

Institutional Effectiveness Survey

Nashua Community College

Nov/Dec 2016

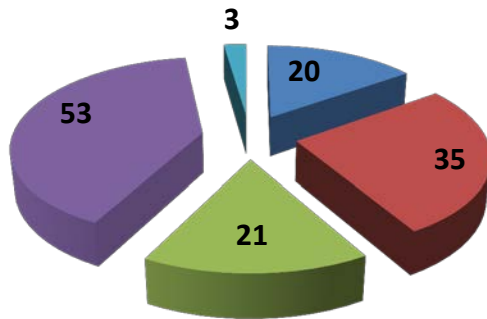
Solicited Opinions of Staff & Faculty

- Level of importance & agreement on statements concerning:
 - College Climate
 - College Communication
 - Decision-Making
 - Personal Working Environment
 - Professional Development
- Assessment of how well NCC meets the needs of students and the community
- Level of satisfaction with important college functions and the services provided by various departments
- Open-ended questions on College improvement, priorities and what it does best

Respondent Breakdown

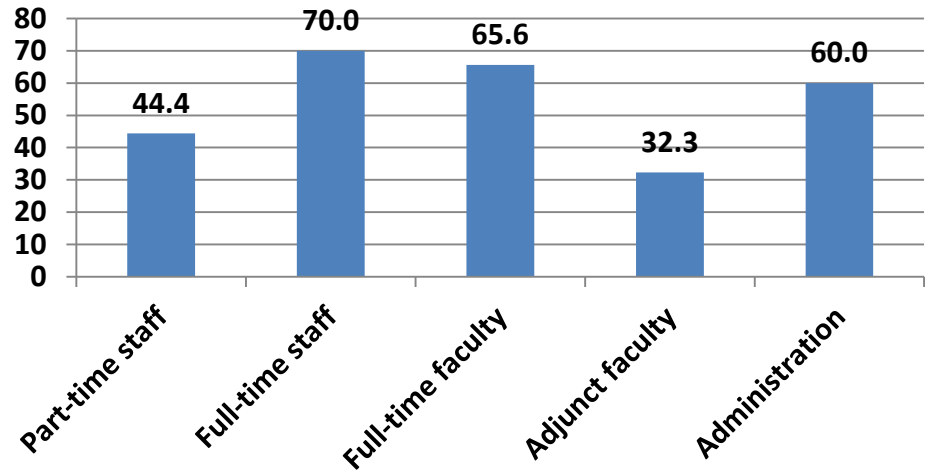
46% return rate – 136 of 296 distributed forms returned

Total # Responses



■ Part-time staff ■ Full-time staff ■ Full-time faculty
■ Adjunct faculty ■ Administration

Percent Return



Level of importance & agreement

College Climate	<p>Vision Coop Promote Needs Diversity Changes Relations Place</p>	<p>The leaders of the college provide a vision for the future. Overall there is a spirit of cooperation among NCC employees. The administration promotes teamwork and cooperation among employees. The needs of the students are important to college employees. Diversity is actively promoted on campus. Overall there have been positive changes in the NCC work environment in the past three years. NCC has good relations with the service region communities. NCC is a good place to work.</p>
College Communication	<p>Policies Collaborate Budget Goals</p>	<p>Institutional policies and procedures have been clearly communicated to me. Communication and collaboration among departments are effective. Communication of budget decisions to employees is effective. Staff and Faculty know what the institution's strategic long-range goals are.</p>
Decision-Making	<p>Govern Data Resources Timely Participate Decision</p>	<p>NCC's system of governance effectively accomplishes the mission and purposes of the college. The college uses data to determine the effectiveness of its programs and services. NCC provides sufficient resources to improve programs and instruction. Decisions are made in a timely fashion. Employees are provided opportunities to participate on important college committees. I am encouraged to participate in my departmental decision-making.</p>
Personal Working Environment	<p>Perform Tech Rely Expect Concerns Supervisor</p>	<p>I have sufficient information to perform my job. The college provides adequate technology to do my job. I can rely on my colleagues/co-workers, when needed, to help get the job done. Job performance expectations have been clearly communicated to me. I am comfortable discussing concerns with my direct supervisor. My immediate supervisor is fair and objective.</p>
Professional Development	<p>Ideas Prof Dev</p>	<p>I am encouraged to come up with new ideas and improvements. The college provides opportunities for training and professional growth.</p>

Overall - Avg Importance of Each Statement

My immediate supervisor is fair and objective.

