



Bevill State Community College

EVALUATION OF LIBRARY & SUPPORT SERVICES

**Participants:
Faculty/Staff/Administration**

Spring 2009

BSCC EVALUATION OF LIBRARY & SUPPORT SERVICES, SPRING 2009
FULL TIME ADMINISTRATORS/FACULTY/ STAFF

1. Requests for library materials and services are addressed efficiently and effectively.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	6.67	40.00	53.33	2.47	30
Hamilton Campus	0.00	0.00	21.62	78.38	2.78	37
Jasper Campus	0.00	0.00	53.12	46.88	2.47	32
Sumiton Campus	0.00	0.00	62.50	37.50	2.38	40
Pickens Co. Educational Ctr.	0.00	0.00	60.00	40.00	2.40	5
All Respondents	0.00	1.33	47.45	51.22	2.50	144

2. The library provides references and information services using a variety of formats.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	3.03	39.39	57.58	2.55	33
Hamilton Campus	0.00	0.00	39.47	60.53	2.61	38
Jasper Campus	0.00	0.00	62.86	37.14	2.37	35
Sumiton Campus	0.00	0.00	54.76	45.24	2.45	42
Pickens Co. Educational Ctr.	0.00	40.00	60.00	0.00	1.60	5
All Respondents	0.00	8.66	51.30	40.10	2.32	153

3. Library equipment is current, relevant, and adequate to meet the needs of my programs of study.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	19.35	51.61	29.03	2.10	31
Hamilton Campus	2.86	20.00	48.57	28.57	2.03	35
Jasper Campus	3.23	0.00	70.97	25.81	2.19	31
Sumiton Campus	2.50	7.50	55.00	35.00	2.22	40
Pickens Co. Educational Ctr.	0.00	20.00	80.00	0.00	1.80	5
All Respondents	1.72	13.37	61.23	23.68	2.07	142

4. Library non-print materials (videos, DVDs, CDs, audio tapes) are adequate to support the needs of my programs of study.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	4.00	12.00	44.00	40.00	2.20	25
Hamilton Campus	0.00	18.18	51.52	30.30	2.12	33
Jasper Campus	3.70	0.00	74.07	22.22	2.15	27
Sumiton Campus	0.00	8.33	61.11	30.56	2.22	36
Pickens Co. Educational Ctr.	0.00	60.00	40.00	0.00	1.40	5
All Respondents	1.54	19.70	54.14	24.62	2.02	126

5. Library facilities are adequate to support the needs of my programs of study.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	11.11	55.56	33.33	2.22	27
Hamilton Campus	2.86	11.48	51.43	34.29	2.17	35
Jasper Campus	0.00	0.00	75.00	25	2.25	28
Sumiton Campus	0.00	8.33	58.33	33.33	2.25	36
Pickens Co. Educational Ctr.	0.00	20.00	80.00	0.00	1.80	5
All Respondents	.57	10.18	64.06	25.19	2.14	131

6. The library staff is large enough to effectively meet the needs of users at my campus/center.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	3.12	15.62	50.00	31.25	2.09	32
Hamilton Campus	0.00	2.78	69.44	27.28	2.25	36
Jasper Campus	0.00	15.62	71.88	12.50	1.97	32
Sumiton Campus	0.00	4.88	60.98	34.15	2.29	41
Pickens Co. Educational Ctr.	0.00	80.00	20.00	0.00	1.20	5
All Respondents	.62	23.78	54.46	21.04	1.96	146

7. The library is cataloged and organized in an orderly, easily accessible arrangement following national bibliographical standards and conventions.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	3.33	33.33	63.33	2.60	30
Hamilton Campus	0.00	0.00	36.11	63.89	2.64	36
Jasper Campus	0.00	0.00	51.43	48.57	2.49	35
Sumiton Campus	0.00	0.00	53.49	46.51	2.47	43
Pickens Co. Educational Ctr.	0.00	0.00	60.00	40.00	2.40	5
All Respondents	0.00	.67	46.87	52.46	2.52	149

