

Year to Year Comparison Chart of College Impressions and Service Areas

| Years | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 |
|---|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Comparison Chart | 325 Respondents | 347 Respondents | 313 Respondents | 382 Respondents | 346 Respondents | 251 Respondents | 208 Respondents |
| 1. Academic Program Review | * | * | * | * | * | * | 89.8% |
| 2. Accreditation Information Availability Support | * | 90.5% | 92.5% | 89.5% | 89.6% | 87.9% | 89.9% |
| 3. Admissions Support | 81.2% | 76.4% | 85.0% | * | 81.2% | 85.3% | 83.5% |
| 4. Administrative Support | * | 89.5% | 89.0% | 82.9% | 78.3% | 82.3% | 78.8% |
| 5. Assessment Support (including WEAVEonline) | * | 89.5% | 89.0% | 82.9% | 78.3% | 85.3% | 91.2% |
| 6. Blackboard Support | * | 78.2% | 79.4% | 88.3% | 87.0% | 85.4% | 83.5% |
| 7. Bookstore Services | * | 78.2% | 79.4% | 88.3% | 87.0% | 85.4% | 83.5% |
| 8. Business and Finance Services (Cashier, Payroll & Benefits) | 96.0% | 93.0% | 93.5% | * | 82.8% | 95.7% | 95.8% |
| 9. Career/JOBS Center Services | 95.7% | 90.5% | 87.5% | * | 75.3% | 93.1% | 93.9% |
| 10. Classroom Technology/ Equipment Support | * | 81.4% | 81.7% | 83.6% | 82.8% | 86.0% | 90.8% |
| 11. Cleanliness of Facilities Support (Classrooms hallways & restrooms) | 86.3% | 91.7% | 86.8% | 82.1% | 79.6% | 85.8% | 85.0% |
| 12. Counseling Support | * | * | * | * | * | 72.8% | 83.4% |
| 13. Disability Support Services | 87.2% | 88.3% | 96.4% | 92.1% | 91.4% | 93.5% | 93.2% |
| 14. Early Childhood Center Services | 96.2% | 98.9% | 98.9% | * | * | 96.2% | 93.9% |
| 15. Emergency Response Services & Support | * | * | * | * | * | * | 90.4% |
| 16. Employee Benefits | * | * | * | * | * | * | 97.0% |
| 17. Facilities Maintenance Services | * | * | * | * | * | * | 94.5% |
| 18. Financial Aid Services | 72.5% | 59.1% | 73.3% | * | 74.3% | 72.5% | 74.2% |

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| 19. Fitness Center- Main Campus | 96.7% | 95.6% | 94.6% | * | 88.5% | 87.6% | 90.9% |
| 20. Fitness Center-Spring Lake Campus | * | * | * | * | * | 92.2% | 94.1% |
| 21. Food Services (Cafeteria) | 55.5% | 68.2% | 59.0% | * | 73.1% | 76.2% | 89.2% |
| 22. Fort Bragg Education Office Services | * | * | * | * | 94.4% | 93.8% | 91.4% |
| 23. Foundation Office Services | 91.2% | 96.2% | 92.1% | * | 83.4% | 92.9% | 80.5% |
| 24. FTCC Website Support | * | * | 79.1% | 78.2% | 69.8% | 68.3% | 79.9% |
| 25. Freedom to Express Ideas, Beliefs & Sense of Belonging Support | 87.4% | 90.5% | 90.6% | 93.6% | 69.6% | 78.3% | 61.1% |
| 26. Grounds Maintenance Services | 99.3% | 99.3% | 100.0% | * | 99.7% | 65.8% | 97.6% |
| 27. Housekeeping Services | 99.3% | 99.3% | 100.0% | * | 99.7% | 65.8% | 89.5% |
| 28. Human Resources Services | 95.4% | 98.0% | 94.3% | * | 80.7% | 87.8% | 90.4% |
| 29. Institutional Effectiveness Services | 95.4% | 98.0% | 94.3% | * | 80.7% | 87.8% | 91.6% |
| 30. Key Control & Access Services | * | * | * | * | * | 80.7% | 92.7% |
| 31. Legal & Risk Management | 87.2% | 87.3% | 95.2% | 92.0% | * | 89.0% | 91.3% |
| 32. Library & Student Learning Center Services | 95.4% | 94.7% | 96.7% | * | 84.0% | * | 98.3% |
| 33. Mail Services | * | * | * | * | * | * | 95.0% |
| 34. Marketing & Public Relations Services | 91.2% | 91.8% | 88.3% | * | 87.6% | 91.3% | 88.2% |
| 35. Media Services | 90.3% | 97.5% | 93.3% | * | 96.8% | 90.3% | 95.0% |
| 35. OSHA Services | * | * | * | * | * | 96.3% | 95.5% |
| 36. Print Shop Services | 99.3% | 99.3% | 99.2% | * | 99.3% | 99.1% | 97.4% |
| 37. Public Safety & Security Services | 89.1% | 93.6% | 91.7% | * | 86.2% | 85.6% | 81.4% |
| 38. Registrar Office Services | 81.2% | 76.4% | 85.0% | * | 81.2% | 90.4% | 89.8% |

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| 39. Recycling Availability Services | * | * | * | 94.3% | 92.5% | 94.0% | 89.9% |
| 40. Small Business Center & Services | * | * | * | * | * | * | 96.3% |
| 41. Social Media Support (Facebook, Twitter & Instagram) | * | * | * | * | 93.2% | 88.0% | 86.9% |
| 42. Student Activities & Clubs Support | 96.0% | 97.5% | 91.8% | * | 94.2% | 97.8% | 94.4% |
| 43. Technology Web Management & MIS Support | 94.5% | 93.3% | 91.6% | * | 90.1% | 89.9% | 88.7% |
| 44. Veteran's Center Services | 91.2% | 94.7% | 90.7% | * | 98.0% | 91.2% | 93.0% |
| 45. Warehouse Services (Shipping & Receiving) | 98.7% | 99.5% | 100.0% | 100.0% | * | 98.0% | 97.7% |
| 46. WebAdvisor Support | * | 88.7% | 93.9% | 92.2% | 94.0% | 97.5% | 91.8% |
| *Areas not surveyed | | | | | | | |