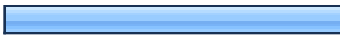



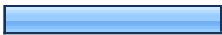
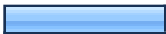








1. Gender:

		Response Percent	Response Count
Male		50.2%	119
Female		49.8%	118
answered question			237
skipped question			1







2. Status

		Response Percent	Response Count
Faculty full-time		34.3%	79
Faculty Part-time		3.0%	7
Professional staff		32.2%	74
Support staff		23.9%	55
Contract		6.5%	15
answered question			230
skipped question			8

3. State of origin:

		Response Percent	Response Count
Pohnpei		40.9%	96
Chuuk		12.3%	29
Yap		14.9%	35
Kosrae		12.8%	30
Other		10.2%	24
answered question			235
skipped question			3

4. Campus:

		Response Percent	Response Count
National		42.2%	100
Kosrae		13.9%	33
Yap		11.0%	26
Pohnpei		19.8%	47
Chuuk		10.1%	24
FMI		3.0%	7
answered question			237
skipped question			1

5. General questions: Please rate your level of satisfaction.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Response Count
Business office staff are very attentive.	15.4% (36)	53.0% (124)	18.8% (44)	10.7% (25)	2.1% (5)	0.0% (0)	234
Information Technology provides adequate services for the college.	16.6% (39)	44.7% (105)	22.6% (53)	14.0% (33)	2.1% (5)	0.0% (0)	235
LRC has sufficient supply of reference materials, books and other resources.	14.2% (33)	45.9% (107)	25.3% (59)	10.3% (24)	1.3% (3)	3.0% (7)	233
Information I received from Research and Planning Office is reliable and useful.	7.2% (17)	33.2% (78)	39.1% (92)	11.5% (27)	4.3% (10)	4.7% (11)	235
I am treated with respect, with in the college community.	18.6% (44)	55.1% (130)	17.4% (41)	7.6% (18)	1.3% (3)	0.0% (0)	236
The college has adequate parking spaces.	6.8% (16)	28.1% (66)	24.7% (58)	31.9% (75)	6.4% (15)	2.1% (5)	235
I get recognition for good work.	7.7% (18)	36.5% (85)	31.3% (73)	17.6% (41)	5.6% (13)	1.3% (3)	233
I get appropriate feedback on the quality of my work.	8.2% (19)	44.6% (104)	32.2% (75)	12.0% (28)	2.6% (6)	0.4% (1)	233
I am satisfied with the college's staff development programs and trainings.	8.2% (19)	31.9% (74)	33.6% (78)	21.6% (50)	3.9% (9)	0.9% (2)	232
I am satisfied with the services provided by student services (Admission and Record, Financial Aid, Counseling).	11.4% (27)	44.5% (105)	26.3% (62)	14.0% (33)	1.7% (4)	2.1% (5)	236
Different divisions at the college communicate effectively.	4.7% (11)	30.3% (71)	33.3% (78)	23.5% (55)	7.3% (17)	0.9% (2)	234
I am aware of the major issues facing the college.	23.9% (56)	53.4% (125)	12.8% (30)	9.4% (22)	0.0% (0)	0.4% (1)	234
My workload is very reasonable.	15.4% (36)	50.9% (119)	16.7% (39)	15.8% (37)	0.9% (2)	0.4% (1)	234