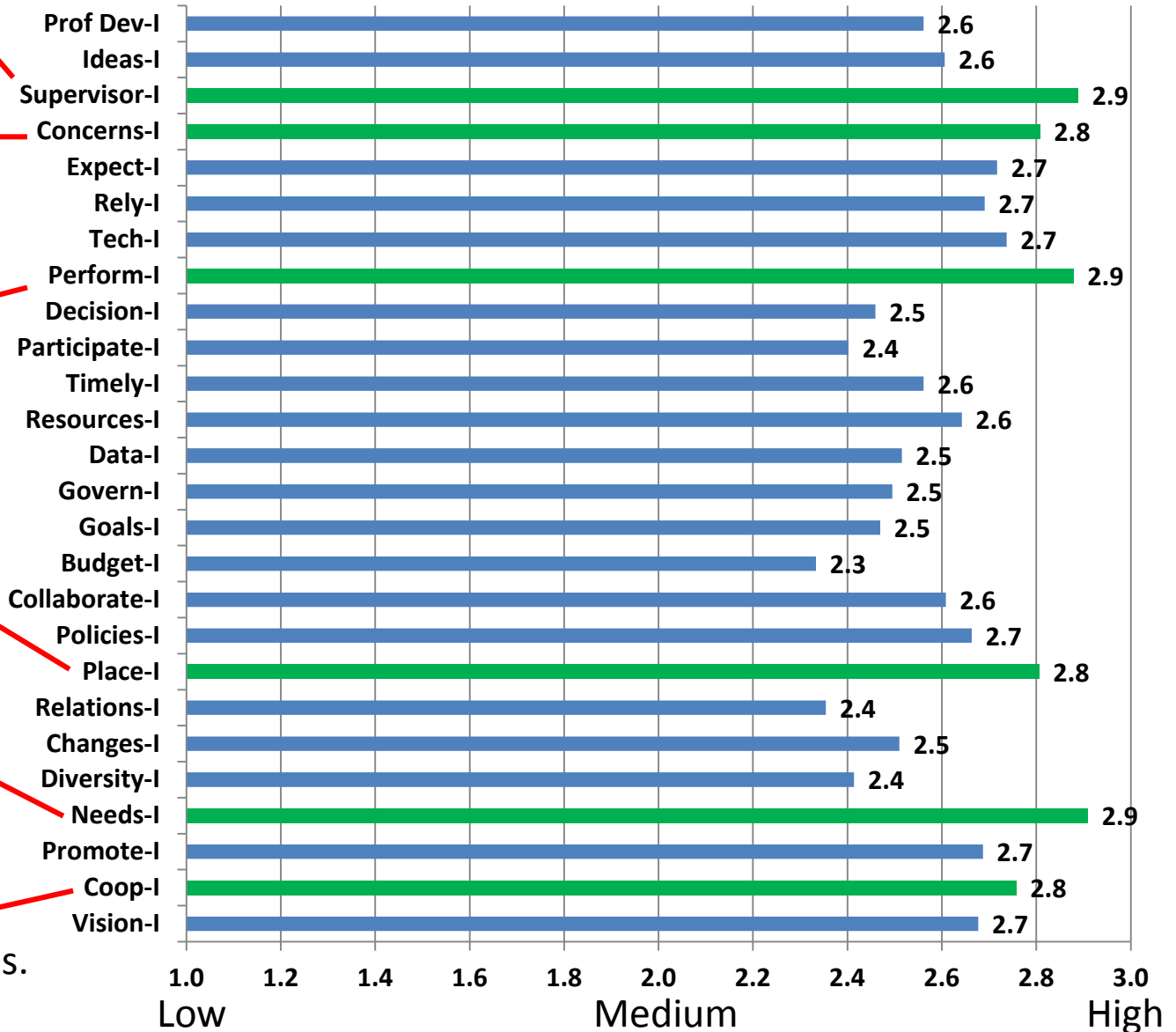
I am comfortable discussing concerns with my direct supervisor.

I have sufficient information to perform my job.

NCC is a good place to work.

The needs of the students are important to college employees.

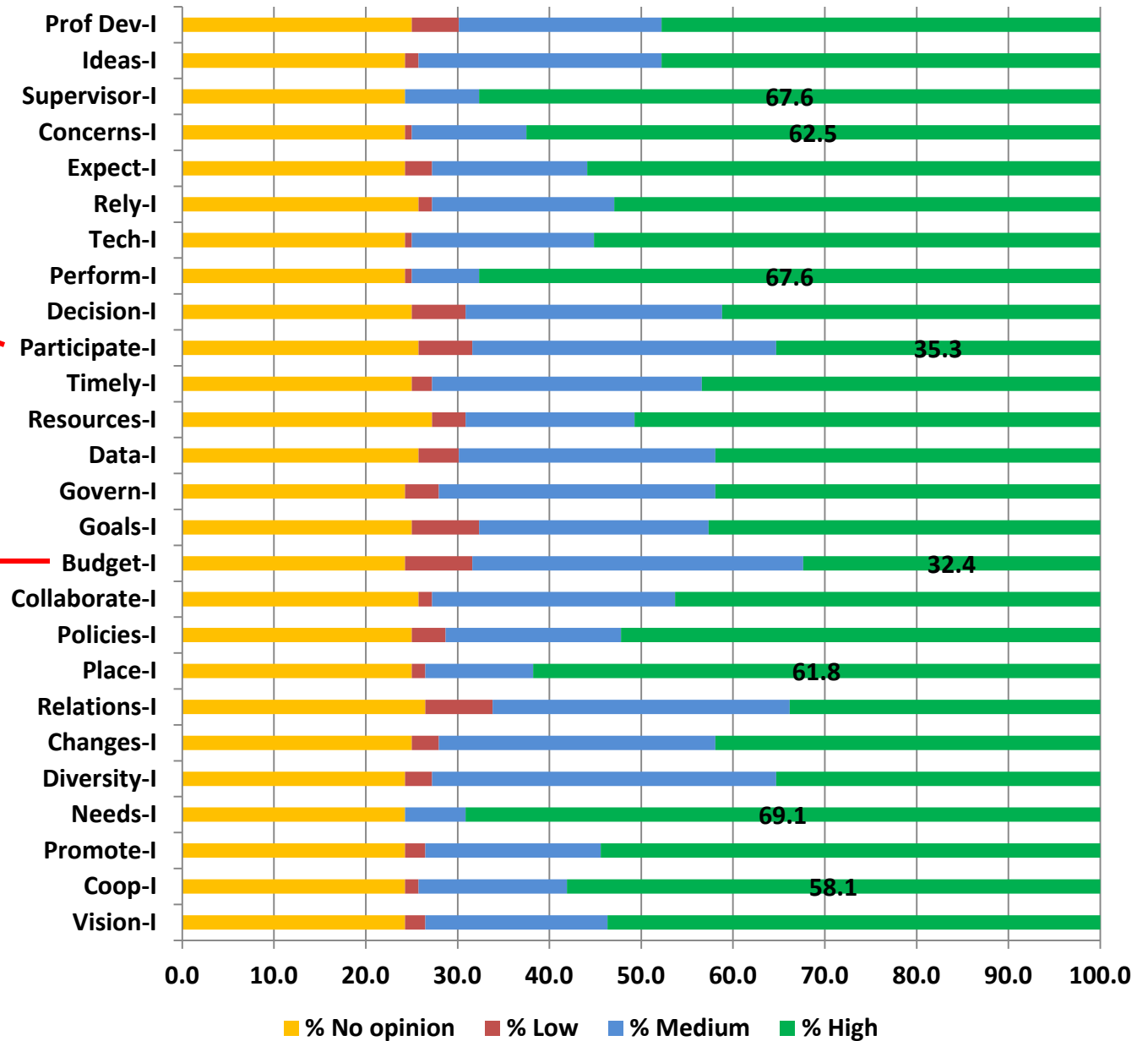
Overall there is a spirit of cooperation among NCC employees.



