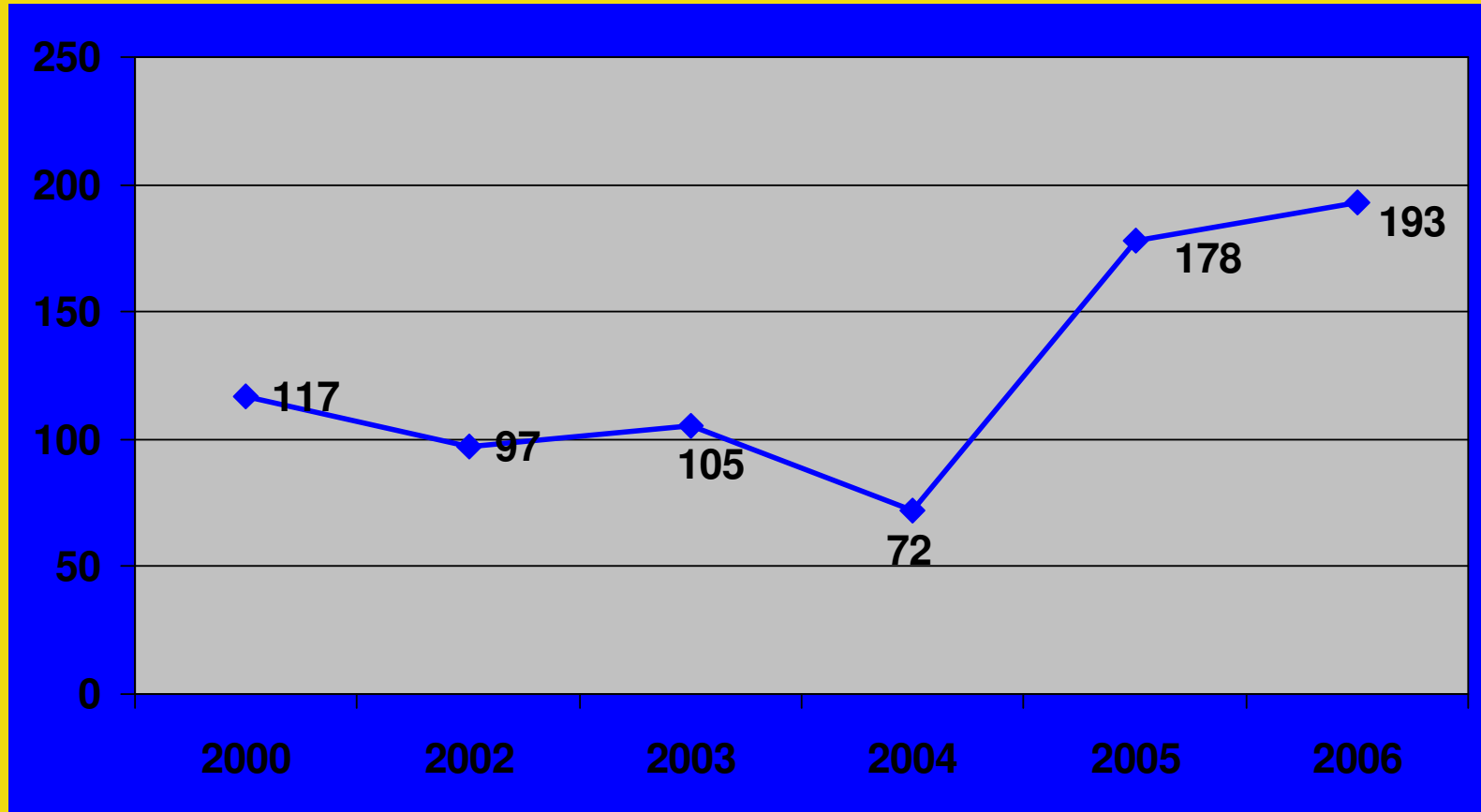


Campus Quality Survey

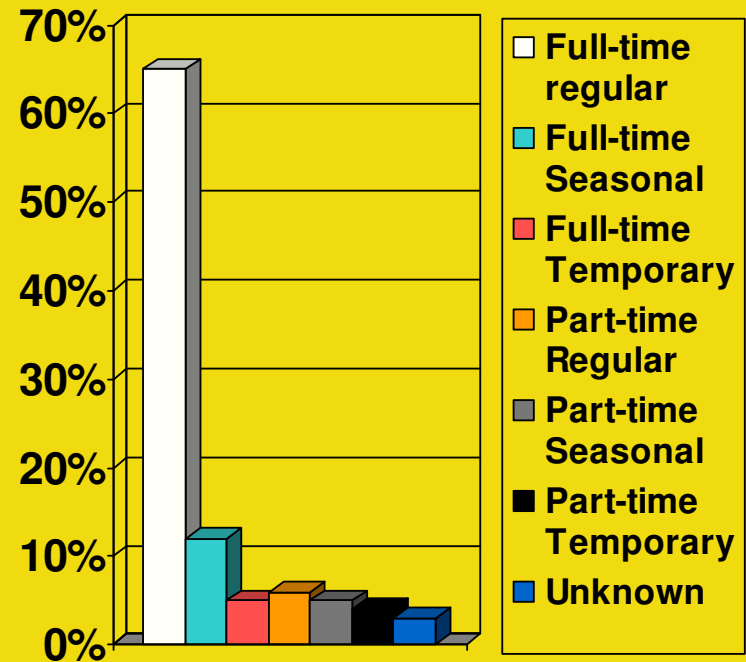
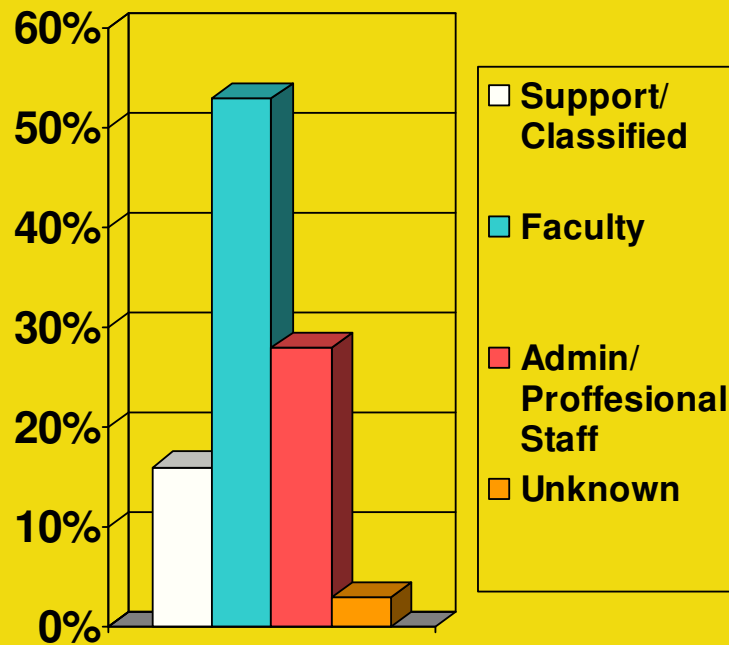
2006