8. Faculty is involved in the selection of library materials and equipment.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	7.69	42.31	50.00	2.42	26
Hamilton Campus	0.00	2.70	27.03	70.27	2.68	37
Jasper Campus	0.00	0.00	51.52	48.48	2.48	33
Sumiton Campus	0.00	0.00	58.33	41.67	2.42	36
Pickens Co. Educational Ctr.	0.00	0.00	50.00	50.00	2.50	4
All Respondents	0.00	2.08	45.84	52.08	2.50	136

9. The library staff keeps the faculty informed about new materials as they become available.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	12.5	33.33	54.17	2.42	24
Hamilton Campus	0.00	0.00	30.77	69.23	2.69	39
Jasper Campus	0.00	0.00	43.75	56.25	2.56	32
Sumiton Campus	0.00	5.26	55.26	39.47	2.34	38
Pickens Co. Educational Ctr.	0.00	0.00	80.00	20.00	2.20	5
All Respondents	0.00	3.55	48.62	47.82	2.44	138

10. Library materials, books, and periodicals are adequate to support the needs of my program of study.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	7.41	55.56	37.04	2.30	27
Hamilton Campus	0.00	8.11	54.05	37.84	2.30	37
Jasper Campus	0.00	0.00	69.23	30.77	2.31	26
Sumiton Campus	2.7	5.41	54.05	37.84	2.27	37
Pickens Co. Educational Ctr.	0.00	20.00	60.00	20.00	2.00	5
All Respondents	.54	8.19	58.58	32.70	2.24	132

11. Library computers and Internet access are adequate to support the needs of my programs of study.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	3.7	18.52	40.74	37.04	2.11	27
Hamilton Campus	2.86	17.14	45.71	34.29	2.11	35
Jasper Campus	0.00	6.67	70.00	23.33	2.17	30
Sumiton Campus	0.00	2.63	52.63	44.74	2.42	38
Pickens Co. Educational Ctr.	0.00	0.00	100	0.00	2.00	5
All Respondents	1.31	8.99	61.82	27.88	2.16	135

12. Overall, the library services provided on my campus/center effectively meet the needs of my programs of study.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	7.69	50.00	42.31	2.35	26
Hamilton Campus	0.00	8.33	50.00	41.67	2.33	36
Jasper Campus	0.00	0.00	62.96	37.04	2.37	27
Sumiton Campus	0.00	2.70	59.46	37.84	2.35	37
Pickens Co. Educational Ctr.	0.00	20.00	80.00	0.00	1.80	5
All Respondents	0.00	7.74	60.48	31.77	2.24	131

13. Campus parking is safe, adequate, and well lighted.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	3.03	21.21	45.45	30.30	2.03	33
Hamilton Campus	21.62	40.54	24.32	13.51	1.30	37
Jasper Campus	9.52	26.19	57.14	7.14	1.62	42
Sumiton Campus	2.22	28.89	57.78	11.11	1.78	45
Pickens Co. Educational Ctr.	0.00	0.00	60.00	40.00	2.40	5
All Respondents	7.28	23.37	48.94	20.41	1.83	162

14. The space provided for my functional area is adequate and conducive to learning.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	3.45	10.34	44.83	41.38	2.24	29
Hamilton Campus	5.41	13.51	54.05	27.03	2.03	37
Jasper Campus	0.00	5.88	70.59	25.53	2.18	34
Sumiton Campus	0.00	2.38	66.67	30.95	2.29	42
Pickens Co. Educational Ctr.	0.00	0.00	60.00	40.00	2.40	5
All Respondents	1.77	6.51	59.23	32.98	2.23	147

15. The temperature and noise level in my classroom/workspace is conducive to learning.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	10.34	6.9	48.28	34.48	2.07	29
Hamilton Campus	5.26	23.68	50.00	21.05	1.87	38
Jasper Campus	2.78	5.56	69.44	22.22	2.11	36
Sumiton Campus	7.32	12.20	58.54	21.95	1.95	41
Pickens Co. Educational Ctr.	0.00	0.00	60.00	40.00	2.40	5
All Respondents	5.14	9.67	57.25	28.00	2.08	149