Overall - % Rating of Importance

Employees are provided opportunities to participate on important college committees.

Communication of budget decisions to employees is effective.



Overall - Avg Agreement on Each Statement

My immediate supervisor is fair and objective.

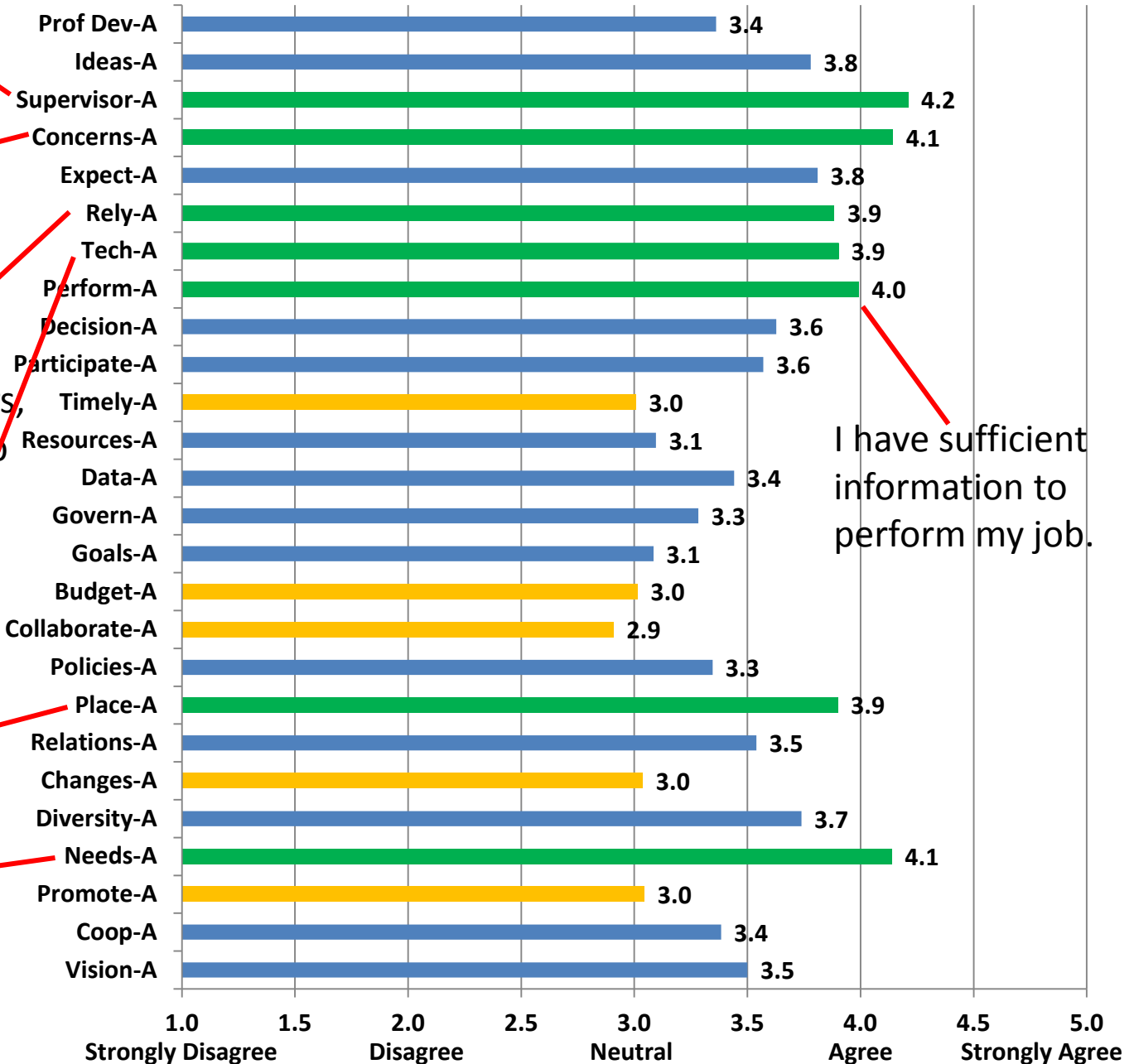
I am comfortable discussing concerns with my direct supervisor.

I can rely on my colleagues/co-workers, when needed, to help get the job done.

The college provides adequate technology to do my job.

NCC is a good place to work.

The needs of the students are important to college employees.



I have sufficient information to perform my job.