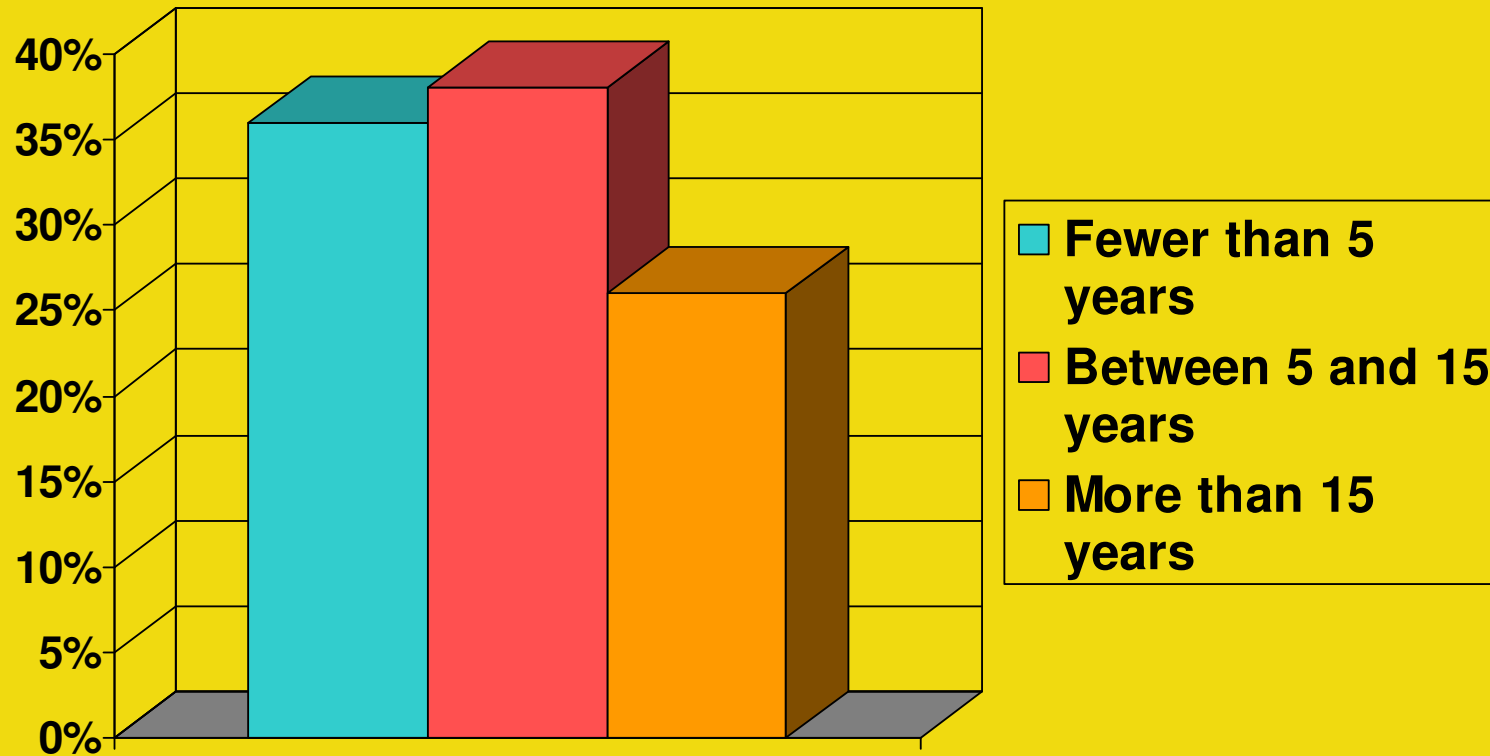
Survey Participation



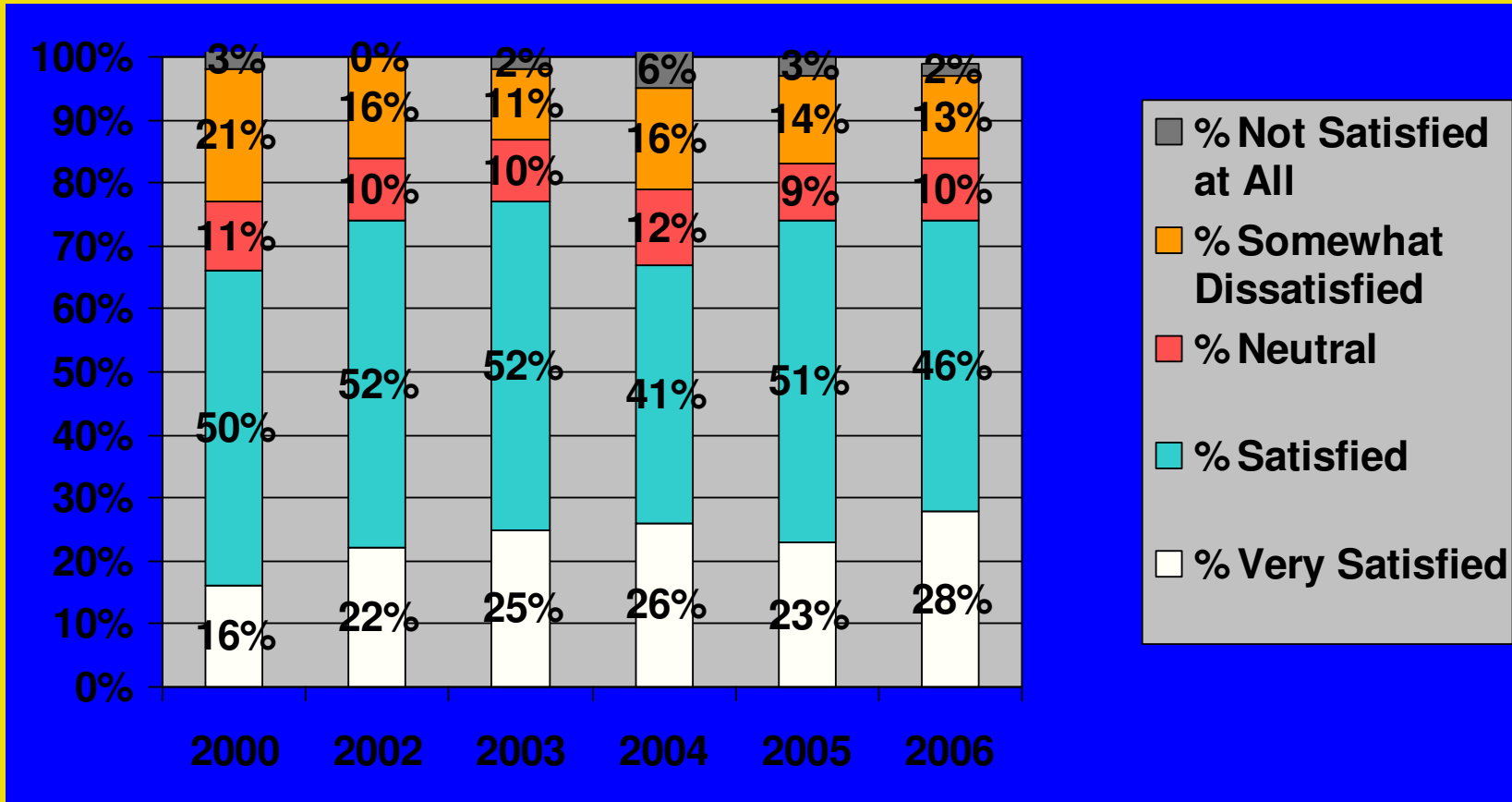
Survey Participation



I have worked at RCTC for:

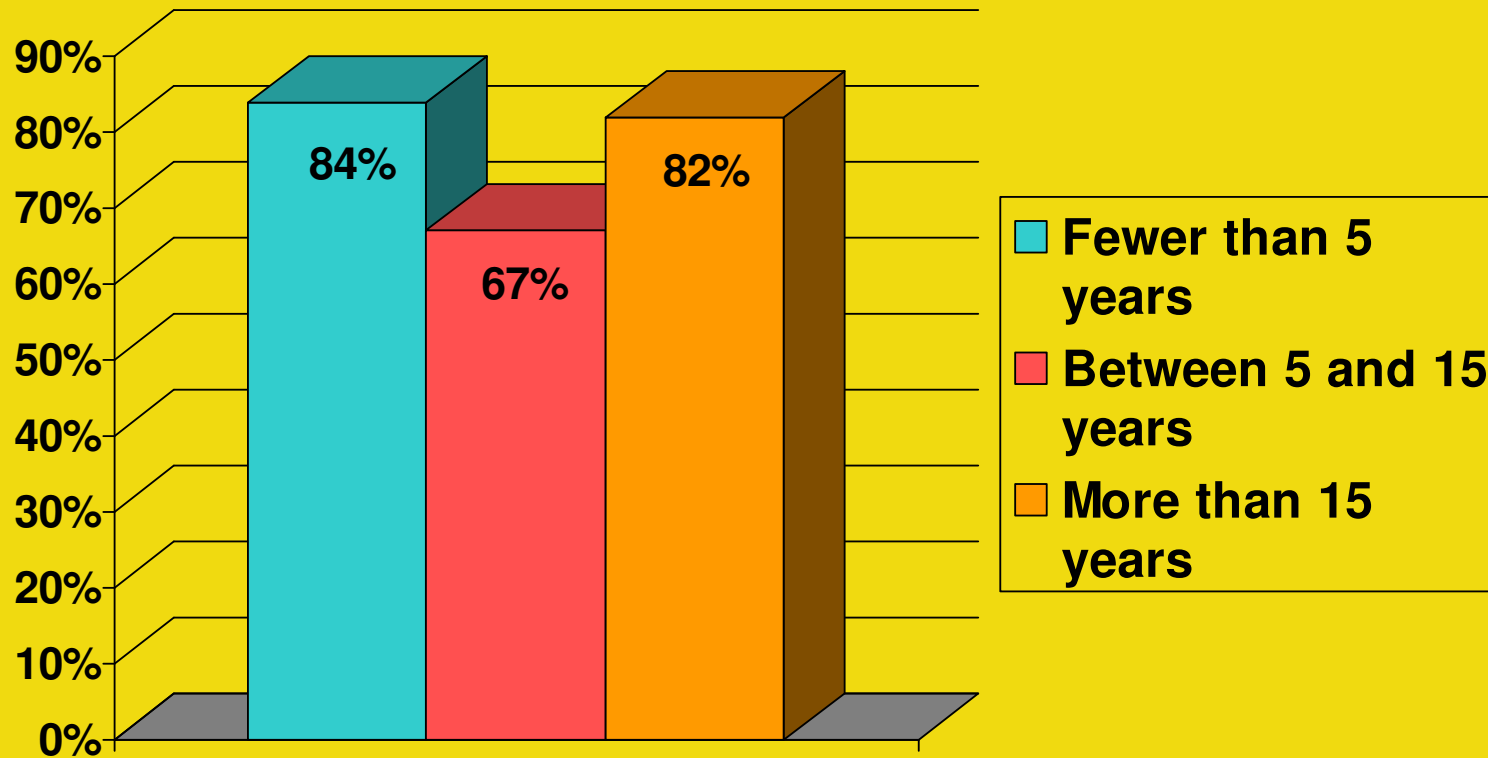


Overall satisfaction with employment

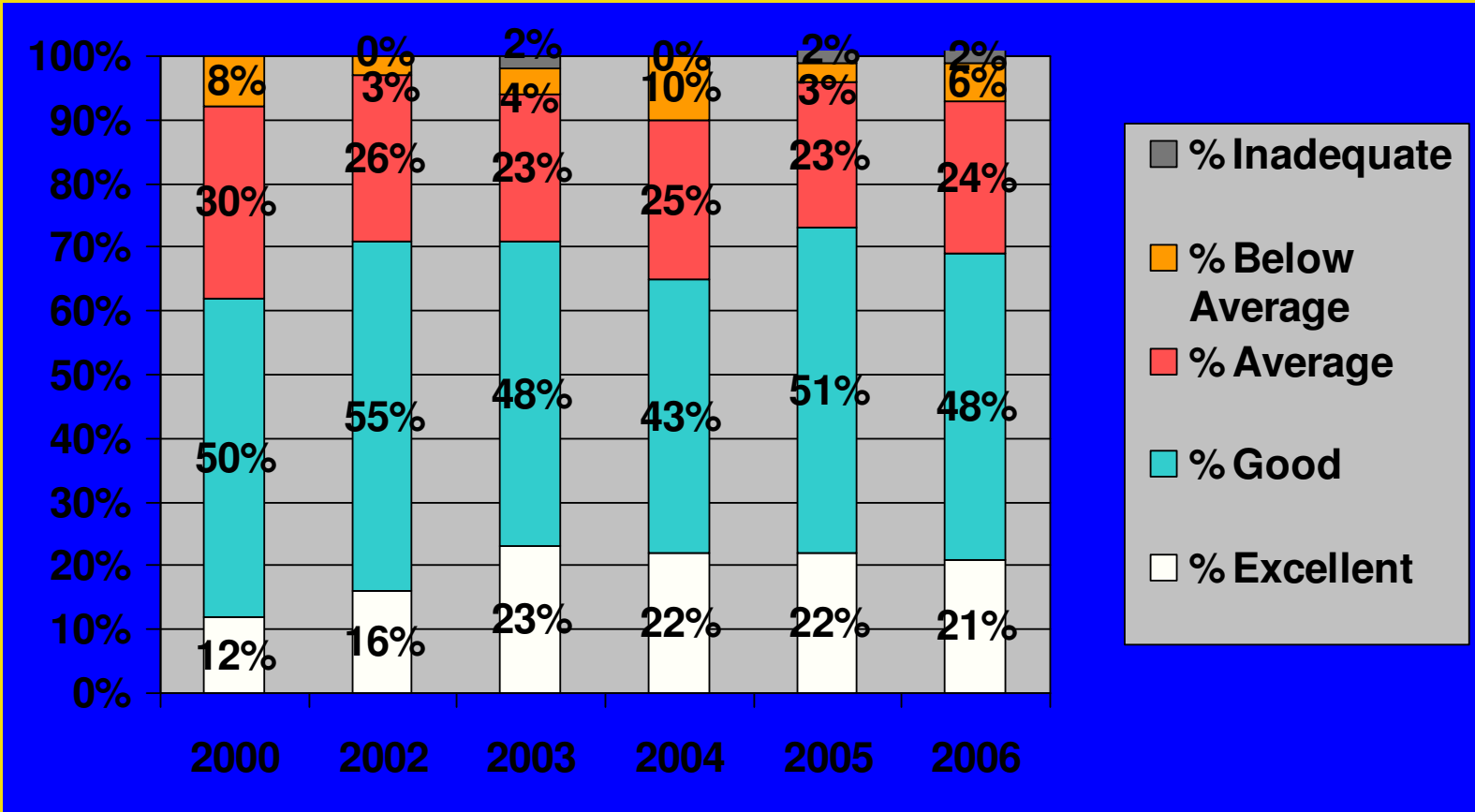


Satisfied or Very Satisfied by Tenure:

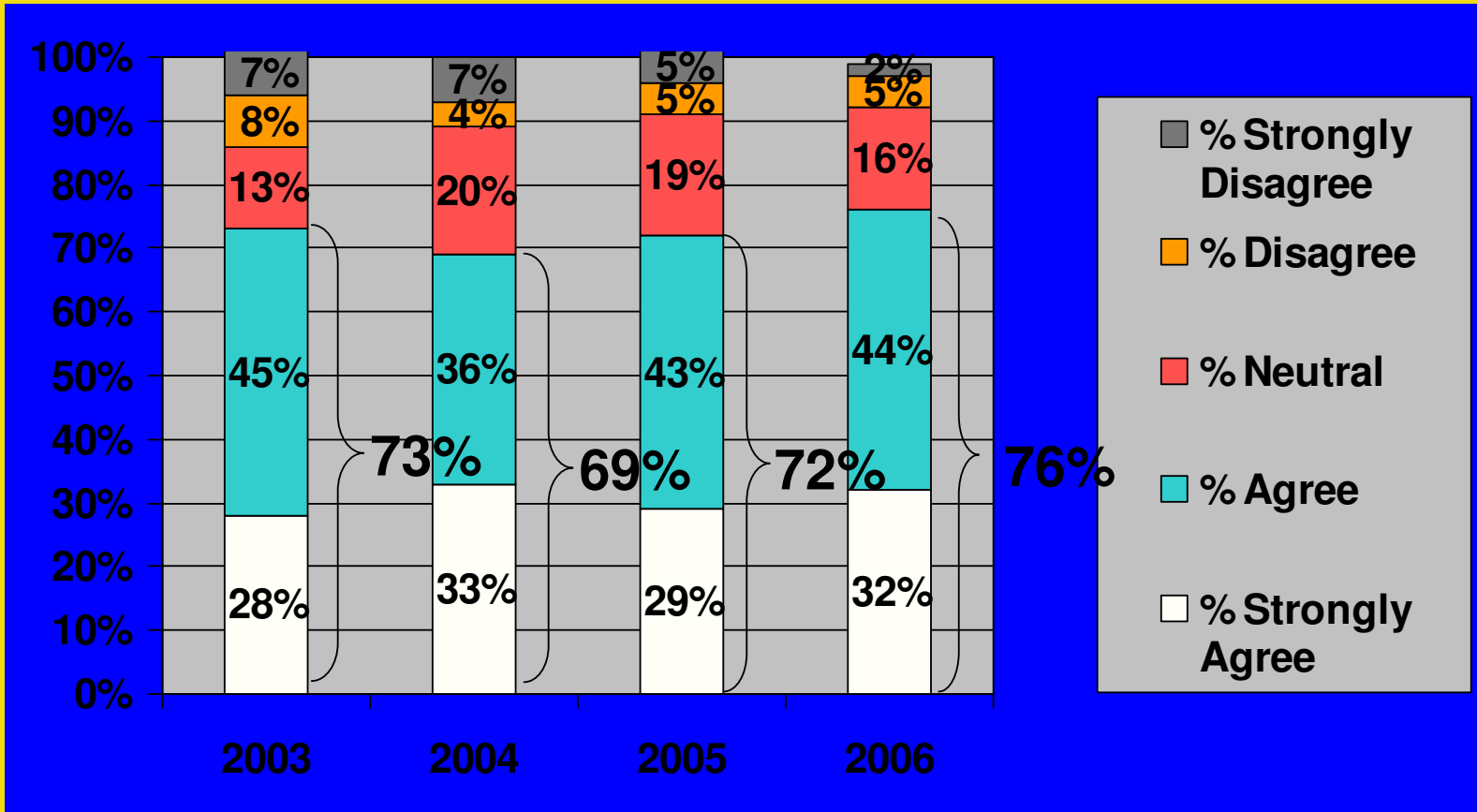
(% Agree or Strongly Agree)



