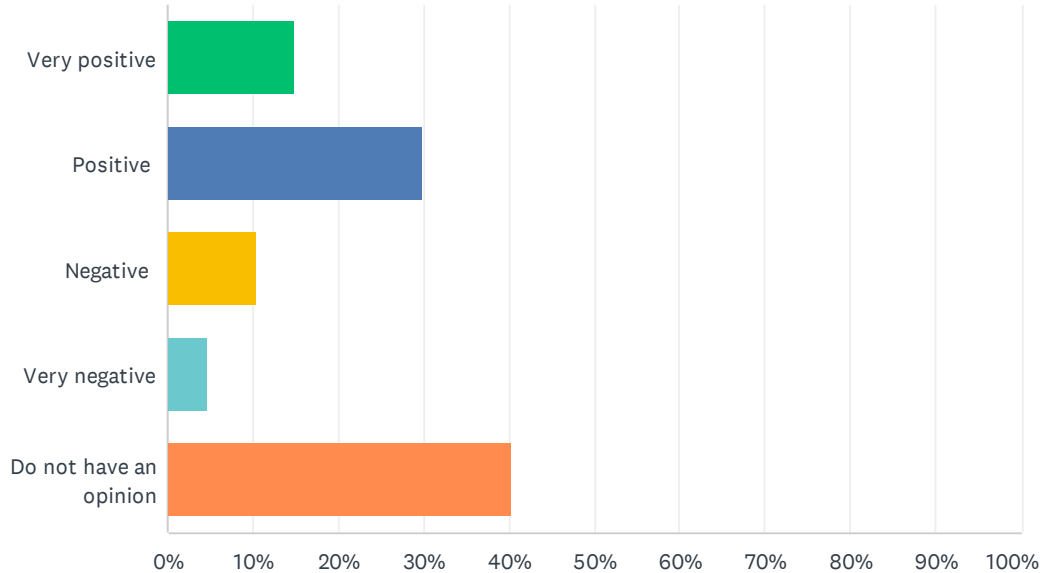


## Q9 Overall, what is your opinion of the Higher Education Commission (CHE)?

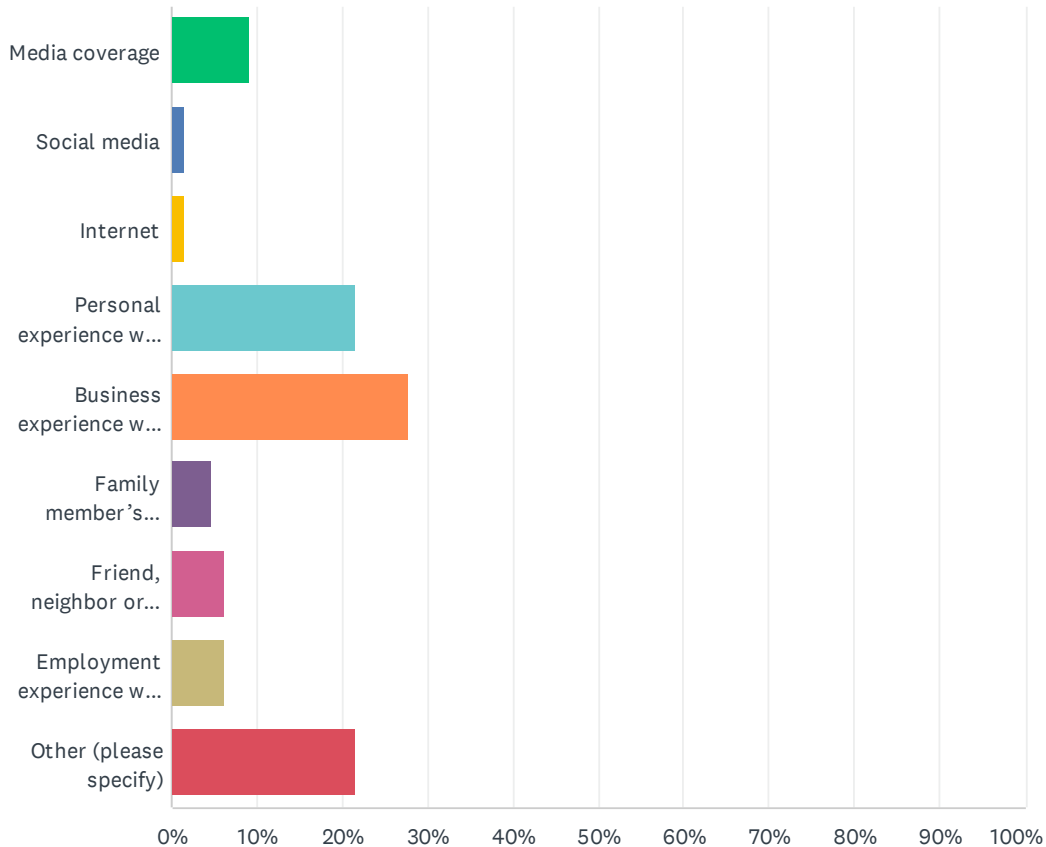
Answered: 87   Skipped: 52



ANSWER CHOICES	RESPONSES	
Very positive	14.94%	13
Positive	29.89%	26
Negative	10.34%	9
Very negative	4.60%	4
Do not have an opinion	40.23%	35
TOTAL		87

## Q10 Which of the following has most influenced your opinion of the Higher Education Commission (CHE)?

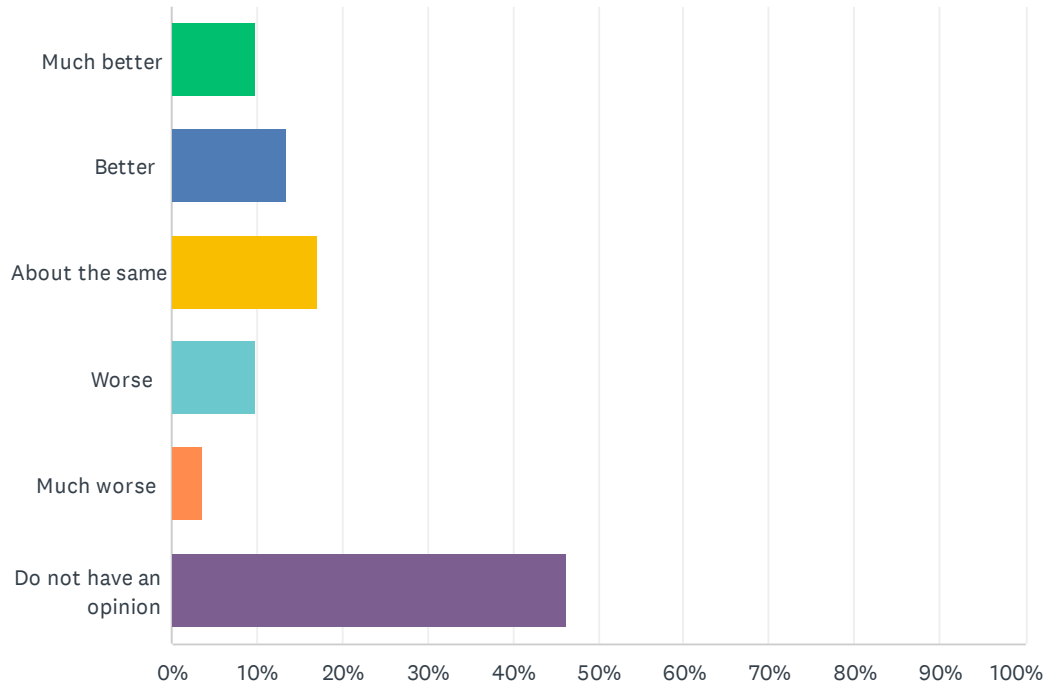
Answered: 65 Skipped: 74



ANSWER CHOICES	RESPONSES	
Media coverage	9.23%	6
Social media	1.54%	1
Internet	1.54%	1
Personal experience with the agency	21.54%	14
Business experience with the agency	27.69%	18
Family member's experience with the agency	4.62%	3
Friend, neighbor or colleague's experience with the agency	6.15%	4
Employment experience with the agency	6.15%	4
Other (please specify)	21.54%	14
<b>TOTAL</b>		<b>65</b>

## Q11 How do you think the Higher Education Commission (CHE) functions on an overall basis in comparison to state agencies in South Carolina?