There is adequate funding for supplies and equipment.	7.7% (18)	34.9% (82)	24.7% (58)	25.1% (59)	6.4% (15)	1.3% (3)	235
I am satisfied with the work that I do.	22.6% (53)	55.7% (131)	14.0% (33)	6.8% (16)	0.4% (1)	0.4% (1)	235
My supervisor cares for me as an individual.	29.2% (68)	47.6% (111)	15.5% (36)	4.7% (11)	2.6% (6)	0.4% (1)	233
This is a safe and secure campus.	15.9% (37)	48.9% (114)	22.7% (53)	7.7% (18)	4.3% (10)	0.4% (1)	233
I am aware of the programs and services provided by CRE (Cooperative Research and Extension).	13.2% (31)	34.9% (82)	30.6% (72)	16.6% (39)	4.3% (10)	0.4% (1)	235
Human Resources provide adequate information on benefits and other HR issues for employees.	8.5% (20)	38.7% (91)	26.8% (63)	18.7% (44)	6.0% (14)	1.3% (3)	235
I am satisfied with the benefits (health insurance, life insurance, retirement, housing) provided by the college.	15.3% (36)	45.1% (106)	20.0% (47)	11.9% (28)	4.3% (10)	3.4% (8)	235
My performance evaluations are done fairly.	17.5% (41)	51.3% (120)	19.7% (46)	6.4% (15)	3.8% (9)	1.3% (3)	234
I am satisfied with the college's responsiveness to needs of diverse groups.	6.0% (14)	37.0% (87)	41.7% (98)	11.1% (26)	3.4% (8)	0.9% (2)	235
I am satisfied with the college's academic standards.	6.4% (15)	43.0% (101)	27.7% (65)	15.3% (36)	7.2% (17)	0.4% (1)	235
I am satisfied with the college's mission and goals.	11.5% (27)	60.4% (142)	18.7% (44)	7.2% (17)	2.1% (5)	0.0% (0)	235
I am satisfied with the college's strategic goals.	7.8% (18)	57.8% (134)	25.4% (59)	6.9% (16)	2.2% (5)	0.0% (0)	232
I have sufficient information about what CRE is and the activities it provides for the college.	5.1% (12)	34.7% (82)	34.7% (82)	22.0% (52)	3.0% (7)	0.4% (1)	236
I have sufficient information on what is going on at the college.	6.4% (15)	48.9% (115)	26.0% (61)	16.6% (39)	2.1% (5)	0.0% (0)	235
Sources of information such as							

memos, announcements, directives, have given me an understanding of what's going on at the college.	10.2% (24)	58.5% (138)	19.9% (47)	8.9% (21)	2.1% (5)	0.4% (1)	236
I am aware of where I can find information about the college.	16.5% (39)	55.9% (132)	16.5% (39)	9.3% (22)	1.3% (3)	0.4% (1)	236
The college publicizes its decision making.	6.5% (15)	33.3% (77)	36.4% (84)	17.7% (41)	5.6% (13)	0.4% (1)	231
I feel that my views and concerns are addressed in decision making.	2.6% (6)	28.9% (68)	42.6% (100)	21.7% (51)	3.4% (8)	0.9% (2)	235
The college is addressing important trends in programs in higher education and decision making.	6.0% (14)	39.1% (92)	37.9% (89)	13.6% (32)	3.4% (8)	0.0% (0)	235
I have never felt mistreated, discriminated against, or neglected.	10.2% (24)	46.8% (110)	22.6% (53)	15.7% (37)	3.8% (9)	0.9% (2)	235
Adequate sports and recreations facilities and programs are available at my campus.	8.9% (21)	39.4% (93)	21.2% (50)	18.6% (44)	7.6% (18)	4.2% (10)	236
The college has adequate food services.	7.2% (17)	24.2% (57)	22.5% (53)	27.1% (64)	8.5% (20)	10.6% (25)	236
I am satisfied with the overall performance of the Student Services Department.	6.9% (16)	39.0% (90)	29.0% (67)	19.5% (45)	4.3% (10)	1.3% (3)	231
I am satisfied with the overall performance of the Administrative Services Department.	5.1% (12)	38.7% (91)	33.2% (78)	16.2% (38)	5.5% (13)	1.3% (3)	235
I am satisfied with the overall performance of the Instructional Services Department.	3.4% (8)	49.6% (116)	28.2% (66)	12.8% (30)	4.3% (10)	1.7% (4)	234
I am able to access online materials at my campus.	19.3% (45)	54.5% (127)	17.6% (41)	6.9% (16)	1.3% (3)	0.4% (1)	233
answered question							237
skipped question							1