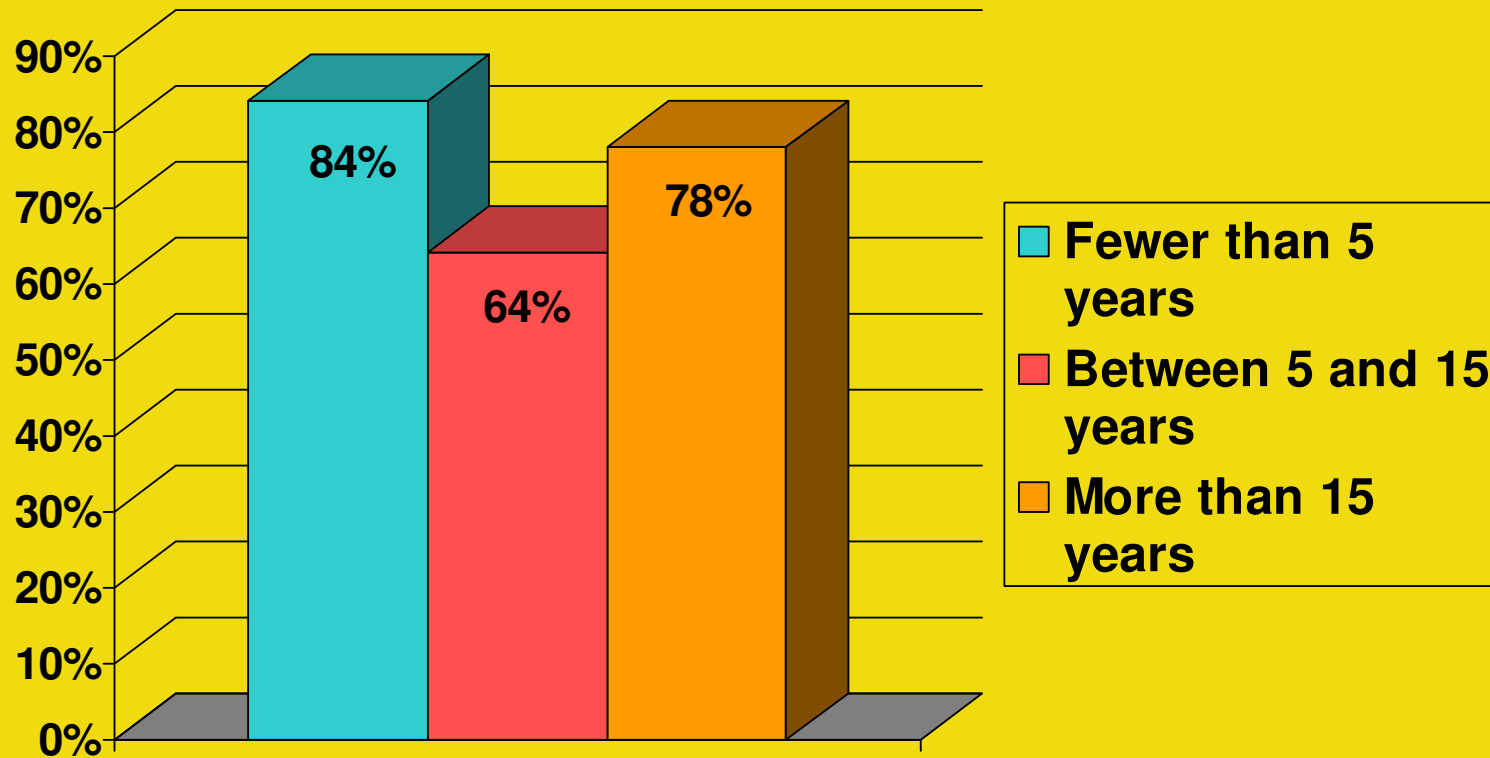
Overall impression of quality at RCTC



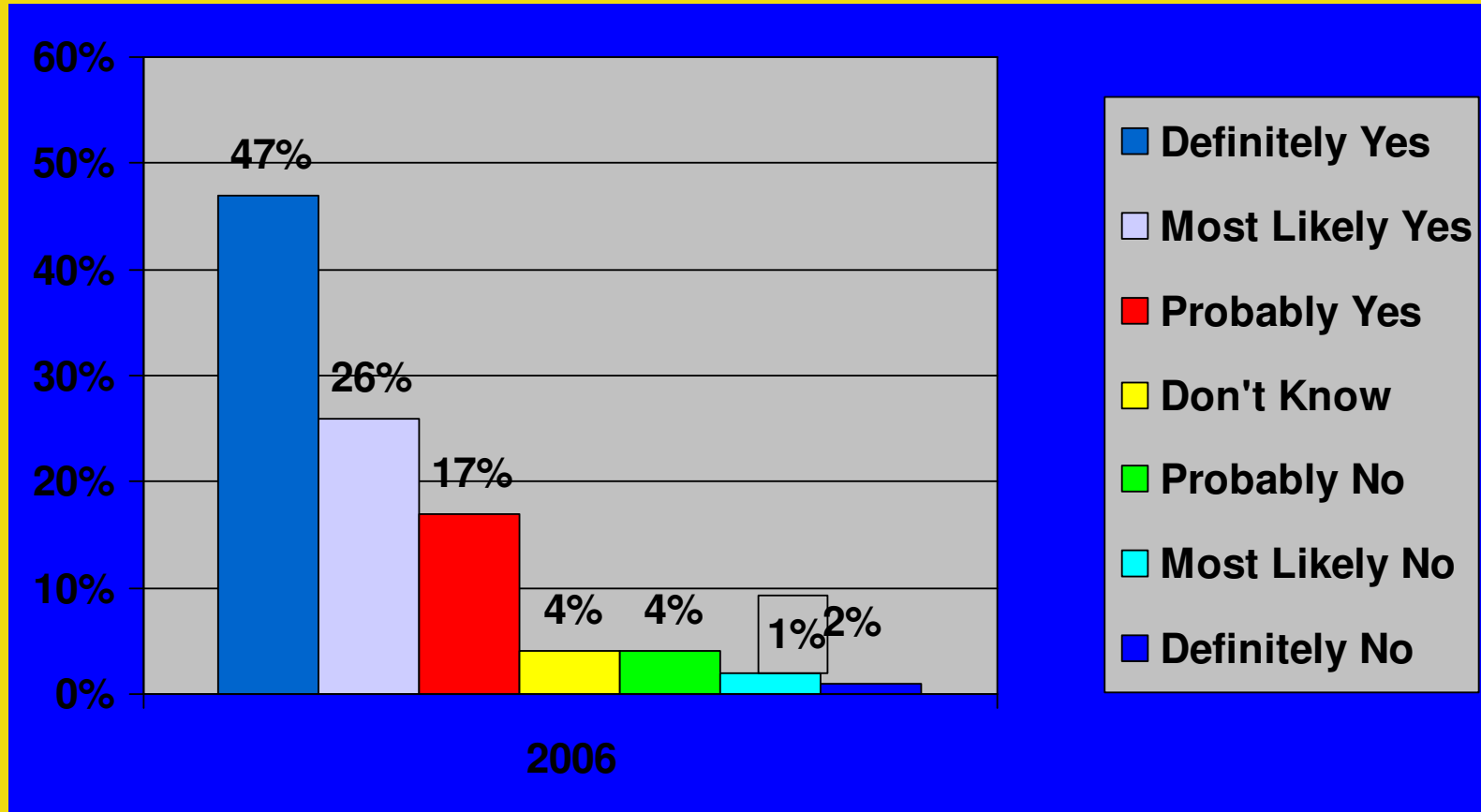
I would recommend RCTC as a place to work



% Would Recommend by Tenure:



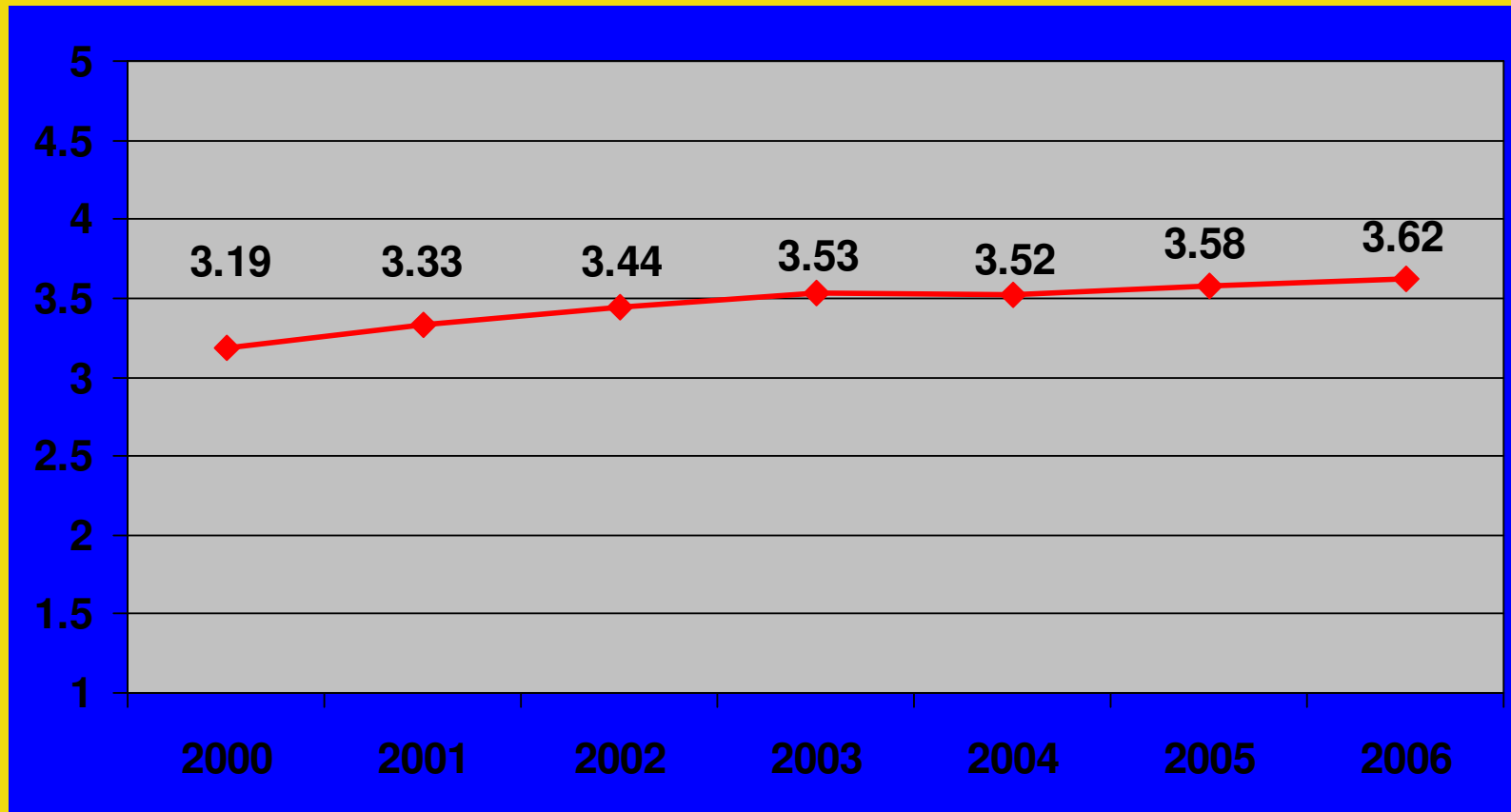
I would recommend RCTC as a school to attend