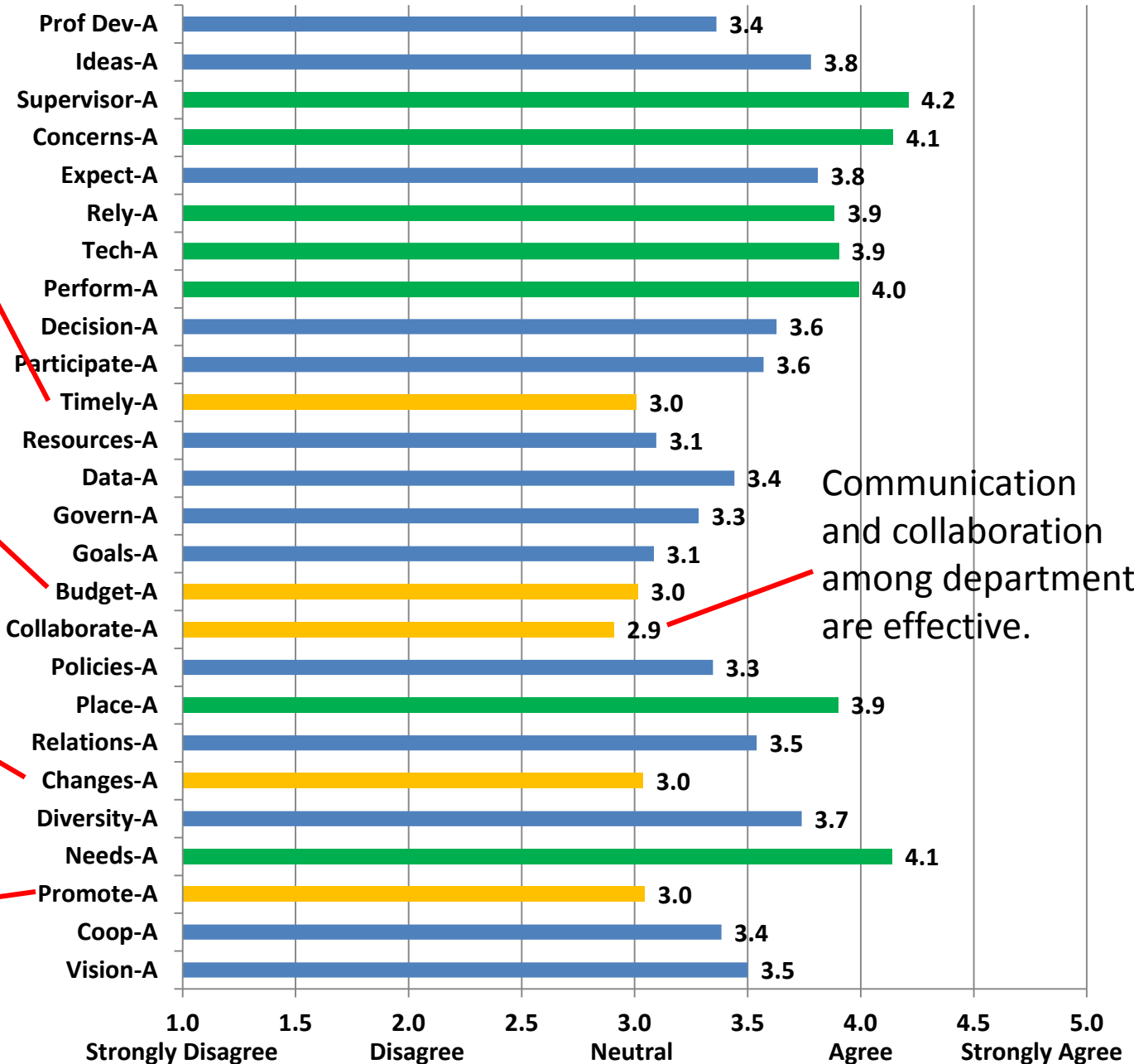
Overall - Avg Agreement on Each Statement

Decisions are made in a timely fashion.

Communication of budget decisions to employees is effective.

Overall there have been positive changes in the NCC work environment in the past three years.

The administration promotes teamwork and cooperation among employees.



Communication and collaboration among departments are effective.

Overall - % Rating of Agreement

My immediate supervisor is fair and objective.

I am comfortable discussing concerns with my direct supervisor.

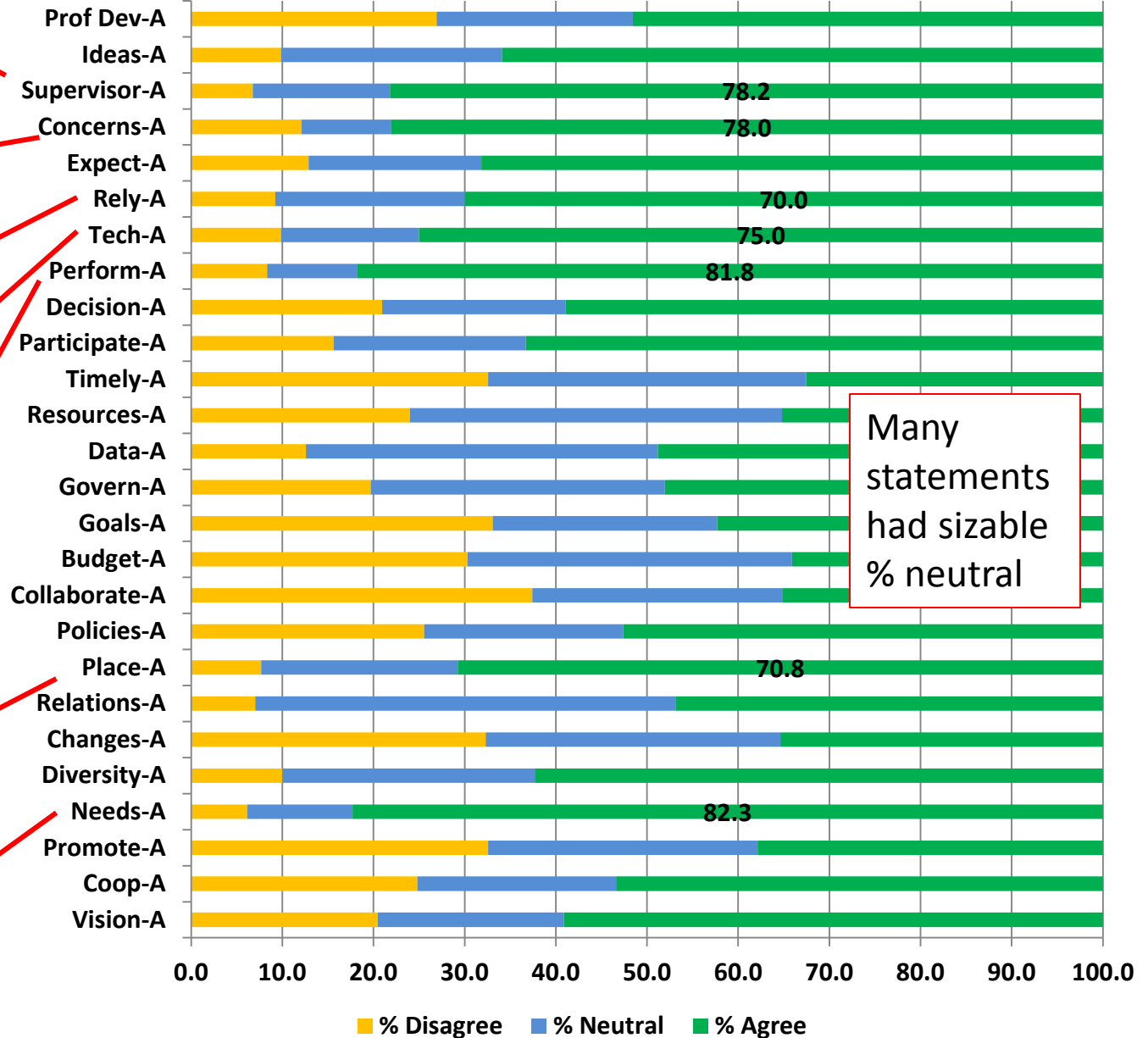
I can rely on my colleagues/co-workers, when needed, to help get the job done.