16. The buildings and grounds on my campus are safe, clean, attractive, and well maintained.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	3.03	27.27	36.36	33.33	2.00	33
Hamilton Campus	0.00	12.82	58.97	28.21	2.15	39
Jasper Campus	0.00	11.90	47.62	40.48	2.29	42
Sumiton Campus	0.00	4.35	67.39	28.26	2.24	46
Pickens Co. Educational Ctr.	0.00	0.00	40.00	60.00	2.60	5
All Respondents	.61	11.27	50.07	38.06	2.26	165

17. Computer Services provides an effective, secure, and reliable information system that supports my functional area.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	3.03	45.45	51.52	2.48	33
Hamilton Campus	5.56	13.89	47.22	33.33	2.08	36
Jasper Campus	2.38	4.76	66.67	26.19	2.17	42
Sumiton Campus	0.00	2.22	48.89	48.89	2.47	45
Pickens Co. Educational Ctr.	0.00	0.00	80.00	20.00	2.20	5
All Respondents	1.59	4.78	57.65	35.99	2.28	161

18. Computer Services provides adequate technical support for my instructional/office computing needs.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	3.12	37.50	59.38	2.56	32
Hamilton Campus	8.11	27.03	35.14	29.73	1.86	37
Jasper Campus	0.00	9.52	61.90	28.57	2.19	42
Sumiton Campus	2.22	2.22	46.67	48.89	2.42	45
Pickens Co. Educational Ctr.	0.00	0.00	80.00	20.00	2.20	5
All Respondents	2.07	8.38	52.24	37.31	2.25	161

19. Computer Services provides adequate planning assistance for maintaining state-of-the-art computing in my functional area.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	3.03	48.48	48.48	2.45	33
Hamilton Campus	5.56	16.67	50.00	27.78	2.00	36
Jasper Campus	2.38	7.14	69.05	21.43	2.10	42
Sumiton Campus	2.38	4.76	47.62	45.24	2.36	42
Pickens Co. Educational Ctr.	0.00	20.00	80.00	0.00	1.80	5
All Respondents	2.06	10.32	59.03	28.59	2.14	158

20. Computer Services promotes the use of current computer technology throughout the service area.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	3.03	33.33	63.64	2.61	33
Hamilton Campus	5.71	5.71	54.29	34.29	2.17	35
Jasper Campus	2.38	4.76	61.90	30.95	2.21	42
Sumiton Campus	2.22	0.00	60.00	37.78	2.33	45
Pickens Co. Educational Ctr.	0.00	0.00	100	0.00	2.00	5
All Respondents	2.06	2.70	61.90	33.33	2.26	160

21. Computer Services provides courteous, timely, and effective support for my computing needs.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	3.12	37.50	59.38	2.56	32
Hamilton Campus	5.41	21.62	40.54	32.43	2.00	37
Jasper Campus	0.00	9.52	52.38	38.10	2.29	40
Sumiton Campus	0.00	2.22	46.67	51.11	2.49	45
Pickens Co. Educational Ctr.	0.00	0.00	80.00	20.00	2.20	5
All Respondents	1.08	7.30	51.42	40.20	2.31	159

22. The Bookstore personnel provide the needed assistance in a courteous and helpful manner.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	3.03	36.36	60.61	2.58	33
Hamilton Campus	0.00	0.00	21.05	78.95	2.79	38
Jasper Campus	2.5	2.50	57.50	37.5	2.30	40
Sumiton Campus	0.00	6.52	60.87	32.61	2.26	46
Pickens Co. Educational Ctr.	0.00	0.00	40.00	60.00	2.60	5
All Respondents	.50	2.41	43.16	53.94	2.51	162

23. The Business Office personnel provide the needed assistance in a courteous and helpful manner.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	3.12	40.62	56.25	2.53	32
Hamilton Campus	2.63	0.00	26.32	71.05	2.66	38
Jasper Campus	0.00	0.00	45.00	55.00	2.55	40
Sumiton Campus	0.00	2.17	52.17	45.65	2.43	46
Pickens Co. Educational Ctr.	0.00	0.00	33.33	66.67	2.67	3
All Respondents	.526	1.06	39.49	58.92	2.57	159