Kudos and Opportunities for Improvement

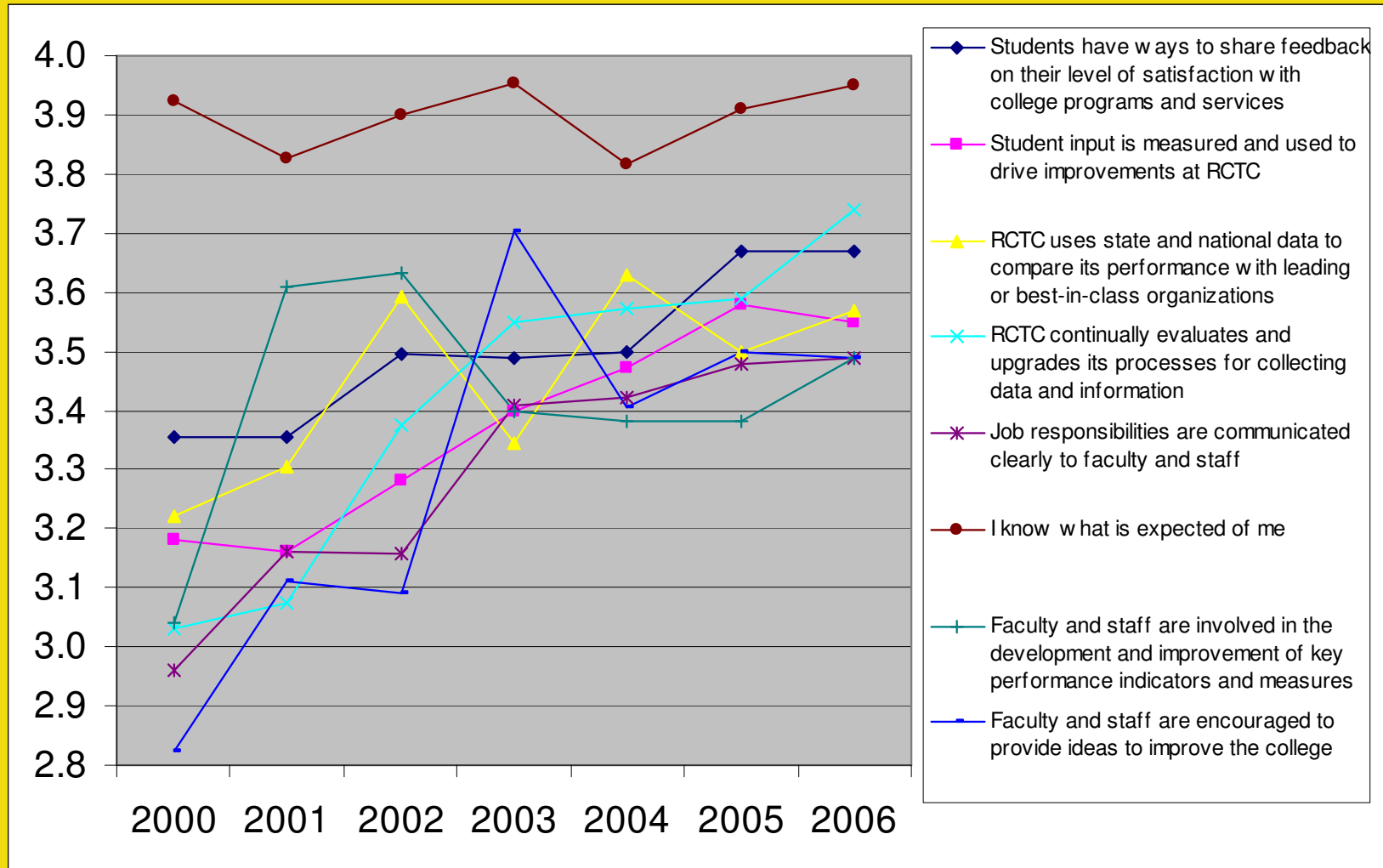
- Best Performing Indicators
 - I know what is expected of me
 - RCTC continually evaluates and upgrades its processes for collecting data and information
 - RCTC listens to its students
- Biggest OFIs
 - Employees are rewarded for outstanding job performance
 - There are effective lines of communication between departments at the college
 - Processes for selecting, orienting, training, empowering and recognizing personnel are carefully planned
- Most Positive Change '05-'06
 - RCTC continually evaluates and upgrades its processes for collecting data and information (+0.15)
 - Data and information needed to support my work processes are easily accessible (+0.11)
 - RCTC listens to its students (+0.09)
- Most Negative Change '04-'05
 - Administrators model continuous improvement and set examples for quality services in their day-to-day activities (-0.18)
 - Education programs to improve job performance are available for employees (-0.11)
 - Team efforts (committees, task forces, rapid response teams) are effective at RCTC (-0.11)