The college provides adequate technology to do my job.

I have sufficient information to perform my job.

NCC is a good place to work.

The needs of the students are important to college employees.



Many statements had sizable % neutral

Overall - % Rating of Agreement

Decisions are made in a timely fashion.

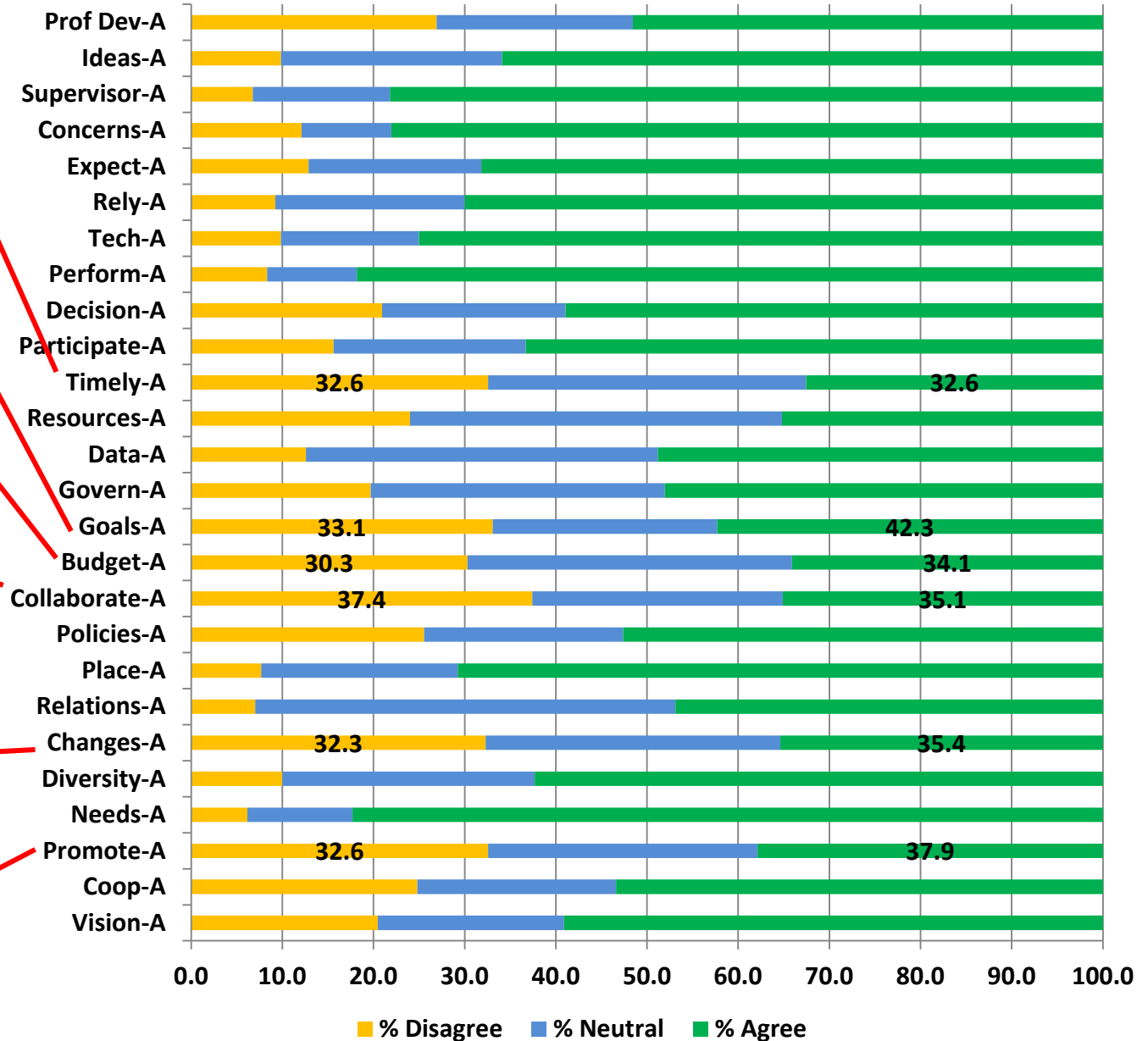
Staff & faculty know what the institution's strategic long-range goals are.

Communication of budget decisions to employees is effective.

Communication and collaboration among departments are effective.

Overall there have been positive changes in the NCC work environment in the past three years.

The administration promotes teamwork and cooperation among employees.



Avg Agreement

The needs of the students are important to college employees.

Communication and collaboration among departments are effective.

Communication of budget decisions to employees is effective.

I am comfortable discussing concerns with my direct supervisor.

My immediate supervisor is fair and objective.

	Part-time staff	Full-time staff	Full-time faculty	Adjunct faculty	Admin	Overall
Vision	3.5	2.9	3.8	3.8	5.0	3.5
Coop	3.5	2.8	3.2	3.8	4.3	3.4
Promote	3.3	2.4	3.0	3.4	4.3	3.0
Needs	4.2	3.8	4.3	4.3	4.3	4.1
Diversity	3.8	3.4	3.8	4.0	3.0	3.7
Changes	3.3	2.6	3.0	3.3	4.3	3.0
Relations	3.5	3.6	3.9	3.4	4.3	3.5
Place	4.2	3.5	3.7	4.2	4.7	3.9
Policies	3.3	2.7	3.0	3.8	3.3	3.3
Collaborate	2.8	2.3	2.6	3.4	4.0	2.9
Budget	2.9	2.6	3.0	3.3	3.3	3.0
Goals	2.8	2.6	3.4	3.3	4.3	3.1
Govern	3.4	2.7	3.4	3.6	4.3	3.3
Data	3.4	3.0	3.8	3.7	3.7	3.4
Resources	3.1	2.9	2.7	3.3	3.7	3.1
Timely	2.8	2.6	3.0	3.4	4.0	3.0
Participate	3.4	3.2	4.0	3.7	4.3	3.6
Decision	3.5	3.5	4.1	3.4	4.7	3.6
Perform	4.2	3.4	3.8	4.3	4.3	4.0
Tech	4.0	3.6	3.7	4.2	4.0	3.9
Rely	4.1	3.7	3.5	4.0	5.0	3.9
Expect	3.8	3.2	3.9	4.1	4.3	3.8
Concerns	4.2	3.4	4.3	4.4	5.0	4.1
Supervisor	4.4	3.6	4.3	4.5	4.7	4.2
Ideas	3.7	3.4	4.1	3.8	5.0	3.8
Prof Dev	3.0	2.7	3.4	3.9	4.3	3.4

Strongly Disagree=1 to Strongly Agree=5

How well does NCC provide the following:

Overall - Avg Performance Level

Ensure the Campus is Attractive, Safe, Inclusive, and Meets Projected Programmatic Needs.