Answered: 82 Skipped: 57



ANSWER CHOICES	RESPONSES	
Much better	9.76%	8
Better	13.41%	11
About the same	17.07%	14
Worse	9.76%	8
Much worse	3.66%	3
Do not have an opinion	46.34%	38
TOTAL		82

**Q12 Please list any comments, concerns, or suggestions you may have about the Higher Education Commission (CHE), including the ease of obtaining information online. Your response may be quoted verbatim in a Committee report.**

Answered: 23 Skipped: 116

#	RESPONSES	DATE
1	<p>The SC Commission on Higher Education repeatedly requires multiple points of data from institutions in SC. These data requests are mostly submitted via email. There are multiple services offered by CHE that are antiquated and lack technology and accessibility to assist SC students, families and staff at colleges and universities the ability to assist students timely. The Palmetto Fellows Scholarship program still requires paper applications that must be mailed via certified mail at a greater expense to the High Schools. There are multiple delays in information being received by both the student/family and institution staff. There is no statewide portal to show a student's disbursement history of state aid. This is particularly difficult for the SC Need-based Grant. How are institutions supposed to track the terms a student has received grant funding and then award within compliance? Especially if a student has transferred schools. Institutions have repeatedly asked CHE staff for a statewide database accessible to the institutions. But yet, there has been no improvement in this area. While CHE made an improvement from excel spreadsheet to the PFS Portal, the improvements are minimal in terms of technology and do not offer an export or import feature for the schools. This causes a larger administrative burden on the institution Financial Aid offices, at a time when we are repeatedly having issues being fully staffed.</p>	3/2/2023 3:39 PM
2	<p>The moral in the agency is down. We've had high turnover. Sometimes there seems to be favoritism among certain divisions within the agency. Some divisions get the FTEs, software, supplies...etc. that they request without question, while other divisions ask for the same and are denied or given the run around. I also believe the agency needs to do a better job of salary equity among their staff. As you are aware, employee salaries are posted online. It's hard for employees that have been with the agency for years to see new employees getting hired at a higher pay rate with less experience and/or education. This causes the staff that have been with the agency for years to feel very unappreciated. I understand that in order to recruit new employees, state agencies are offering better pay, but no one seems concerned with retaining loyal employees. Is there a reason the agency can't at least do pay equity bumps to put everyone on a same playing field? It feels like we have to beg, take on additional responsibilities (even though we have more on our plates than we can handle), or leave the agency in order to get the same pay rate as the new employees. The IT department is also a joke. Unless you are in the president's office, your requests, especially data requests are ignored or it takes months and months for your request to be completed and by that time, the data is outdated or no longer needed. The IT department seems to hoard information. It seems ridiculous that all employees do not have access to run reports on CHE data (enrollment, scholarships, degrees, trends...etc.). In the past, agency employees had access to run reports on data, but that access was taken away with no explanation. Agency employees have been asked by the President's office on multiple occasions what is needed to help make us more efficient. But when we share what is needed, our requests are disregarded, or our IT department becomes a barrier. Our IT department is a 'no' department. They find all the reasons why something won't work and won't take the time to see if it can work or try to find ways for it to work. The answer is just no, this won't work. Its very frustrating when other state agencies have the best software to help their employees work more efficiently, and we are using a system that seems like the original DOS software from the 1980's. Overall, I enjoy working at the CHE. I believe in the mission of the agency. I love my coworkers. It just gets frustrating because we feel under appreciated and not supported. No one cares that some weeks we work 60+ hours, as long as the job gets done.</p>	3/2/2023 9:57 AM
3	<p>College education is too expensive. This agency does nothing to control colleges' tuition and fees. Community college is better. Suggestion: Investigate the management of this agency.</p>	3/1/2023 11:20 PM