Quality Assurance



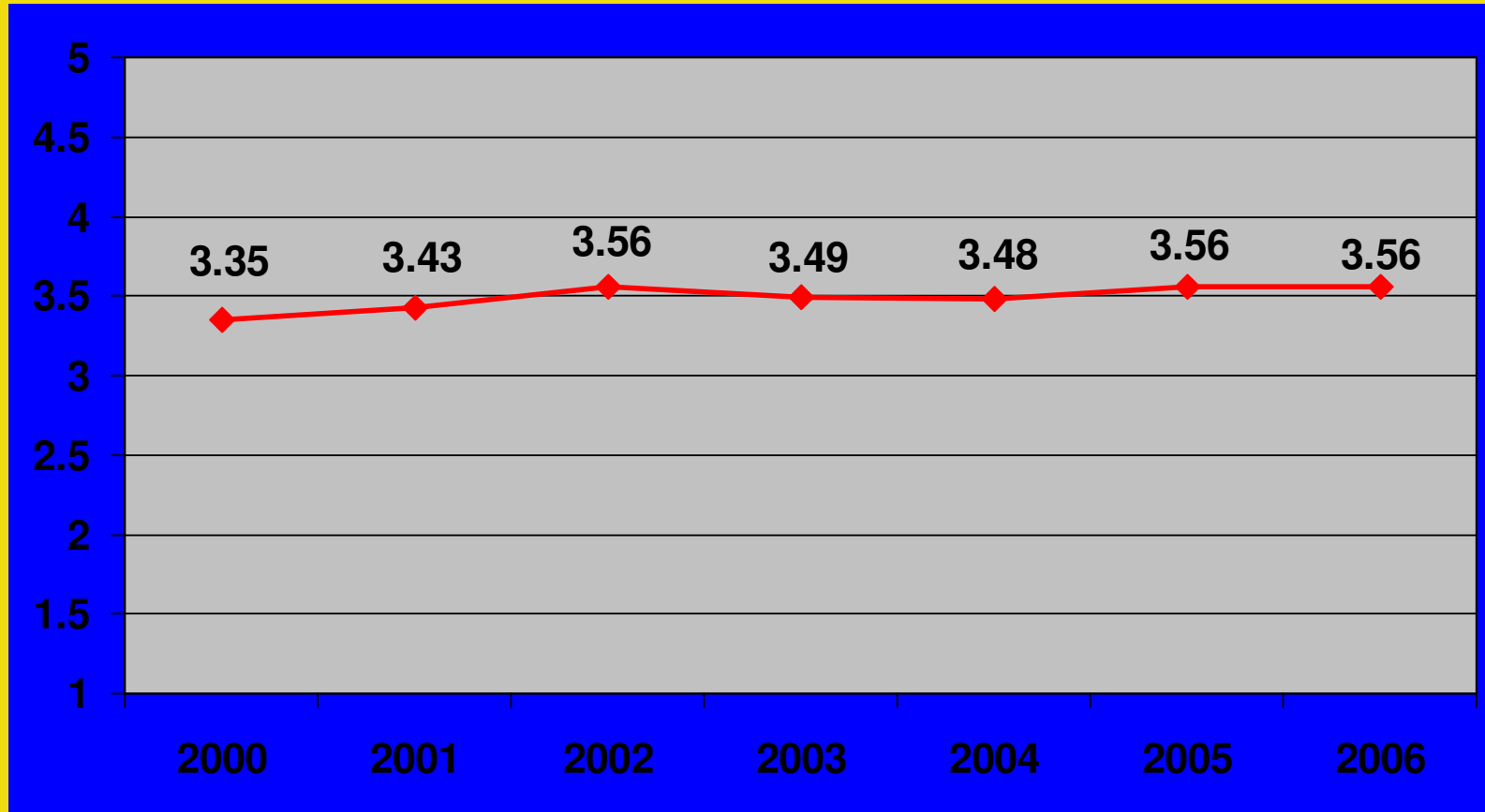
1=Strongly disagree, 5=Strongly Agree

Quality Assurance



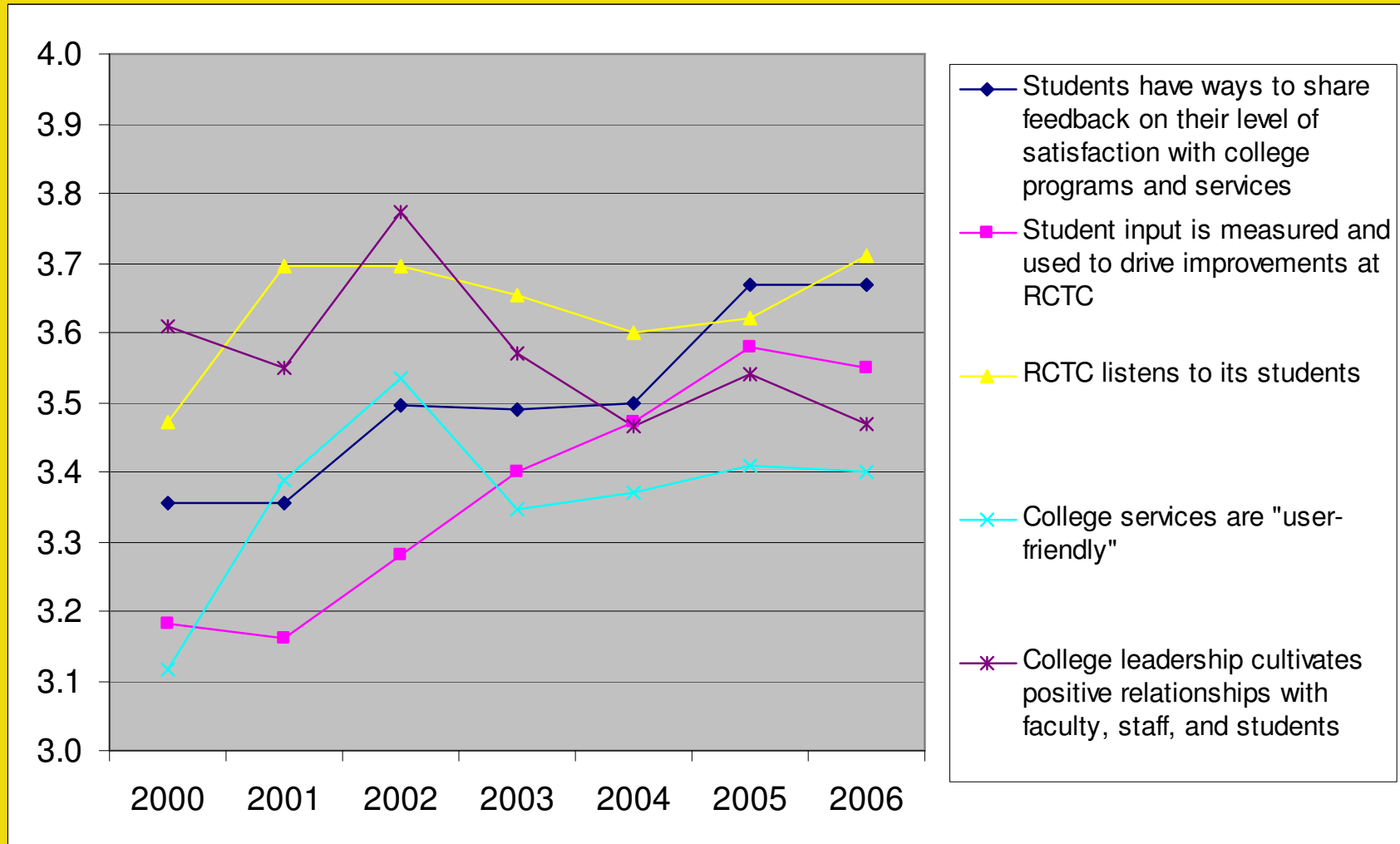
1=Strongly disagree, 5=Strongly Agree

Customer Focus



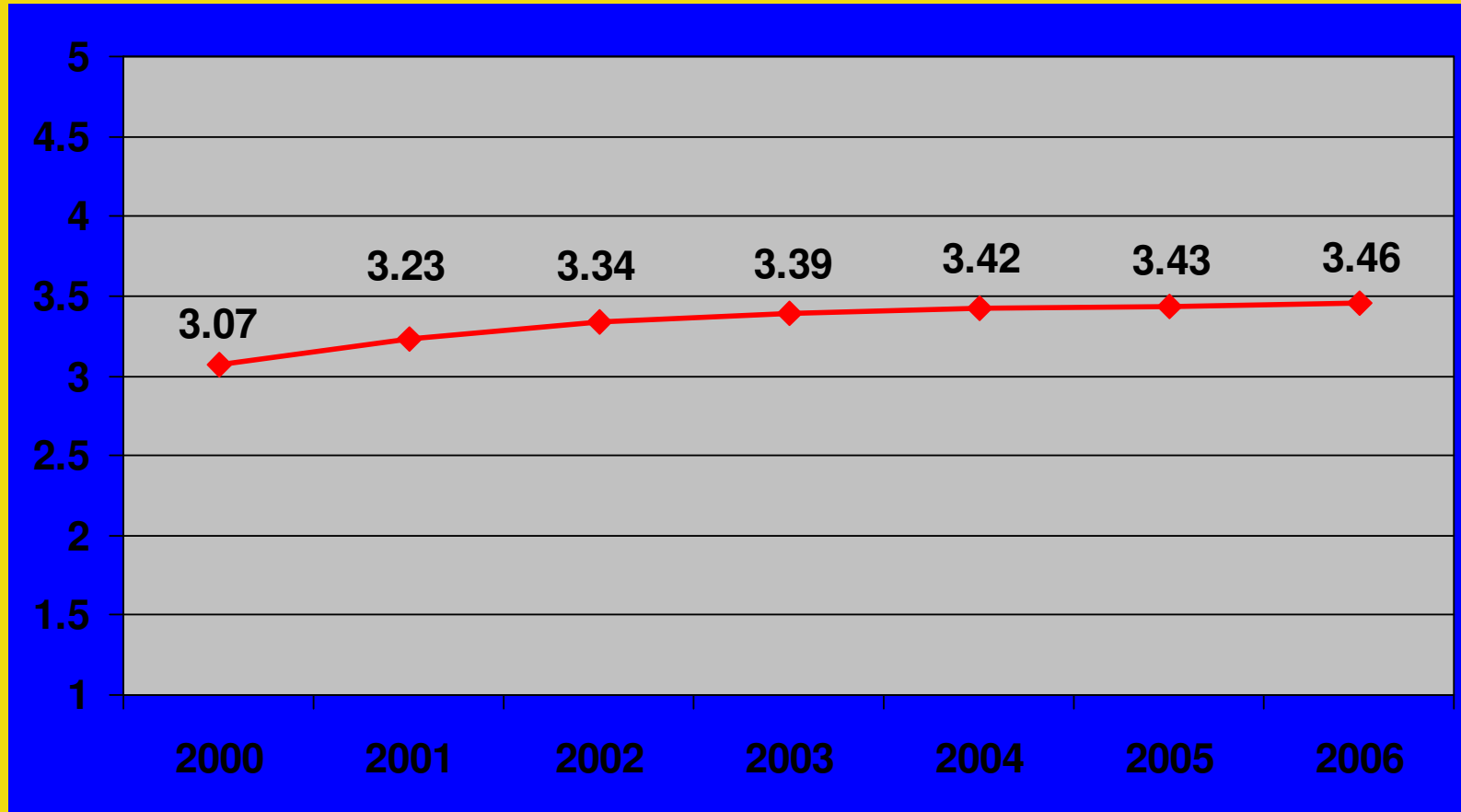
1=Strongly disagree, 5=Strongly Agree

Customer Focus



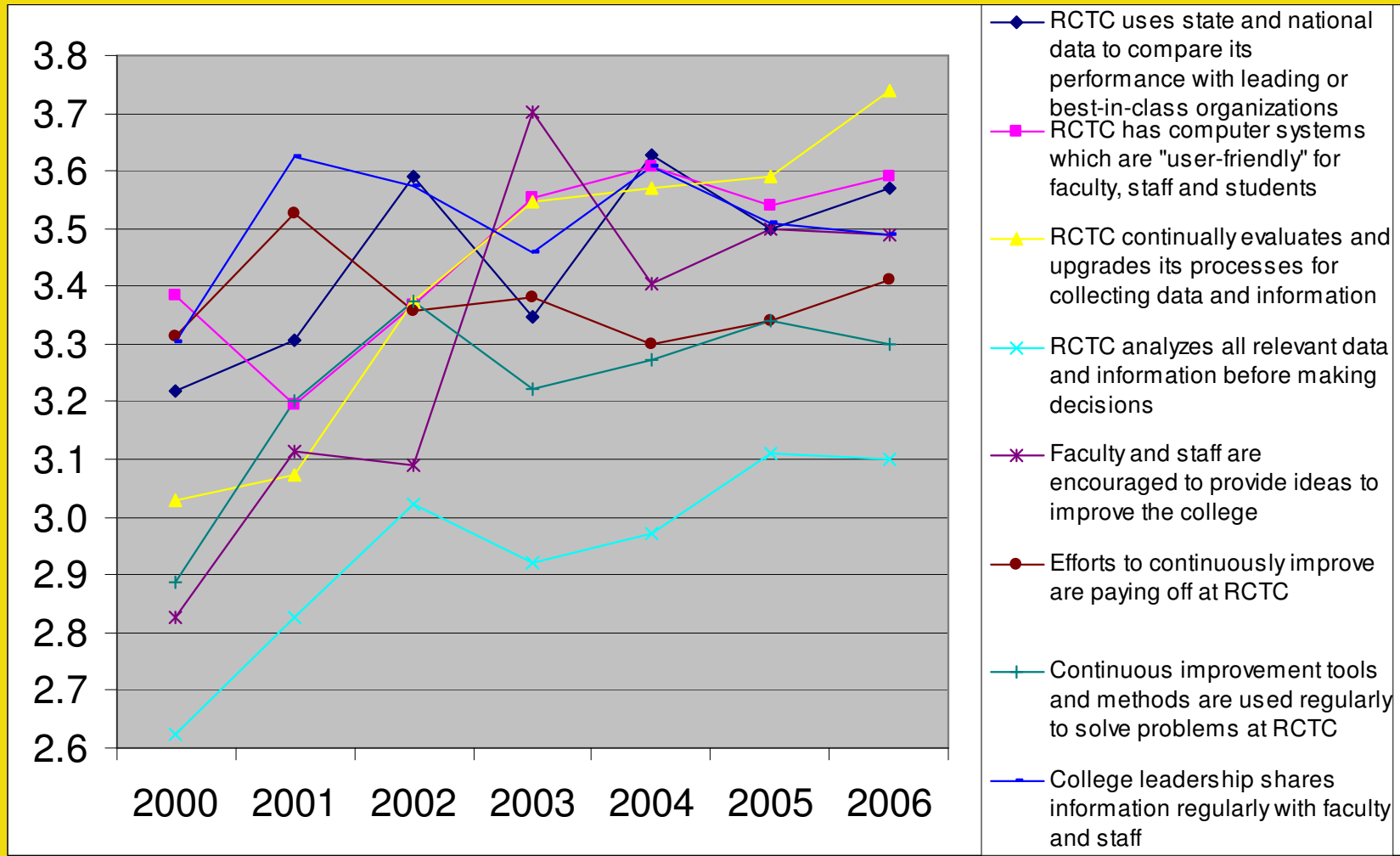
1=Strongly disagree, 5=Strongly Agree

Measurement and Analysis



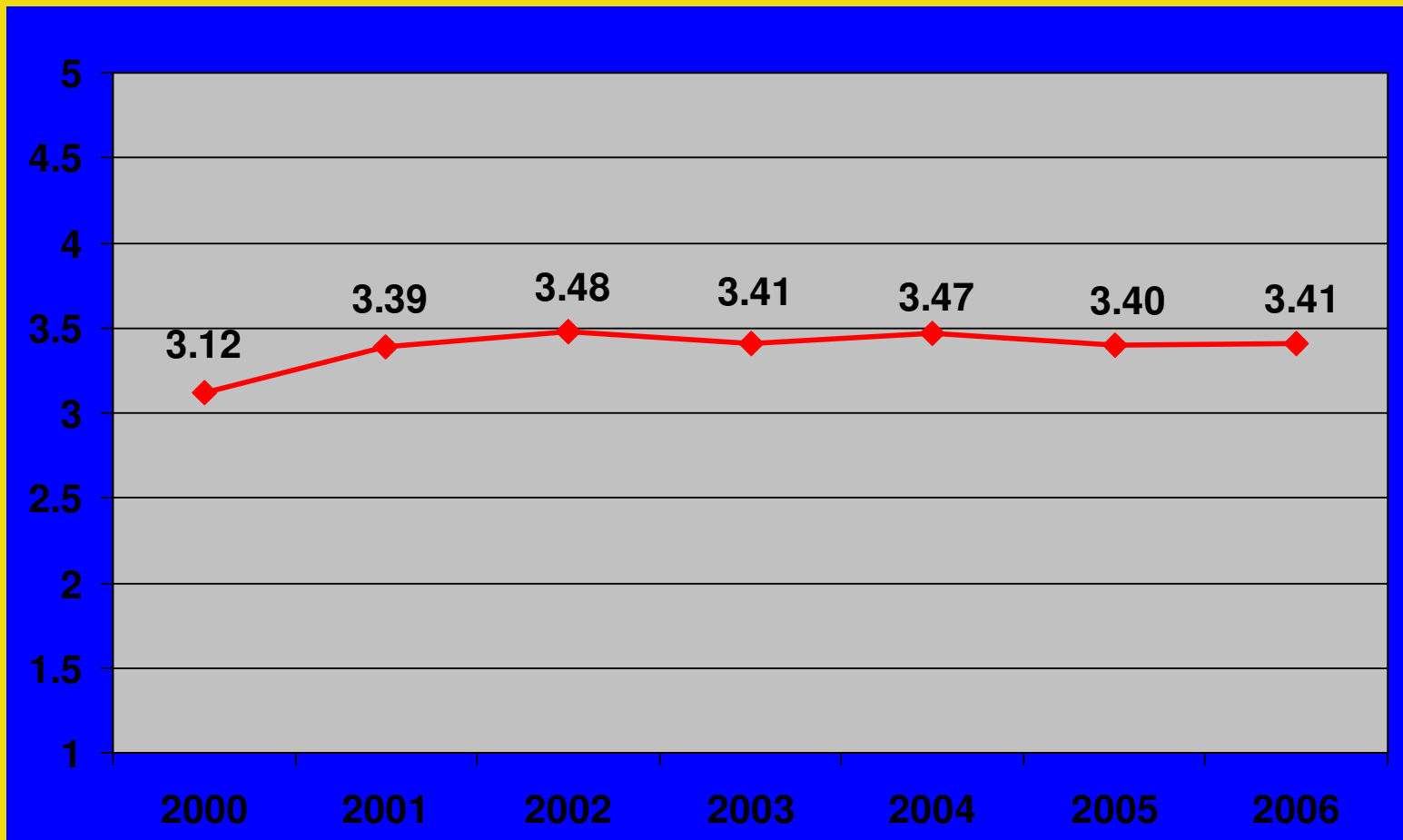
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Measurement and Analysis