Campus



Maintain Affordability: Tuition, Financial Aid, and Resource Development.

Affordability



Ensure Institutional Effectiveness through Planning, Assessment and Communication.

Effectiveness



Meet the Evolving Needs of NCC's Region, Community, and Business and Industry Partners.

Evolving



Provide Valuable Learning Experience for All Students.

Learning



1.0 1.5 2.0 2.5 3.0 3.5 4.0 4.5 5.0
Very Poorly Poorly Neutral Well Very Well

How well does NCC provide the following:

Overall - % Performance Level

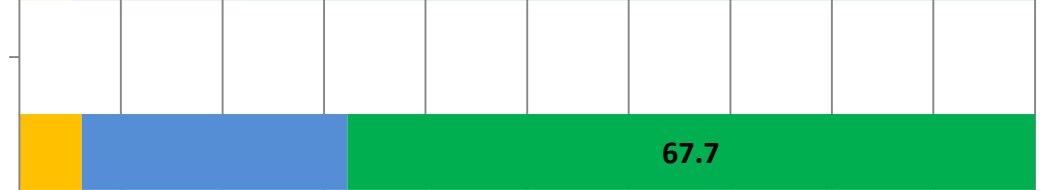
Ensure the Campus is Attractive, Safe, Inclusive, and Meets Projected Programmatic Needs.

Campus



Maintain Affordability: Tuition, Financial Aid, and Resource Development.

Affordability



Ensure Institutional Effectiveness through Planning, Assessment and Communication.

Effectiveness



Meet the Evolving Needs of NCC's Region, Community, and Business and Industry Partners.

Evolving



Provide Valuable Learning Experience for All Students.

