1	52.3
63. Instructors are available outside of class to give individual assistance to students.	75.2	59.4	69.8	68.5	73.2	59.0
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Office of Research, Assessment and Strategic Initiatives</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
64. The Office of Research, Assessment and Strategic Initiatives ensures awareness of research and planning processes is available campus-wide.	71.1	69.9	60.3	75.2	59.0	68.9
65. The Office of Research, Assessment and Strategic Initiatives provides accurate and timely reports for programs and service areas.	69.5	75.6	61.8	77.6	61.4	69.6

	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Federal and Sponsored Programs</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
66. <i>The Department of Sponsored Programs provides helpful information to increase awareness of activities/events in its department.</i>	69.3	60.2	63.1	66.4	60.0	66.7
67. <i>The Department of Sponsored Programs provides friendly and helpful customer service as related to student success.</i>	67.8	62.2	60.4	69.6	62.5	70.4
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Employee and Disability Services</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>	<b>Student % Strongly Agree and Agree</b>	<b>Faculty and Staff % Strongly Agree and Agree</b>
69. <i>The CCC campus is accommodating to those with disabilities.</i>	75.4	68.0	65.2	75.2	63.1	75.6
70. <i>Procedures for reporting incidents of harassment, bullying, discrimination, and unwanted sexual advances are clearly communicated.</i>	68.7	59.1	65.2	73.4	63.1	74.3
71. <i>Reports of incidents of harassment, bullying, discrimination, and unwanted sexual advances are followed up by CCC administrators in a timely and efficient manner.</i>	68.2	69.0	56.4	59.2	61.4	60.7
72. <i>Procedures for filing student complaints are clearly communicated, and complaints are effectively handled by CCC staff.</i>	64.4	62.9	59.4	73.5	63.4	68.4
73. <i>I have experienced an unwanted advance of a sexual nature on the CCC campus.</i>	48.0	2.6	59.7	38.8	44.6	35.6

	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Physical Plant</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
74. The CCC campus is kept clean.	77.7	68.0	71.3	62.2	66.8	66.2
75. The CCC classrooms and educational buildings are well maintained and support a positive learning experience.	77.1	69.0	72.1	59.5	67.8	56.6
76. The CCC campus is visually attractive.	70.1	66.7	65.1	66.1	59.6	73.3
77. The Department of Shipping and Receiving delivers shipment(s) in a timely manner.	63.2	69.5	53.5	66.7	56.0	56.3
78. The Department of Shipping and Receiving provides friendly and helpful customer service to the student body, faculty, and staff.	65.4	70.8	57.3	70.4	53.8	52.2
79. The Transportation Department provides friendly and helpful customer service.	54.5	68.3	54.5	68.3	58.0	71.9
80. The Transportation Department provides acceptable maintenance to campus vehicles.	53.6	60.3	53.6	60.3	54.4	61.5
81. Staff in the Transportation Department responds in a timely manner.	55.0	66.9	55.0	66.9	55.4	68.2
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Administration</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
82. CCC administrators are committed to the success of students.	75.0	69.8	71.8	77.8	73.2	77.8
72. Tuition, fees and expenses at CCC are affordable in comparison with other colleges.	74.3	82.2	68.4	82.8	65.8	83.1
73. CCC promotes a culture of health and wellness in its policies and campus services.	75.2	81.3	68.2	81.9	68.8	75.0

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<b>Communications</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
74. Information related to CCC events and activities is clearly communicated from the Department of Communications and Branding.	72.0	81.9	68.7	77.9	68.7	80.8
75. The Department of Communications and Branding provides friendly and helpful customer service to the student body, faculty, and staff.	72.7	79.5	66.8	78.4	64.9	77.2
76. The Department of Communications Branding releases quality written communications and graphics to the press.	69.6	79.1	65.4	78.5	64.3	77.1
77. Materials from the Department of Communications are released to the press or campus website in a timely manner.	68.8	76.0	65.3	70.9	65.2	71.6
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
<b>Childcare Services</b>	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
78. Affordable childcare should be available on campus.	68.7	66.7	61.7	70.6	68.2	75.6
79. Childcare services will improve my attendance at school/work.	62.1	32.9	54.1	31.2	55.6	34.8
80. I need funding for childcare through PELL grant or other funding sources.	56.3	24.1	51.3	20.0	57.1	24.3

	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
<b>CCC fulfills its Institutional Commitments</b>						
81. Student Success	87.7	80.3	83.9	78.2	84.3	85.3
82. Teaching and Learning	85.5	81.8	82.1	82.7	83.7	83.8
83. Communication and Branding	81.6	78.3	75.4	76.6	79.5	77.0
84. Resource Planning and Development	81.8	71.6	70.3	72.7	74.2	70.6
85. Office of Research, Assessment and Strategic Initiatives	80.0	80.5	74.6	81.3	74.7	79.4
86. Community Partnerships	79.5	75.0	37.1	77.4	77.2	74.3
	2016-17 Total Responses: 271		2017-18 Total Responses: 385		2018-19 Total Responses: 313	
	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree	Student % Strongly Agree and Agree	Faculty and Staff % Strongly Agree and Agree
<b>Tobacco Use</b>						
87. Second-hand cigarette smoke detracts from the overall campus experience.	52.6	79.7	48.7	78.8	43.4	80.7
88. Second-hand cigarette smoke is a campus health issue.	51.6	79.7	50.4	70.9	42.9	70.1
89. The use of smokeless tobacco detracts from the overall campus experience.	48.4	68.9	44.1	66.4	43.8	68.1
90. I support the establishment of a tobacco free-meaning the elimination of all tobacco products on campus-policy at CCC.	66.1	87.8	62.8	85.2	55.0	85.2
91. I use at least one tobacco product on the CCC campus.	8.6	2.7	6.3	3.1	14.8	3.7
92. I use at least one tobacco product away from the CCC campus.	11.0	4.0	9.3	6.3	20.4	6.6

	<b>2016-17 Total Responses: 271</b>		<b>2017-18 Total Responses: 385</b>		<b>2018-19 Total Responses: 313</b>	
<b>Childcare Services</b>	<i>Student % Strongly Agree and Agree</i>	<i>Faculty and Staff % Strongly Agree and Agree</i>	<i>Student % Strongly Agree and Agree</i>	<i>Faculty and Staff % Strongly Agree and Agree</i>	<i>Student % Strongly Agree and Agree</i>	<i>Faculty and Staff % Strongly Agree and Agree</i>
93. <i>Affordable childcare should be available on campus.</i>	68.7	66.7	61.7	70.6	68.2	75.6
94. <i>Childcare services will improve my attendance at school/work.</i>	62.1	44.3	54.1	48.8	47.2	48.9
95. <i>I need funding for childcare through PELL grant or other funding sources.</i>	56.3	35.7	51.3	39.2	57.1	39.8
	<b>2016-17 Total Responses: 271</b>		<b>2017-18 Total Responses: 385</b>		<b>2018-19 Total Responses: 313</b>	
<b>Recommendation</b>	<i>Student % Strongly Agree and Agree</i>	<i>Faculty and Staff % Strongly Agree and Agree</i>	<i>Student % Strongly Agree and Agree</i>	<i>Faculty and Staff % Strongly Agree and Agree</i>	<i>Student % Strongly Agree and Agree</i>	<i>Faculty and Staff % Strongly Agree and Agree</i>
96. <i>I would recommend CCC to a prospective student.</i>	74.2	87.6	70.6	54.3	70.9	88.9