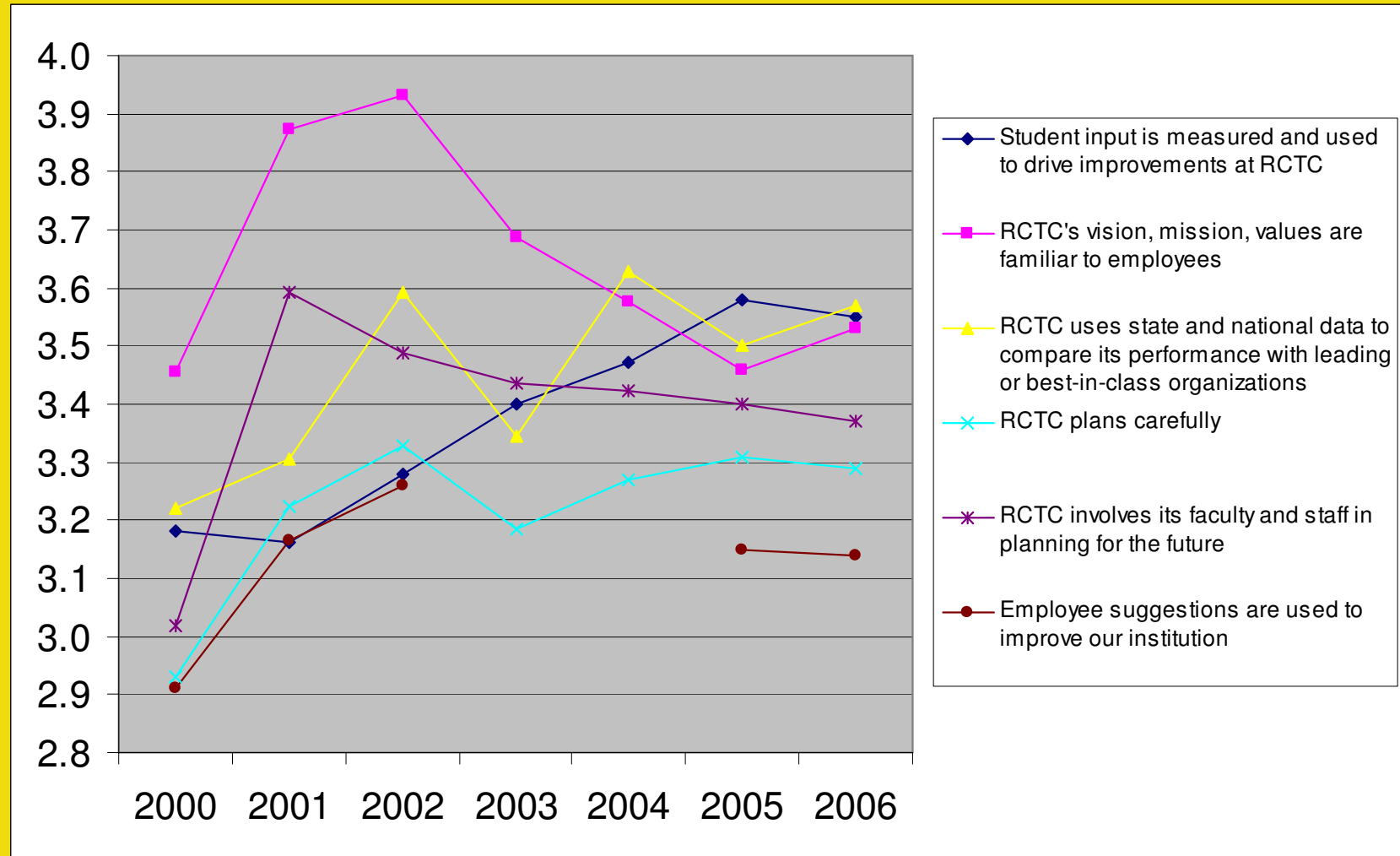
1=Strongly disagree, 5=Strongly Agree

Strategic Quality Planning



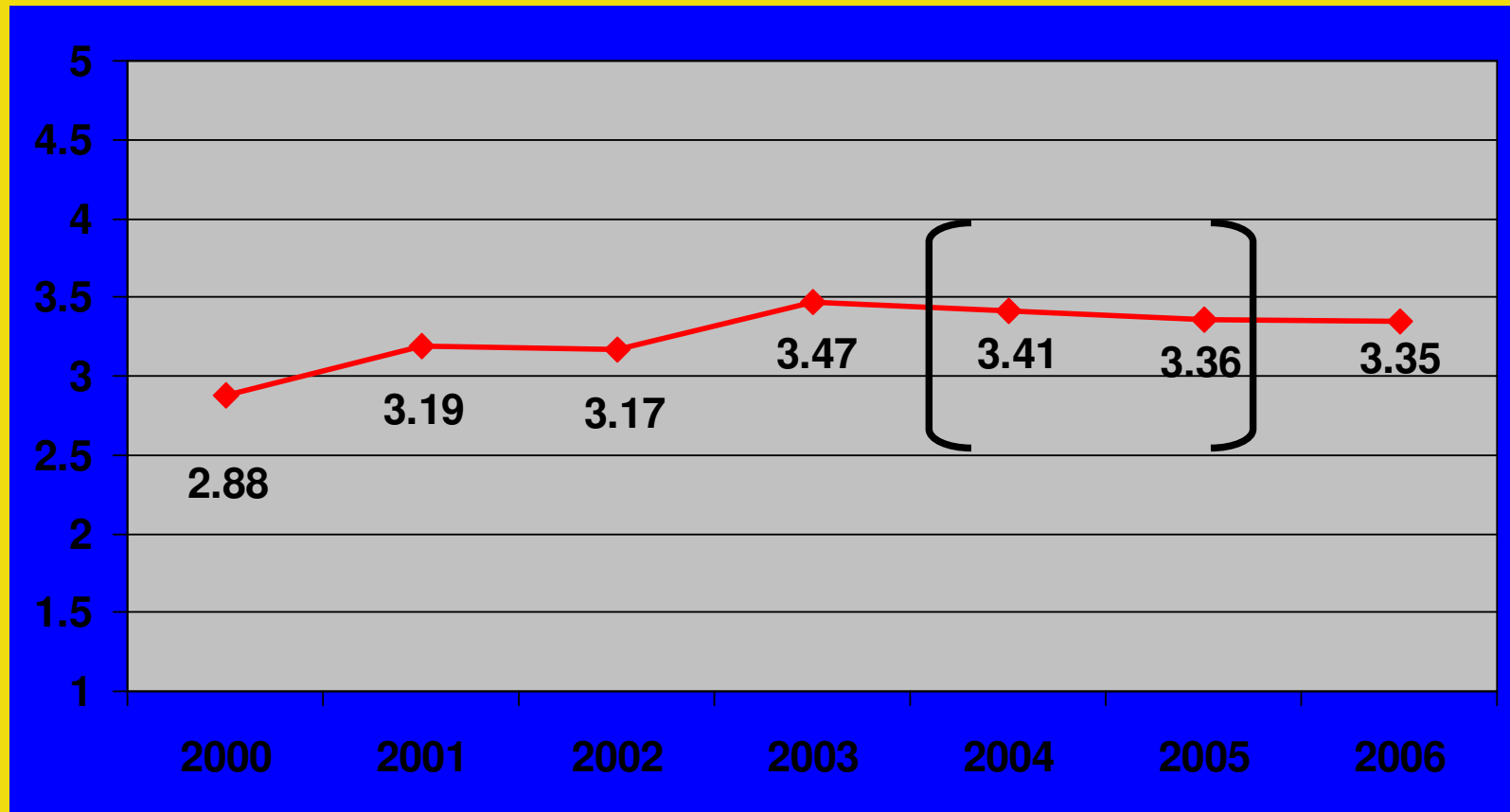
1=Strongly disagree, 5=Strongly Agree

Strategic Quality Planning



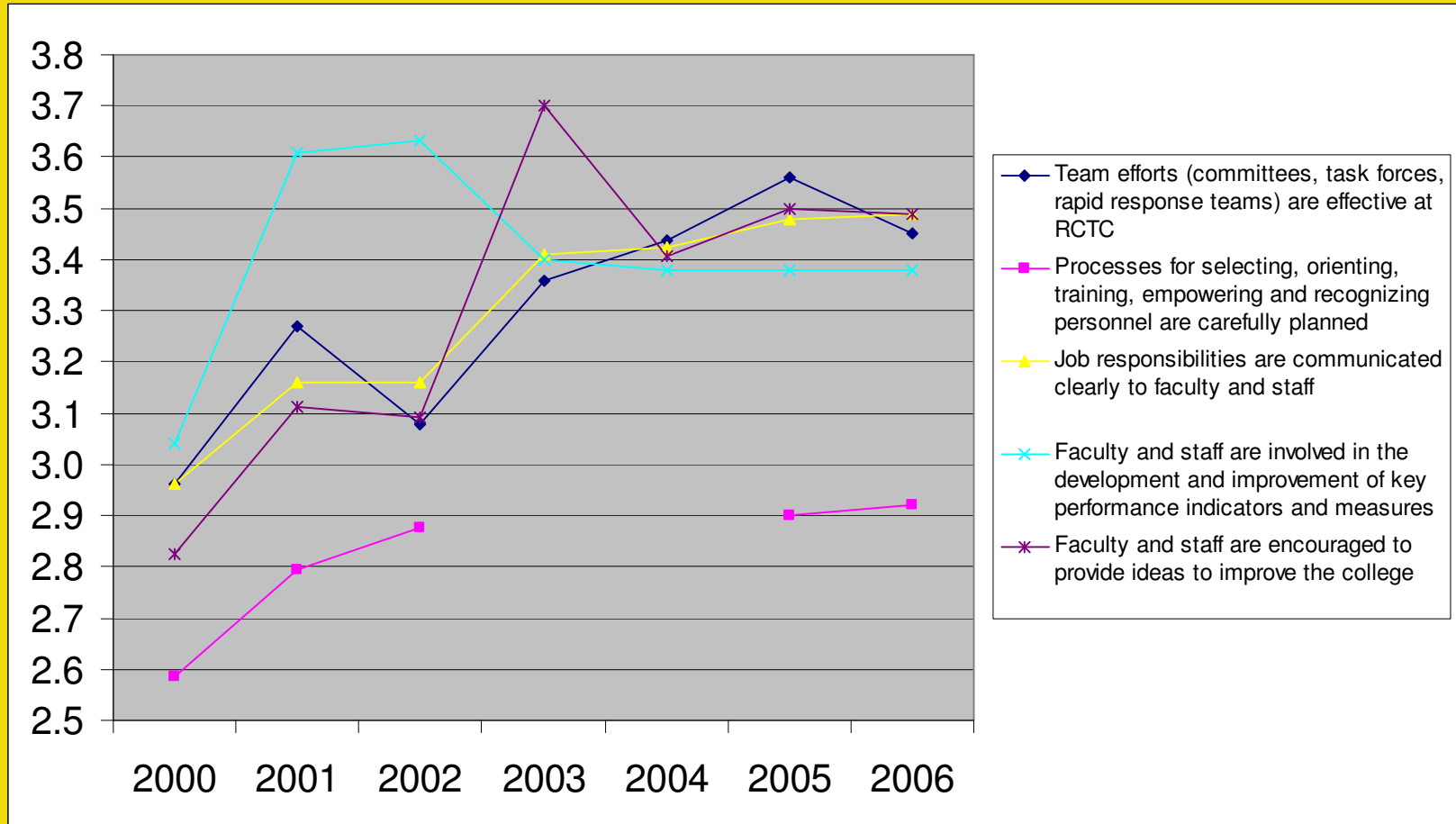
1=Strongly disagree, 5=Strongly Agree

Employee Empowerment and Teamwork



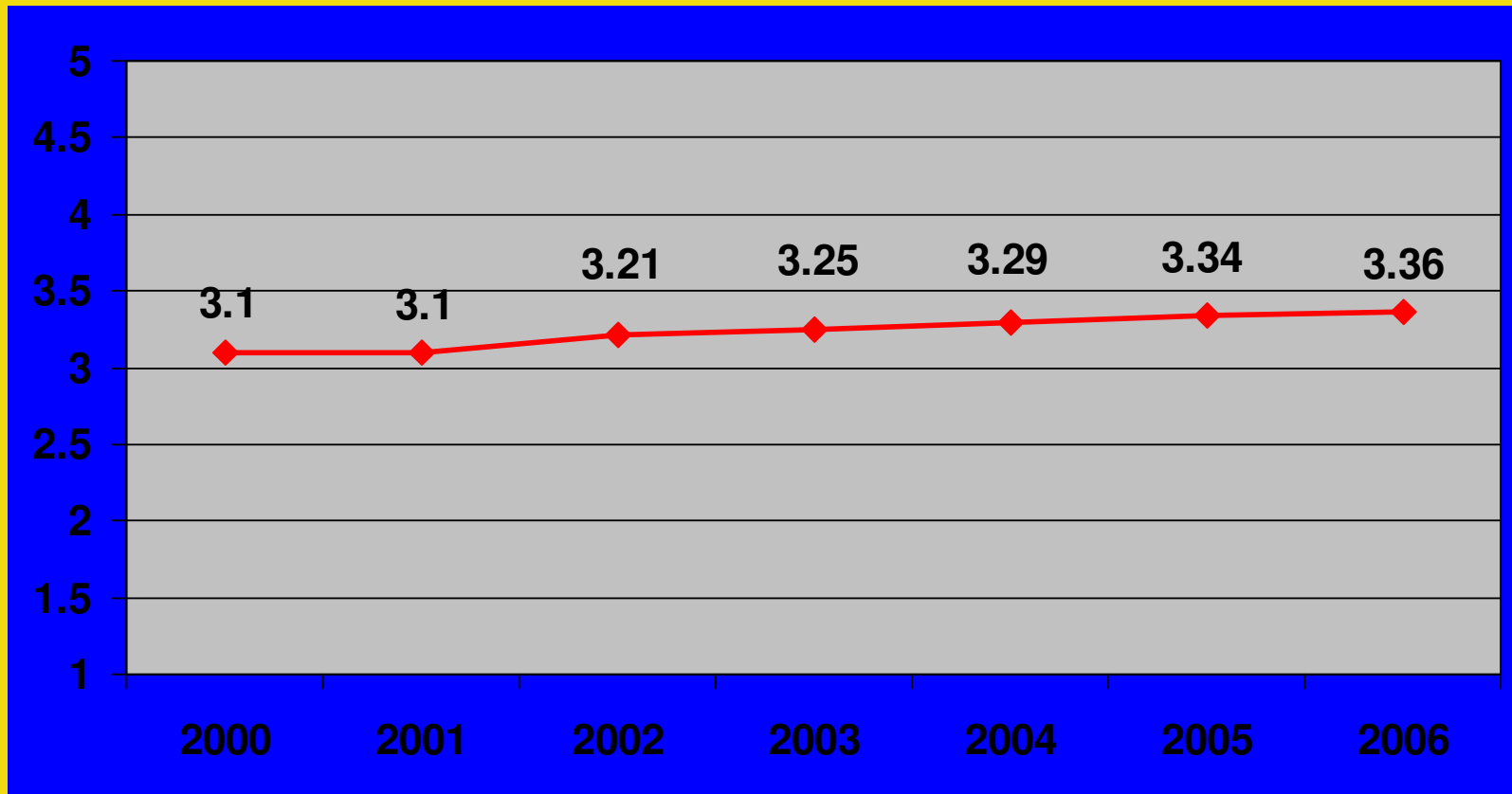
1=Strongly disagree, 5=Strongly Agree