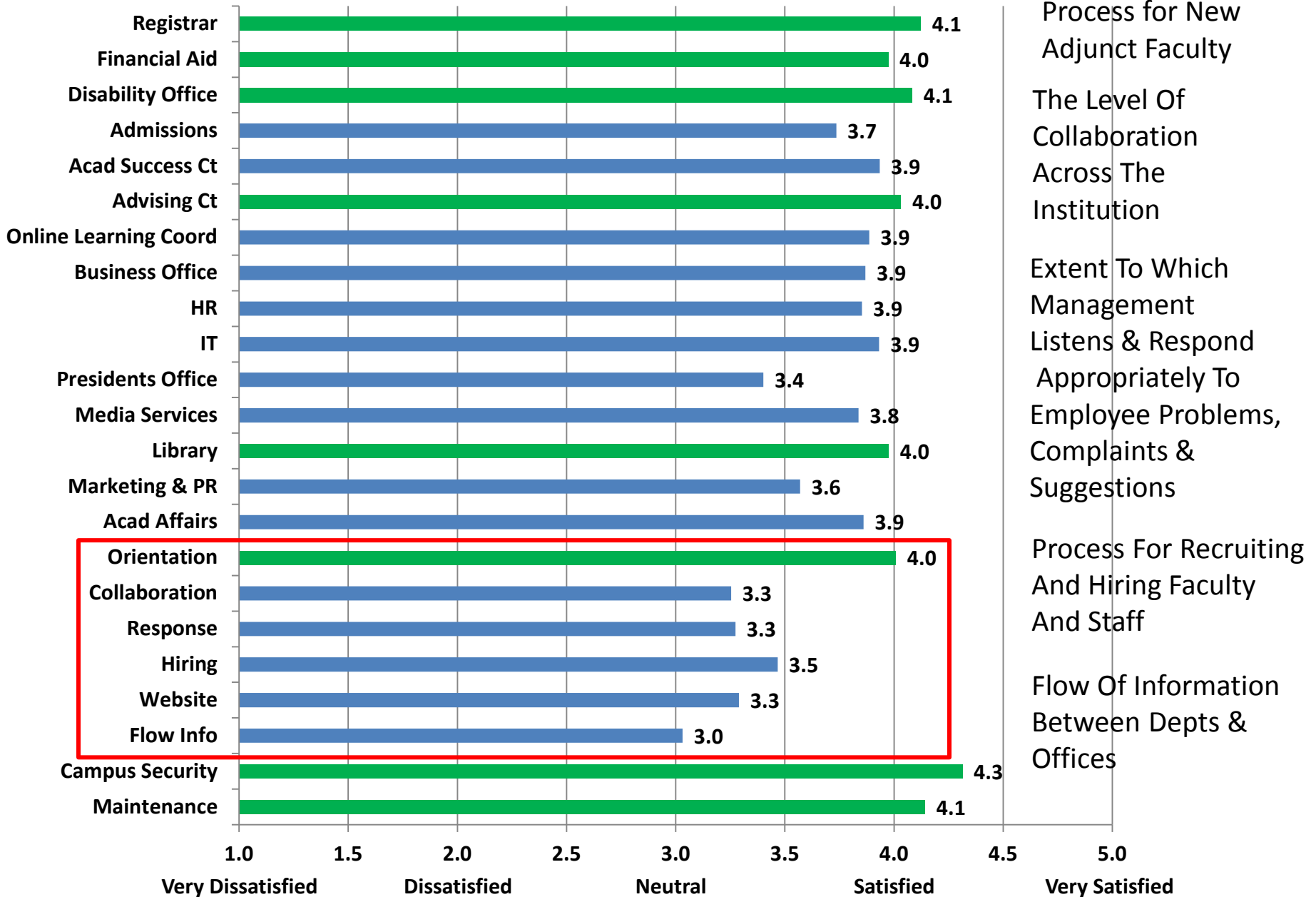
Learning



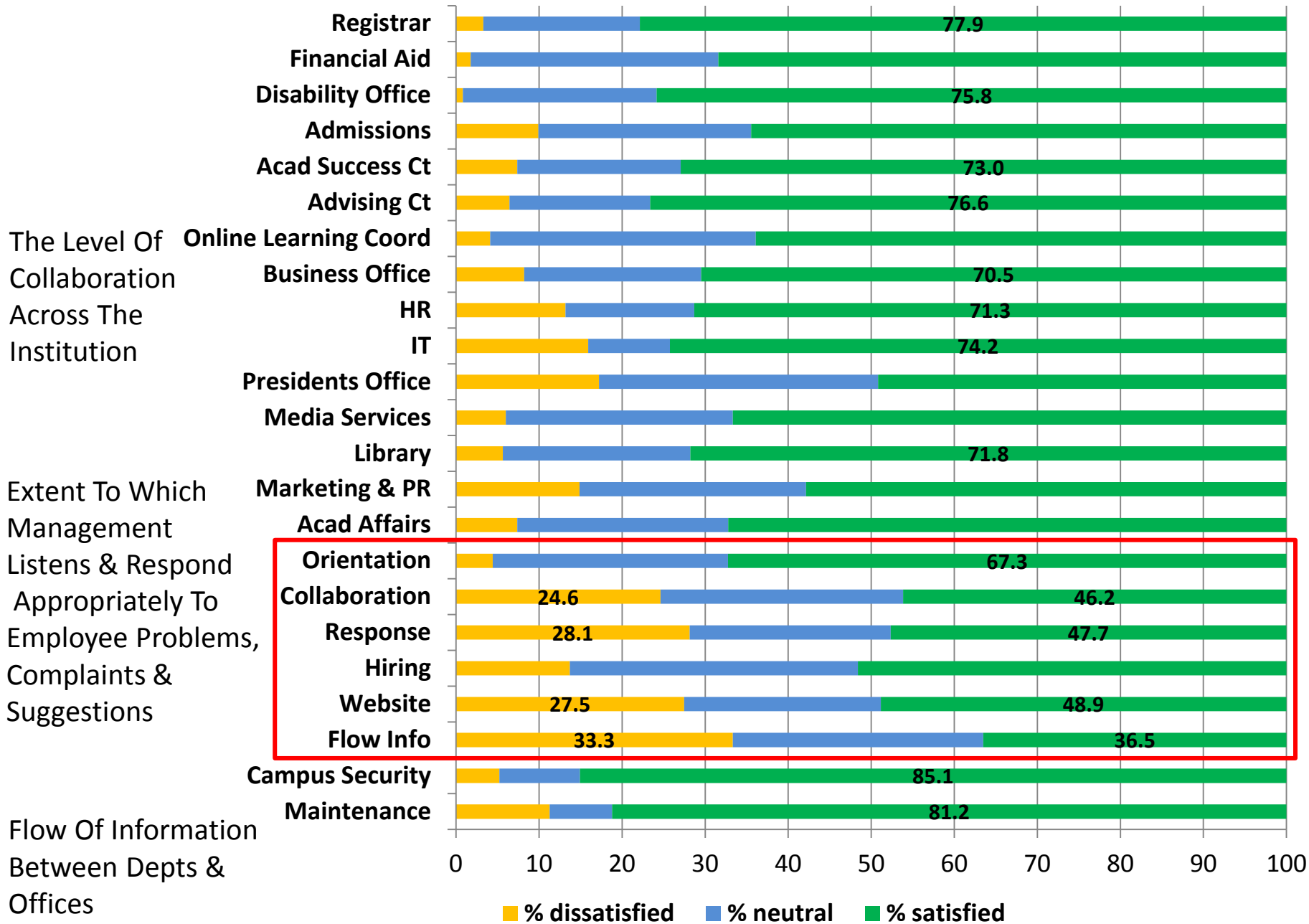
0.0 10.0 20.0 30.0 40.0 50.0 60.0 70.0 80.0 90.0 100.0

■ % poorly ■ % neutral ■ % well

Departments & Activities - Avg Satisfaction



Departments & Activities - % Satisfaction



Average Satisfaction

	Part-time staff	Full-time staff	Full-time faculty	Adjunct faculty	Admin	Overall
Registrar	4.2	4.1	4.2	4.0	4.7	4.1
Financial Aid	4.1	4.1	3.9	3.9	4.3	4.0
Disability	4.1	4.0	4.3	4.1	4.3	4.1
Admissions	3.8	3.6	3.5	3.9	4.3	3.7
Success	3.9	3.8	3.8	4.1	4.3	3.9
Advising	4.2	3.9	4.1	4.0	4.3	4.0
Online	3.9	3.4	3.9	4.1	4.0	3.9
Business	4.1	3.3	4.1	4.1	4.3	3.9
HR	4.1	3.8	3.9	3.8	4.0	3.9
IT	4.2	3.9	3.5	4.1	4.0	3.9
President's Office	3.4	3.1	3.5	3.7	4.3	3.4
Media Services	3.9	3.8	3.9	3.8	4.3	3.8
Library	4.0	3.5	3.9	4.2	3.3	4.0
Marketing & PR	3.8	3.6	3.4	3.5	4.3	3.6
Acad Affairs	4.1	3.4	4.1	4.0	4.5	3.9
Orientation	3.7	3.4	4.2	4.4	4.0	4.0
Collaboration	3.2	2.8	3.2	3.6	4.3	3.3
Response	3.3	2.5	3.1	4.0	4.3	3.3
Hiring	3.2	3.2	3.5	3.7	4.0	3.5
Website	3.0	3.1	2.6	3.9	2.7	3.3
Flow Info	3.1	2.5	2.6	3.6	3.0	3.0
Campus Security	4.4	4.1	4.2	4.5	4.3	4.3
Maintenance	4.1	3.5	4.1	4.6	4.0	4.1

The Level Of **Collaboration** Across The Institution

Extent To Which Management Listens & **Respond** Appropriately To Employee Problems, Complaints & Suggestions