## Public Survey About Agencies Under Study -2023-

4	None	3/1/2023 12:25 PM
5	no one have right to say that I do not matter and anyone who take that proposition, I will fight them tooth and nail for my rights .	2/27/2023 9:22 PM
6	The Academic Affairs staff are wonderful!	2/27/2023 12:16 PM
7	I am working in private college financial aid office. Navigation of the CHE website is difficult for me as a professional and not user friendly for families or students. While there are many regulations and laws that have to be public information, most students want to find answers easily and not buried in legal jargon. The search box feature is not helpful and offers options that are meaningless for your search purpose. While the home page is now more friendly and modern, the next clicks past that still lack the ability to hone in what you are looking for.	2/17/2023 3:40 PM
8	At some point in time, perhaps the CHE will actually and finally make a difference in higher education.	2/16/2023 6:23 PM
9	The staff at CHE are knowledgeable, friendly, and always helpful. They excel in their field.	2/16/2023 1:44 PM
10	I am a bit concerned about how this agency is being managed. The agency has promoted several people to senior leadership positions in the last few years that have very limited or no experience with higher education or state agency work. For example, a position as a senior advisor was opened for a person who was a clerk 5 years ago. A person who was hired as a program manager a few years ago was promoted to deputy director and general counsel though he had not practiced law and only received his law license slightly before he was given the position. Positions such as the government affairs liaison have been given titles like the Director of Strategic Initiatives and Engagement that seem only based on promoting a few personnel who are supportive of the Executive Director and limiting the roles of people who have been traditionally more important to the agency.	2/14/2023 11:56 AM
11	CHE, as an organization, seems to be very disjointed. Colleges and Universities must send the same data to the CHE in different formats to different departments (CHEMIS and Invoicing) instead of CHE communicating with themselves internally. This can lead to an increase in bad data since everything has to be in different formats. Also, when asking important questions regarding eligibility for financial aid programs, the individuals in the Student Affairs area either refuse to put an answer to an email in writing or will answer in such a vague fashion that they cannot be held responsible for their words. Many times, they will require a school to call so there is no written record. Having worked with various state education entities in multiple states throughout my career, I can confidently say CHE performance is the worst and they cause more frustration for the colleges and universities than good. The "ease of obtaining information online" has improved this past year, but giving the website a makeover does not improve the innerworkings of an organization.	2/13/2023 10:54 AM
12	I don't deal with many state agencies. However, it is my opinion that CHE's website is hard to navigate for families and institutions. Updates have been made recently which have improved the navigation of the site. But it could be much better.	2/13/2023 9:09 AM
13	It does not serve any real purpose. It does not provide equal support to each sector of higher education.	2/13/2023 7:48 AM
14	The president of the CHE is an exemplary leader and on par with the presidents of the universities. Most Commissioners do a fine job, but there are a couple with personal ideological agendas that influence everything they do.	2/10/2023 8:36 PM
15	Caring staff that work well with higher education institutions in the state.	2/10/2023 4:54 PM
16	While sometimes thinking differently than, or disagreeing with, some of the Commissioners, I have found them all to be very thoughtful and dedicated and passionate in their work. CHE also has a fine history of talented and hardworking staff members in their academic affairs division. I see the overwhelming need in terms of continuous improvement to be in all aspects of their data enterprise-- data architecture, reporting, analysis, and visualization. I believe there has been some discussion and preliminary reports indicating they will start to develop some of this expertise by outsourcing to external partners. I believe this is a mistake-- there is incredible data talent in SC, and having this talent in-house would be the best path forward for CHE; there are also many institutions with significant data expertise that could help or advise with this in-house development. In fairness to the commission, these improvements will require resources and investments. It is hoped that the State would realize that key assets of its institutions no longer are just people, facilities, and financial capital. Rather, data is the fourth	2/10/2023 4:26 PM

## Public Survey About Agencies Under Study -2023-

key asset in the 21st century, and the State would be well-served to make appropriate investments in the Commission to ensure decisions are guided by excellent descriptive /and/ prescriptive /and/ predictive data that is an in-house responsibility of the Commission.

17	There are some employees, Gerrick Hampton, Tanya with SCPFS, that respond very quickly and are extremely helpful. Then, there are others who are not helpful and you may or may not hear back from them. It's very inconsistent.	2/10/2023 3:45 PM
18	NA	2/10/2023 1:03 PM
19	None	2/9/2023 5:40 PM
20	I'm not qualified to make any comments, concerns or suggestions regarding CHE.	2/9/2023 1:13 PM
21	none	2/3/2023 10:28 AM
22	The Commission is not innovative and does not do enough to provide information on the performance of the state's colleges and universities.	2/2/2023 4:51 PM
23	x	2/1/2023 10:59 PM