Employee Empowerment and Teamwork



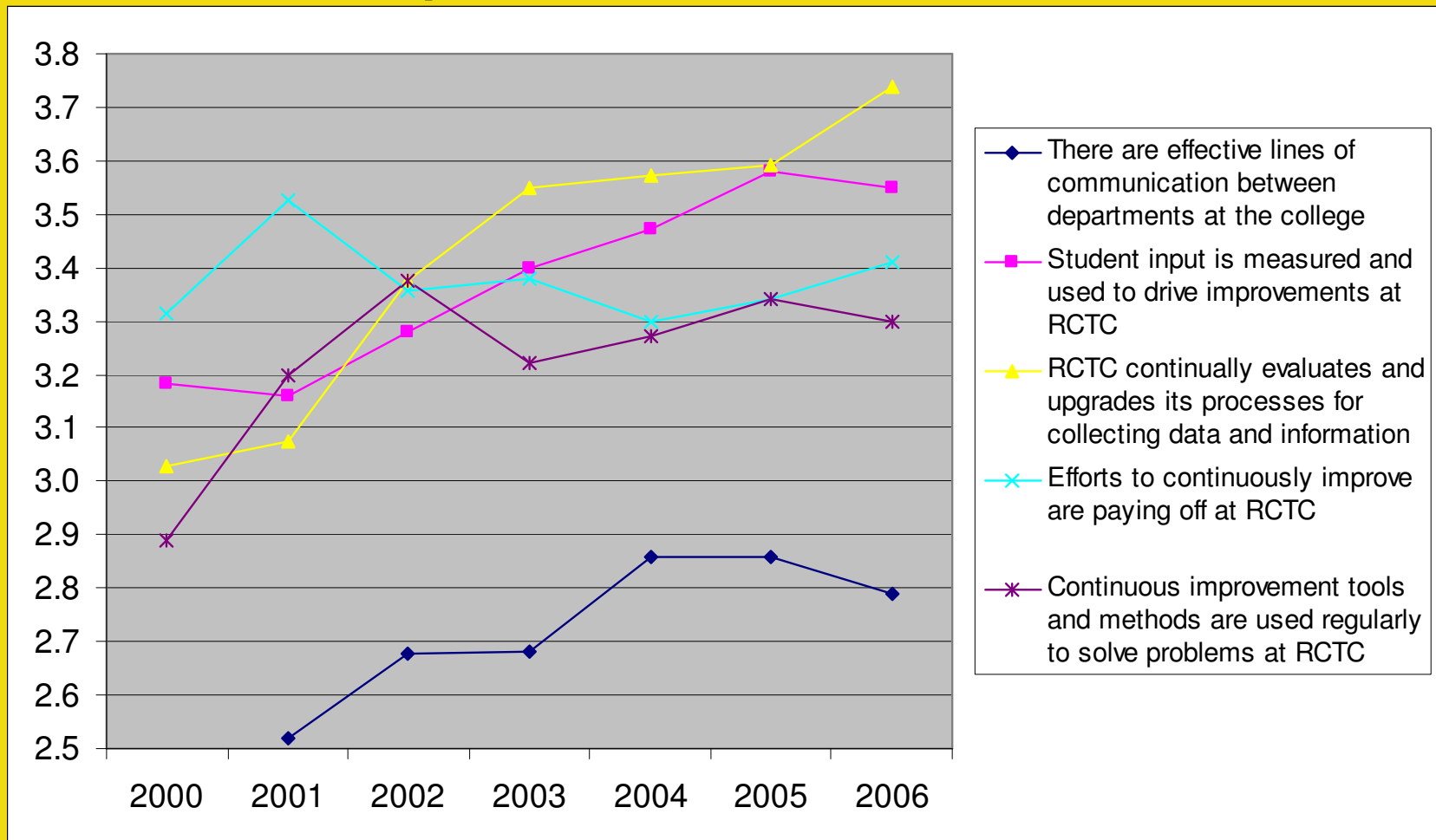
1=Strongly disagree, 5=Strongly Agree

Quality and Productivity Improvement Results



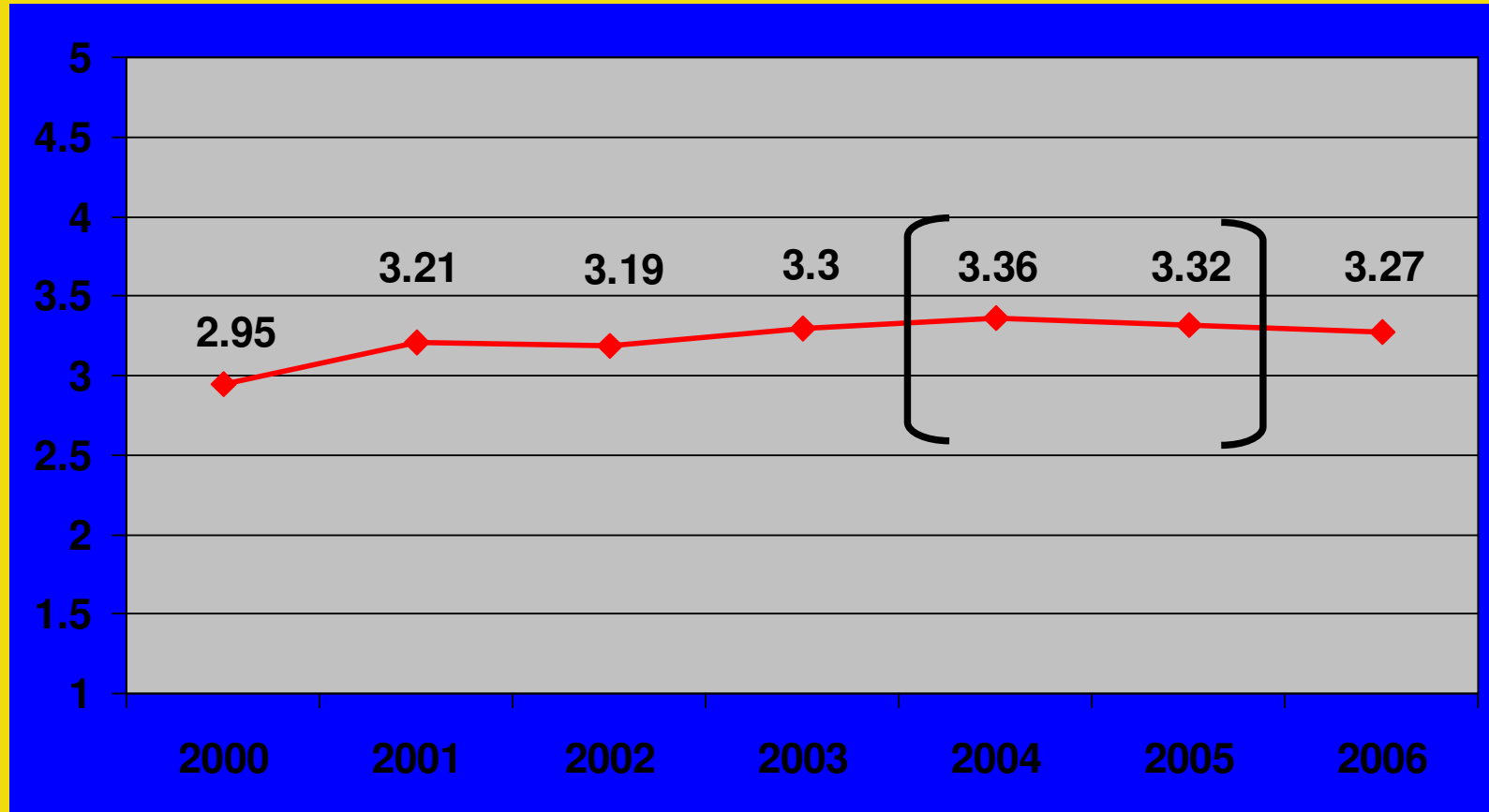
1=Strongly disagree, 5=Strongly Agree

Quality and Productivity Improvement Results



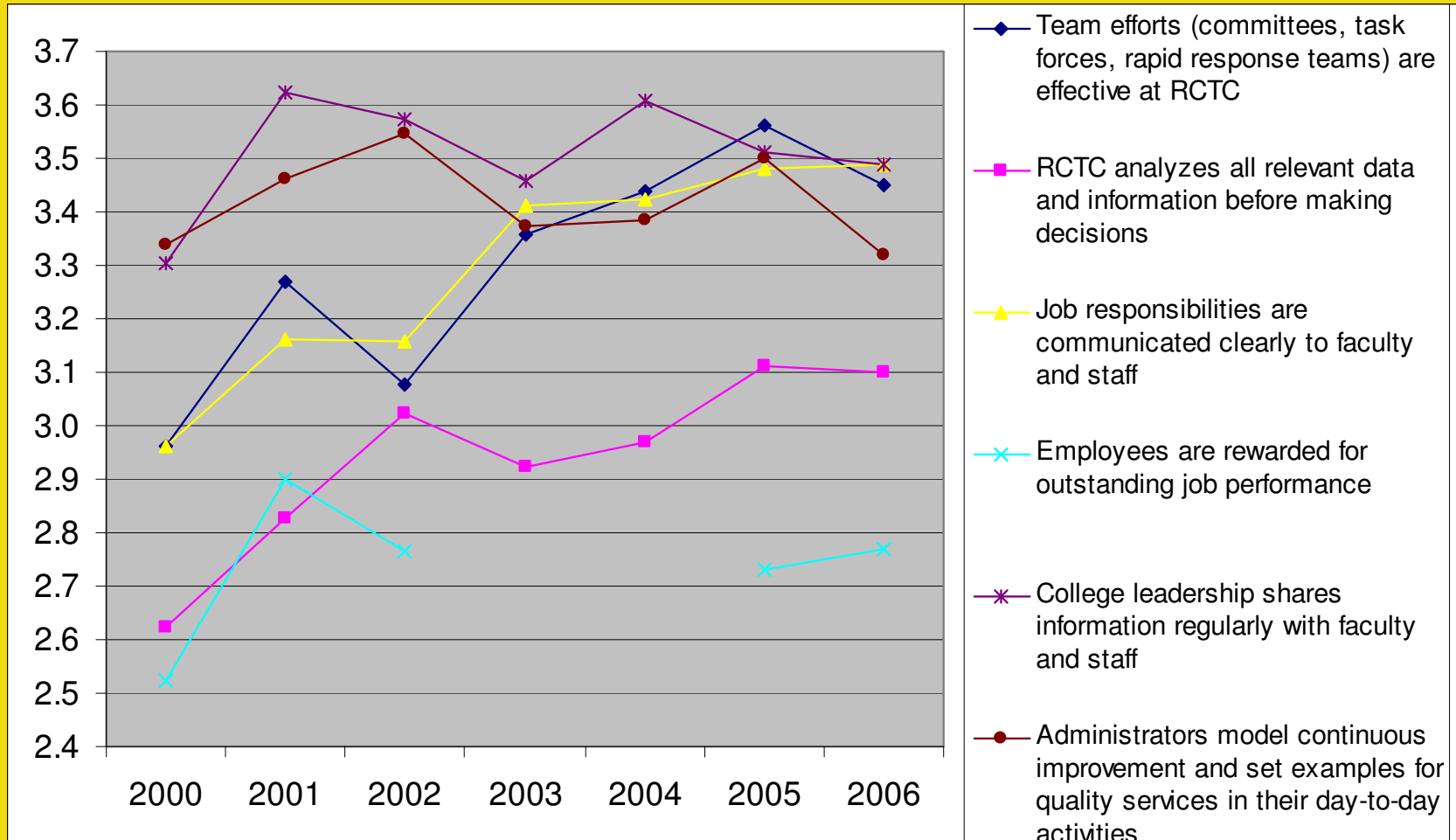
1=Strongly disagree, 5=Strongly Agree

Top Management Leadership and Support