24. Personnel policies and procedures are clear and concise.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	3.03	12.12	42.42	42.42	2.24	33
Hamilton Campus	0.00	8.57	62.86	28.57	2.20	35
Jasper Campus	2.38	11.90	52.38	33.33	2.17	42
Sumiton Campus	0.00	2.27	65.91	31.82	2.30	44
Pickens Co. Educational Ctr.	0.00	0.00	100	0.00	2.00	4
All Respondents	1.08	6.97	64.71	27.23	2.22	158

25. The Personnel Office provides needed information in a timely and courteous manner.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	3.12	40.62	56.25	2.53	32
Hamilton Campus	2.86	2.86	37.14	57.14	2.49	35
Jasper Campus	2.50	5.00	45.00	47.50	2.38	40
Sumiton Campus	0.00	9.30	53.49	37.21	2.28	43
Pickens Co. Educational Ctr.	0.00	0.00	100	0.00	2.00	4
All Respondents	1.07	4.06	55.25	39.62	2.34	154

26. The College publicizes lifelong training opportunities (Continuing Education, Training for Business and Industry, Skills Training, etc.)

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	3.12	3.12	53.12	40.62	2.31	32
Hamilton Campus	0.00	3.12	62.50	34.38	2.31	32
Jasper Campus	0.00	0.00	65.00	35.00	2.35	40
Sumiton Campus	0.00	4.44	68.89	26.67	2.22	45
Pickens Co. Educational Ctr.	0.00	0.00	80.00	20.00	2.20	5
All Respondents	.62	2.14	65.90	31.33	2.28	154

27. BSCC is adequately involved in community activities.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	9.09	54.55	36.36	2.27	33
Hamilton Campus	0.00	2.86	48.57	48.57	2.46	35
Jasper Campus	0.00	4.76	52.38	42.86	2.38	42
Sumiton Campus	0.00	6.67	55.56	37.78	2.31	45
Pickens Co. Educational Ctr.	0.00	0.00	80.00	20.00	2.20	5
All Respondents	0.00	4.68	58.21	37.11	2.32	160

28. The College effectively informs the public of Bevill State events and activities.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	3.03	12.12	54.55	30.30	2.12	33
Hamilton Campus	0.00	5.88	55.88	38.24	2.32	34
Jasper Campus	7.50	12.50	60.00	20.00	1.92	40
Sumiton Campus	0.00	13.33	57.78	28.89	2.16	45
Pickens Co. Educational Ctr.	0.00	20.00	60.00	20.00	2.00	5
All Respondents	2.11	12.77	57.64	27.49	2.10	157

29. BSCC's marketing and recruiting materials are informative and attractive.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	3.12	3.12	50.00	43.75	2.34	32
Hamilton Campus	0.00	8.57	54.29	37.14	2.29	35
Jasper Campus	2.44	2.44	65.85	29.27	2.22	41
Sumiton Campus	0.00	6.82	75.00	18.18	2.11	44
Pickens Co. Educational Ctr.	0.00	0.00	80.00	20.00	2.20	5
All Respondents	1.11	4.19	65.03	29.67	2.23	157

30. The hours of coverage provided by uniformed State law enforcement officers are adequate to insure a safe and secure environment on campus.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	16.13	35.48	29.03	19.35	1.52	31
Hamilton Campus	17.14	37.14	25.71	20.00	1.49	35
Jasper Campus	15.79	28.95	50.00	5.26	1.45	38
Sumiton Campus	18.18	38.64	31.82	11.36	1.36	44
Pickens Co. Educational Ctr.	0.00	20.00	80.00	0.00	1.80	5
All Respondents	13.45	32.04	43.31	11.19	1.52	153

31. I feel safer with uniformed State law enforcement officers on duty at my campus.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	0.00	3.12	43.75	53.12	2.50	32
Hamilton Campus	0.00	2.86	28.57	68.57	2.66	35
Jasper Campus	7.50	7.50	52.50	32.50	2.10	40
Sumiton Campus	0.00	0.00	40.00	60.00	2.60	45
Pickens Co. Educational Ctr.	0.00	0.00	80.00	20.00	2.20	5
All Respondents	1.50	2.70	48.96	46.84	2.41	157

32. The College provides enough uniformed State law enforcement officers to ensure a safe and secure campus environment.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	12.90	29.03	35.48	22.58	1.68	31
Hamilton Campus	8.57	40.00	31.43	20.00	1.63	35
Jasper Campus	15.38	30.77	48.72	5.13	1.44	39
Sumiton Campus	9.09	36.36	40.91	13.64	1.59	44
Pickens Co. Educational Ctr.	0.00	20.00	80.00	0.00	1.80	5
All Respondents	9.19	24.03	47.31	12.27	1.63	154

33. The College's Maintenance Plan meets the needs of the College by addressing routine, preventative, corrective, and deferred maintenance of buildings, equipment, and grounds.