6. Service Areas: Please Mark the service areas that you have used.

	Daily	Weekly	Monthly	Semester	Not Applicable	Response Count
Financial Aid Office	11.4% (26)	16.6% (38)	13.5% (31)	26.2% (60)	32.3% (74)	229
Admissions Office	13.5% (31)	19.1% (44)	19.6% (45)	26.1% (60)	21.7% (50)	230
Business Office	25.0% (57)	41.7% (95)	19.3% (44)	6.1% (14)	7.9% (18)	228
Learning Resource Center	20.6% (47)	23.7% (54)	28.1% (64)	11.8% (27)	15.8% (36)	228
Health Services	7.9% (18)	15.0% (34)	31.7% (72)	27.8% (63)	17.6% (40)	227
Peer Counseling	8.0% (18)	8.4% (19)	11.6% (26)	10.7% (24)	61.3% (138)	225
Tutorial Services	6.7% (15)	9.0% (20)	7.2% (16)	12.6% (28)	64.6% (144)	223
Facilities and Maintenance	23.6% (53)	20.0% (45)	19.1% (43)	19.6% (44)	17.8% (40)	225
Research and Planning	4.1% (9)	12.7% (28)	19.0% (42)	25.3% (56)	38.9% (86)	221
Information Technology	33.6% (77)	31.4% (72)	18.8% (43)	11.4% (26)	4.8% (11)	229
Security Services	28.4% (63)	16.7% (37)	18.0% (40)	15.8% (35)	21.2% (47)	222
Bookstore	13.7% (31)	16.3% (37)	20.7% (47)	32.6% (74)	16.7% (38)	227
Recreation and Sports	7.1% (16)	11.2% (25)	9.8% (22)	22.8% (51)	49.1% (110)	224
MITC	6.4% (14)	17.0% (37)	17.0% (37)	19.3% (42)	40.4% (88)	218
Cafeteria	17.3% (37)	11.2% (24)	11.7% (25)	8.4% (18)	51.4% (110)	214
Online Forum/COM Facebook	11.0% (24)	16.0% (35)	16.0% (35)	16.9% (37)	40.2% (88)	219
answered question						236
skipped question						2

7. Service Area: Please indicate your level of satisfaction.

	Very Satisfied	Satisfied	Somewhat Satisfied	Neutral	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied
Financial Aid Office	13.3% (31)	42.9% (100)	8.6% (20)	11.6% (27)	3.0% (7)	1.3% (3)	0.9% (2)
Admission Office	12.6% (29)	47.4% (109)	12.2% (28)	9.6% (22)	3.9% (9)	2.6% (6)	1.7% (4)
Business Office	11.7% (27)	43.9% (101)	21.3% (49)	9.1% (21)	6.1% (14)	2.6% (6)	2.6% (6)
Learning Resource Center	15.9% (37)	45.3% (105)	14.2% (33)	12.5% (29)	3.0% (7)	0.9% (2)	0.4% (1)
Health Services	12.2% (28)	44.3% (102)	13.9% (32)	13.5% (31)	3.0% (7)	3.0% (7)	0.4% (1)
Peer Counseling	5.8% (13)	27.4% (61)	7.2% (16)	14.8% (33)	2.2% (5)	3.1% (7)	1.3% (3)
Tutorial Services	8.4% (19)	16.4% (37)	11.1% (25)	16.8% (38)	3.5% (8)	4.4% (10)	1.8% (4)
Facilities and Maintenance	13.5% (31)	33.9% (78)	17.4% (40)	15.2% (35)	6.5% (15)	8.3% (19)	3.0% (7)
Research and Planning	4.6% (10)	26.3% (57)	17.1% (37)	16.6% (36)	6.0% (13)	4.6% (10)	5.5% (12)
Information Technology	14.8% (34)	38.9% (89)	20.1% (46)	9.2% (21)	8.3% (19)	3.9% (9)	2.2% (5)
Security Services	9.6% (22)	35.2% (81)	20.4% (47)	13.9% (32)	6.5% (15)	5.7% (13)	3.0% (7)
Bookstore	11.5% (26)	38.1% (86)	19.5% (44)	14.2% (32)	2.2% (5)	4.0% (9)	1.3% (3)
Recreation and Sports	8.8% (20)	23.9% (54)	9.7% (22)	16.8% (38)	4.4% (10)	4.0% (9)	2.2% (5)
MITC	8.6% (19)	30.5% (67)	14.5% (32)	10.5% (23)	2.7% (6)	1.8% (4)	1.4% (3)
Cafeteria	6.0% (13)	23.5% (51)	7.8% (17)	10.6% (23)	2.8% (6)	4.1% (9)	2.8% (6)

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8. Please provide any recommendations to improve service quality.

**Response
Count**

102

answered question

102

skipped question

136