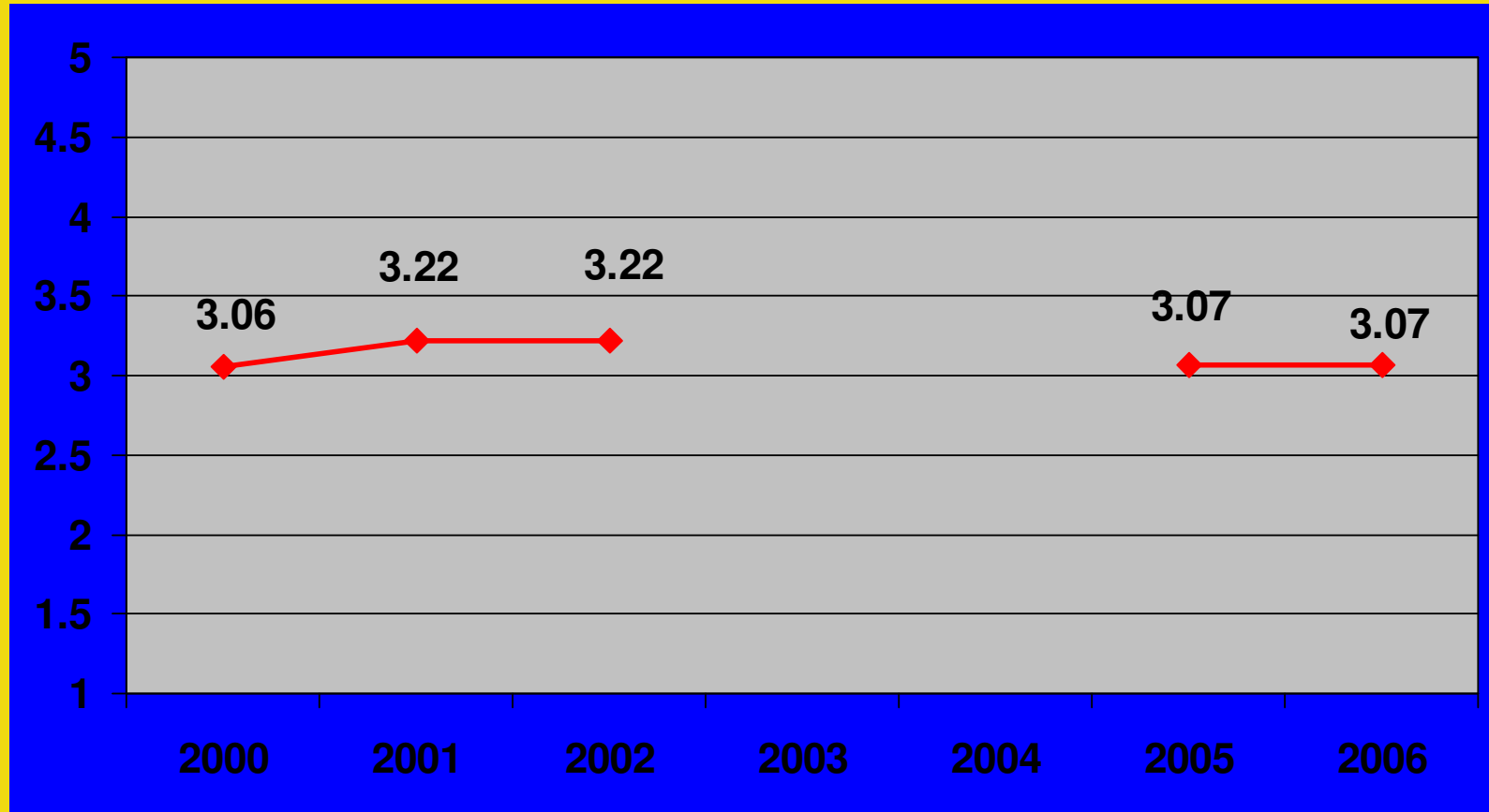
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Top Management Leadership and Support



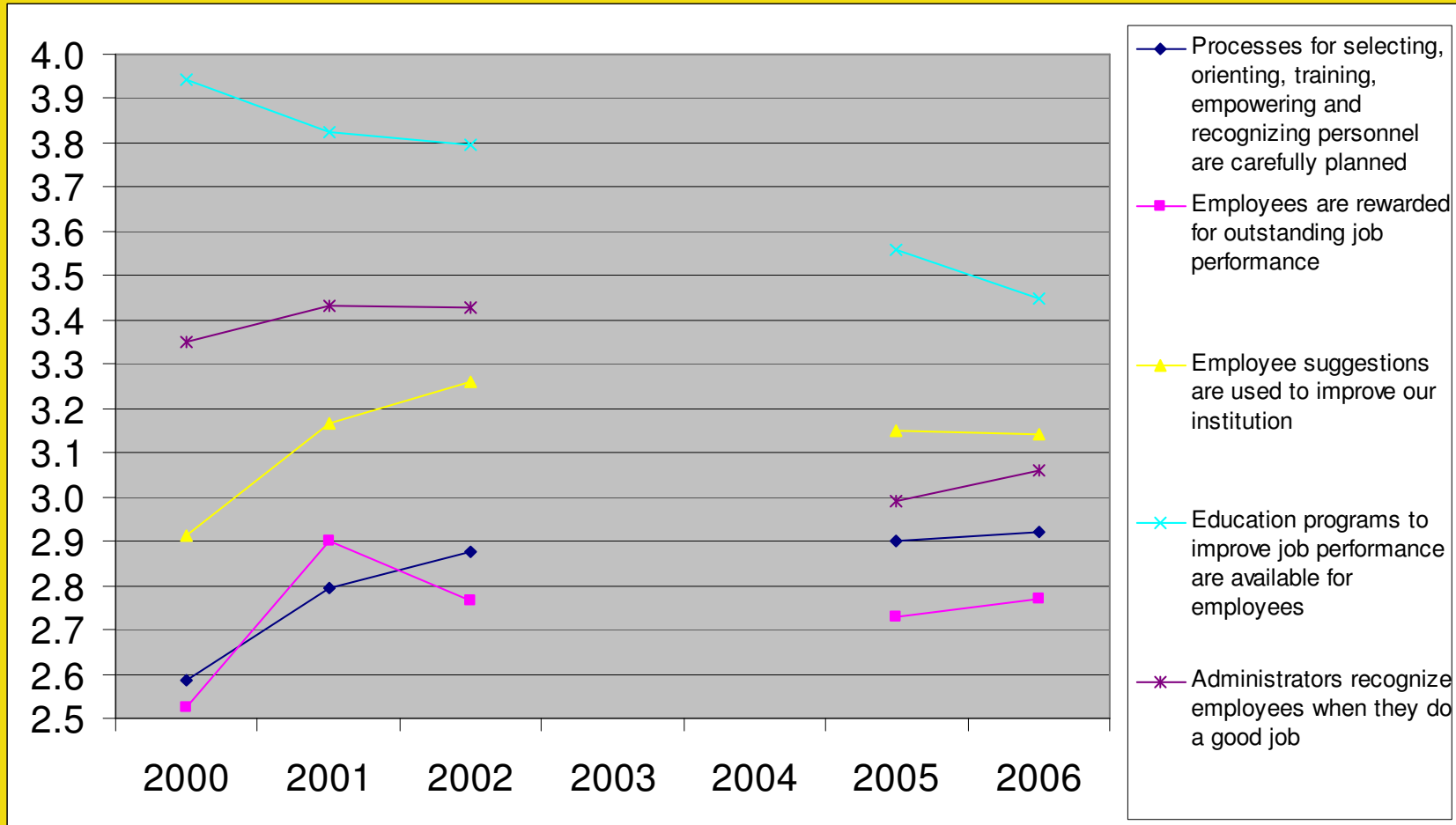
1=Strongly disagree, 5=Strongly Agree

Employee Training and Recognition



1=Strongly disagree, 5=Strongly Agree

Employee Training and Recognition



1=Strongly disagree, 5=Strongly Agree

Would you support a name change from
“RCTC” to “Rochester College”?