Category Responding	% Strongly Disagree	% Disagree	% Agree	% Strongly Agree	MEAN	Number Responding
Fayette Campus	6.25	15.62	43.75	34.38	2.06	32
Hamilton Campus	2.78	8.33	61.11	27.78	2.14	36
Jasper Campus	7.69	15.38	61.54	15.38	1.85	39
Sumiton Campus	0.00	4.35	54.35	41.30	2.37	46
Pickens Co. Educational Ctr.	0.00	0.00	75.00	25.00	2.25	4
All Respondents	3.34	8.74	59.15	28.77	2.13	157

2009 Staff Assessment of Library and Support Services

Staff Comments

Fayette Campus

- Computer Services does a great job addressing the needs of my department and is always prompt and courteous. I do wish the law enforcement officers were available during the day more hours than at night. If an unfortunate threat to campus security occurs it would most likely occur during the daytime hours as history has shown. I believe in greeting everyone with a smile and being courteous even when you do not feel like it; especially to our students, but faculty, staff, and community members are important as well. The Business Office could use a little more enthusiasm and common courteous skills. We want Beville State to be known as a caring and friendly environment, that is what sets us apart from the others. Diane Earnest has this aspect down to a science. Maintenance has also been very good to our department, handling our every need effectively and efficiently. Our area has not been doing very well on housekeeping, but I do not mind dusting and vacuuming our areas. I feel that is part of my job, too. Housekeeping has many areas to clean and it is hard to keep them all up accordingly.
- #14 and #15 In the classrooms we frequently have cold air blowing out of the vents on cold days. The classrooms and hallways were not made for noise reduction. The recent renovations actually made things worse. Faculty input (before the renovations) and complaints were, and still are, totally ignored as usual.
- Advertise how students testing in developmental courses can receive help through student support services.
- #30,31,32 I know we have law enforcement on campus but I never see them or can reach them, especially at night. #13 The Learning Resource Center parking area needs to be enlarged to accommodate ALL faculty parking there that are not assigned offices in the Center or otherwise designated just for Learning Resource Center personnel. Also need handicapped parking space designated in that area. #15 Thanks to maintenance's diligent service the temperature has greatly improved within the limitations of the system #11 If we are to continue offering distance ed and hybrid classes (which will only increase) it is imperative that we provide additional computers in the library for students to access their coursework and online research needs. Almost all research is now done through the virtual library and internet sites as opposed to books and print periodicals. Some students are being turned away and this will only increase. Students are using these computers for academic purposes as opposed in the past for personal needs.
- Some spots on campuses need improved lighting. Heating for some rooms of the Hamilton campus need to be improved..

- Our maintenance department does a great job - especially with the limited number of personnel they have to complete each task. They do everything in as timely a manner as possible and always seem cheerful about helping. The only problem I have with our security personnel is that they are not uniformed. Often, they show up in jeans and t-shirts and could easily be mistaken for students or faculty. I would prefer it if they were actually uniformed and wore duty duty gear that easily identified them to both the student populace as well as the public. I would also prefer that they be on campus during all normal school hours and not just at night. Our bookstore works tirelessly to ensure the needs of everyone are met. Rammie is an asset and a pleasure to work with every day. Wish we had more like her. My only complaint is the lack of BSCC clothing that reflects current fashion. BSCC Polo's in pastels do NOT get it in 2009. :)
- We need to have security on campus for more hours. With the Carrollton, an additional librarian or part-time librarian is needed.
- I feel our grounds could be more attractive and better maintained, but we have limited help on our campus. Too much for 1 person to maintain.

