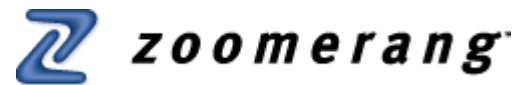


## RCTC Campus Quality Survey 2008

### Results Overview



Date: 7/22/2008 12:28 PM PST  
 Responses: Completes  
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11. What in your view are RCTC's greatest opportunities for improvement?	
#	Response
1	Leadership not consistently on the same page People need to be held accountable for what they do not do Poor attitudes towards service in some areas
2	Communication. Our department tried to have a meeting with another department and they totally ignored our letter requesting the meeting. We got no response whatsoever.
3	customer service culture
4	There are some faculty/staff on campus who are negative, pessimistic, who don't like their jobs, and bring the rest of campus down. There must be some way to encourage them to find alternative employment and to not hire more of these people.
5	<p>I work in the nursing department and I have been appalled at the total disregard for quality which I have observed. I have also been appalled at the complete lack of care given to students and the overall disregard for students' rights and needs. The programs are poorly linked and the faculty are in constant "turf wars." Nsg faculty constantly cut each other down and try to prove who is best by the highest degree on the wall. This leaves the students little recourse to address problems or concerns. It is evident to me that the individual student is of little value to the nsg department because if one student leaves (eg., fails, quits, gives up, etc) there is another student with money in hand prepared to take her spot. So, why should the dept care??            Few faculty in the nsg dept have actually done real nursing in the past 10years and therefore are unable to truly educate the student regarding the current world of nsg. Those that do work in nsg are constantly "hushed" because the others have more power.</p> <p>I have taken my concerns up the chain-of-command and have seen no real changes based on my very concrete observations. For this reason, I will not be continuing at RCTC even though I have LOVED teaching the students. I encourage every student I can to seek his/her nsg education somewhere else.</p> <p>I started my time at RCTC with much excitement and joy because I believe I am good with students. However, this year has crushed my spirit. My happiest moment this year was when I received a call from a student's Mother thanking me for my kindness toward her daughter. Her daughter was a "misfit" student, but a good and smart student. I observed the other teachers to be horribly mean to this student on a regular basis. So, when her mother called me and told me the same thing, I knew it to be true. It gave me great pleasure to help this one "misfit" student be successful and get a job. But, how sad that this student had to endure such unprofessional behavior by other instructors. Isn't it our job to teach????</p> <p>Also, the nsg department has a true lack of criteria related to grading and evaluation. It is left to the subjective opinion of an instructor----God help the student who is not liked by a teacher!!            This is not tolerated in any other area of study.</p> <p>I hope someone actually reads these comments and does something about the nsg department. The students deserve better!</p>
6	Morale is low and so is pay equity.
7	Organization of Human Resource process, Walking the talk of caring about individuals with regard to their professional work
8	Encourage more collaboration between departments.
9	HR
10	It would be great if student evaluations were more of a factor in the faculty assessment process meaning less emphasis would be placed on "non-education" related contributions (committee appointments, etc...)
11	Administration should probably not try to micromanage so much.
12	<p>Move away from processes (we have too many) and invigorate and empower academic programs to grow and improve.            Empower and reward staff for solving problems for students.            A new era of collaboration between faculty leadership and administration.            Simplify the IPP process.            Leadership seems to focus like a laser on a student complaint, but the bigger opportunity is to better serve and welcome all students.</p>
13	Faculty need to be reminded to be a team player and be respectful to their support staff.
14	More committed full time faculty members that are present, engage students, and try and make a difference.
15	Improve campus computer technology and access..
16	Communication between administration and faculty is lacking. Hearing things from the newspaper isn't effective. Moral is very low because faculty doesn't seem to think that anyone listens to our opinions or takes them seriously. Support faculty learning from faculty, don't take away money or time from them for doing so.

17	Sometimes the contributions of support staff are minimized. Vacant staff positions should be filled in a more timely manner.
18	Communications between departments. With the departments housed as a group, they don't interact with other departments. This is vital if we want to keep a vibrant/innovative college.
19	Finding new ways of course delivery to tap underserved demographics. Treating students as names and not numbers. Utilizing internal talents and ideas to solve problems, and then recognizing (and compensating) those people accordingly.
20	Part-time faculty are disrespected, at worst, and ignored, at best, by admin, staff and colleagues alike...in this regard, RCTC should/could become the exception, rather than the rule.....
21	Teaching it's infrastructure groups (computers, business office, program directors, photography groups, human resources) how to be respectful and provide people service. I have worked at RCTC for two years and repeately run into barriers such as unprofessionalism in email and untimely reponses from staff.
22	Communication between administration and faculty...and communication between and within departments
23	Work with all faculty to improve morale, to provide a venue of respect for all faculty, to promote the quality of all faculty to our students.
24	People in some service positions that make decisions that effect other service areas when they don't have the expertise to make such decisions.
25	Better marketing in the community especially telling about specific, unique programs with job opportunities

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