Pickens County Educational Center Comments

- 2 & 4. There are not many reference materials or CDs in my College library 23. Have never met or seen the new business office employee. 30 & 32. There are many hours of the day when no security people are present at the College. When they are present, they tend to stay in the main building or in their office and it is rare to see them in other parts of the campus. Sometimes they are present in and patrolling parking lots. Often when I need a security person, no one is available to answer the phone in the security office.

2009 Staff Assessment of Library and Support Services

Staff Comments

Hamilton Campus

- Hamilton library needs more computers. When I take an average sized class in the library, many of them do not have the computer access they need for research. There just aren't enough computers to go around.
- The current level of library staffing should be maintained to ensure effective learning support. The current library staff is warm, inviting, and highly effective. Communication across the college continues to be a problem. The business office position must be replaced. The library must be expanded. The space is not adequate nor functional. Computer assistance needs are not being met on campus. When will the landscape lighting project ever be started or completed? Need security on campus more hours per day and on Friday, if campus is open. The personnel office should communicate directly with faculty and staff
- Parking remains a critical issue for our students. There aren't enough spaces so students continue to park in no parking areas. Lighting is adequate but could also be improved upon.
- Library: Tammy and Jill have made an astounding improvement in our library. They are knowledgeable, helpful, friendly, and making every effort to fill gaps in the collections that have long been overlooked. They have limited space and I often see them filled to capacity in seating and computers. We have great difficulty managing temperature. In winter months, it is standard to see employees bundled up in their winter coats (never taking them off at work) all day. I often see people trying to type in gloves during the winter. I know the buildings are old and it is currently beyond our control. This is a project for the future, when funds become available. I do not work at night any longer. When I did, I never saw security unless I called. This is an issue I hear discussed mostly by those who work nights. We need someone in our business office. The position has been unfilled since Linda Birmingham retired. We need additional parking and more lights in the parking lot. We have a great maintenance team. They are outstanding.
- I feel we need more campus security because of the heightened crimes in the United States. The library needs more computers, DVD's and videos that are current and available to the student and instructor for learning purposes. Computer support needs to be available to the student and instructor 24/7 due to online courses. We need more training with computer software that is new in order to effectively utilize the resources available for classroom and online instruction.
- The library staff here are excellent but they need funds to buy more up to date materials such as instructional DVD's and Videos, need more computers available in the library. Computer services needs to look at doing some orientation for their staff we get new programs and new equipment to use with the computers and no inservice. The computer person here says they don't know how to do it and cannot give us any inservice and we figure it out the best we can, however I do not believe this is a cost effective way to utilize expensive equipment. I'm sure there are things we could accomplish that we don't because of lack of instruction. We have no security on this campus only one police person to cruise around in the afternoon, the environment on several occasions has been tense and does not feel safe for instructors or for students.

- Library equipment is not up to date. The two laptop computers do not have the wireless capabilities that are needed during library instruction. Due to budget constraints, the non-print materials are not adequate to meet the needs of the faculty and students. An increase in funding will allow for the materials to be brought up to date. At this time, the facilities are not large enough to support the faculty and students. Group study rooms and expanded study areas are needed. There are many times that the library is full to capacity. Currently, there are 14 computers in the library which are not sufficient to conduct library orientations or instructional classes. More computers are needed to adequately support the needs of the students. Parking is inadequate for all of campus, not only at the library. Computer Services support is not timely or sufficient on campus. Technical issues are not handled promptly or efficiently. The network connections are not reliable and often there is no internet connection or phone access. Security is needed all hours that the campus is open and not only at night.
- The library operates well for what resources it has. Additional computers are desired in order to accommodate in-library classes and high traffic times. Laptops with wireless capability are needed. Group/Quiet study rooms would be an asset. The audiovisual budget should be increased in order to allow for updates of the collection. Adequate parking continues to be a problem. The heating/cooling system is erratic. Computer services for an entire campus is too much for one person. The internet is down often and the wireless connection is undependable and complicated. Law enforcement officers or some type of security should be available during hours when classes are in session. If a situation arises, other than an emergency, we have no options.
- Security is a real concern. My observation is basically we have none. I would like to see this become a priority when assessing needs.
- HUGE communication issues within the college. #28-We learn about BSCC program offerings when WE pick up the local paper or get the call concerning the content of the local paper. No one is sharing what is going on with campus locations other than JASPER! Marketing/Recruiting materials look ok but run out in Fall and have nothing to help new students...no catalogs, nothing. Lately, the profile of a student is middle age with very limited knowledge about higher ed and we have NOTHING to put in their hand for them to take home and read. Yes, we make copies of pages in the catalog but come on--with our tuition cost you would think we could offer them a catalog, not a copy. Very tuff for students.

2009 Staff Assessment of Library and Support Services

Staff Comments

Jasper Campus

- Too many of our resources have been put into facilities for administrators while our students and faculty are housed in buildings which are substandard and badly in need of maintenance. The new building is a glaring example of misuse of resources. The excess in this building is insulting to those of us who share bathrooms with students, deal with leaks and mold, and have no place for even a shared refrigerator or a coffee pot in our buildings. The historic buildings on the Jasper Campus need to be restored and maintained. Also, we should not have to fill out a maintenance form for routine maintenance such as changing lightbulbs, fixing toilets, etc.
- The Jasper Library has very friendly, courteous and helpful staff. Mr. Myrick has done a wonderful job of updating and maintaining the Jasper Library. Computer Services personnel on campus and college-wide are very helpful and provide assistance very quickly. The Department does need a bigger budget to adequately support the needs of the College, though. At no fault of the CS Dept, no new computers were ordered for the computer labs or for the faculty offices in the new building. Some faculty members do not have computers in their offices because they were either not previously employed on this campus or because they had previously shared an office with another faculty member. Maintenance does an outstanding job! However, they could provide more preventative maintenance if they were not constantly commandeered to perform simple tasks that could easily be performed by the requestors. They also are in serious need of a new working lawn mower that is of good quality and will last. The Bookstore and Business Office personnel are wonderful! I am very glad to see that both offices now have part-time assistants who are helpful and knowledgeable in those areas. I feel much safer with the BSCC police on campus. It is also good to know that the Jasper City PD also routinely patrols the campus between 10 pm and 6 am when the BSCC officers are not on duty. I'm sure Danny Patton is responsible this. Great job! Thank you for watching over us.
- I listed several negative responses to the Computer Services questions. These are not in reference to the staff. All who work in CS are extremely friendly and as helpful as they can be. The problem is that there is not enough staff to effectively support the needs of a College this size. When it takes months to respond to computer services requests, there is a problem.
- Security is something we need all day every working day not just in the afternoon and evenings, and Mon. - Thurs.
- In January 2009 the BSCC domain became regularly unavailable requiring numerous (3 or more) lab PC restarts in order to successfully login. The problem has recurred less frequently thru the end of March 2009 but still occasionally occurs. The Jasper Campus parking situation needs serious administrative attention. Students reported that some Jasper Campus Library PC's did not contain the Microsoft Office 2007 software. Jasper Campus students expressed confusion about having 2 versions of Microsoft Office on PCs. A web-based student used the wrong version to take a major exam in the testing center.
- The Jasper Campus desperately needs additional parking. Once the parking lot is completed across from Wade Hall some of the parking issues will be alleviated. Please stay on task with this project. The IITS instructional delivery system should be re-evaluated. When multiple points are being used there is background noise interference and the picture quality is poor. Our student deserve better. Classroom proctors should be available.
- The cleaning ladies do a great job for the amount of space they have to clean. Parking is always an issue. The library is WONDERFUL!! Maintenance does the best it can with the material it has to work with.

2009 Staff Assessment of Library and Support Services

Staff Comments

Sumiton Campus

- We need more security, especially during the day. Crisis incidents can happen all day long. Lighting in parking lots is poor in Sumiton.
- We need security on campus from 8:00am-10pm. M-TH.
- Many of the low scores above reflect a lack of spending on our campus. Certain improvements in classroom technology, lighting, and other areas have been on the Needs Assessment for years but have not been addressed. This is NOT a problem with the competence or willingness of our dean or other personnel: it is a lack of money.
- I think the Maintenance Dept. is so stretched that observing a maintenance schedule would surely be difficult. They try very hard to stay abreast of things, but I think they are under-staffed. I teach in building 1500 and the heating/cooling situation is awful. It is ashame that such a new building would have so many problems with heating and air. Low bid is not always the best bid.