Flow of Information Between Depts & Offices

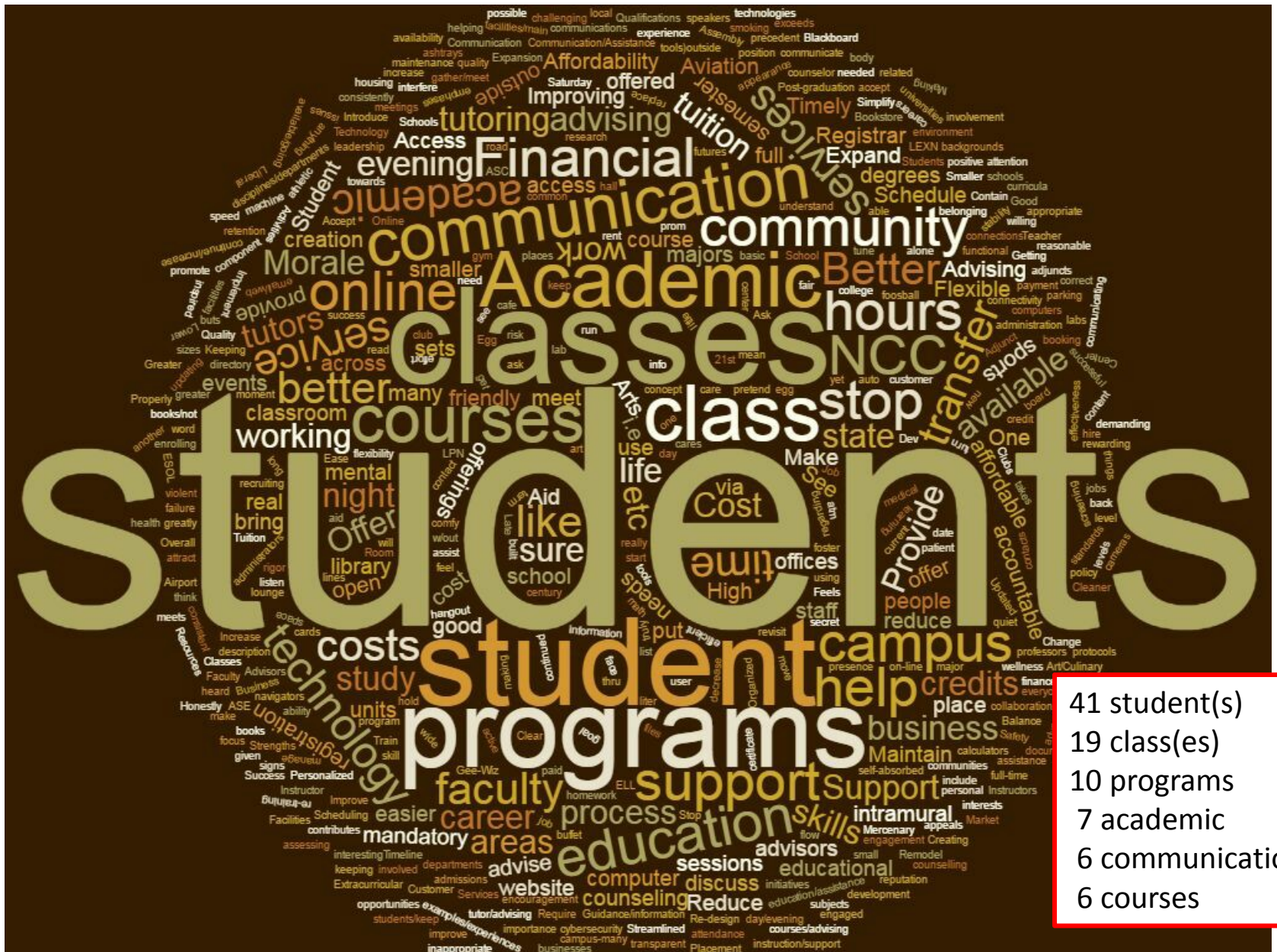
Very Dissatisfied=1
to Very Satisfied=5

If you could improve three things about NCC, what would they be?



28 student(s)
 27 communication
 18 faculty
 17 staff
 9 departments
 7 better
 7 time
 6 classes

What do you see as the top three priorities that would most benefit students?



- 41 student(s)
- 19 class(es)
- 10 programs
- 7 academic
- 6 communication
- 6 courses

Tools

Personal Information

Announcements

My Grades

Calendar

Send E-mail

Tasks

User Directory

Address Book

Course Hub

Performance

Performance

Performance

Performance

Performance

Performance

Performance

Performance

Performance

Performance

Performance

Performance

My Courses

NCC Institutional Research Data Center

Academic Advising Seminar *(not currently available)*

Instructor: Colleen Darwish; PHILLIP FRANKLAND; PATRICIA KLEIN; LISA YORIO;

Bb Course Development and Practice

Instructor: PHILLIP FRANKLAND;

Bb Training Practice Course 07

Instructor: PHILLIP FRANKLAND;

Guided Pathway Teams

Instructor: BARBARA BANCROFT; JAYNE BARNES; SALLY BASHALANY; CAROLE BOUTIN; ROBERT BRAGDON; JOHN CARLISLE; DEBRA COSTANINO; JAN CURTIS; ALFRED DEROSA; DAVID DINWOODIE; LORI DITTO; MARK DODGE; MARISA DONATI; ANNE EULE; ALISON FLEWELLING; PHILLIP FRANKLAND; BARRY GARSIDE; PATRICK GEOFFROY; ROLAND GIES; LIZBETH GONZALEZ; LOUISE GOULET; ROBYN GRISWOLD; CHERYL HIRNI; TIMOTHY HOGAN; KATHLEEN HOLT; AIMEE HUARD; DAVID HUBBS; DANIEL JONES; GARRY KIRK; PATRICIA KLEIN; KAREN LAVOIE; DONALD MARCOTTE; SUSAN MERIDETH; CHRISTINE MORRIS; ALIYAR MOUSAVI; SUZANNE REGAN; JEAN RUBERAINIER; SUELLEN SEABURY; JENNIFER TRIPP; AMY VAZIFDAR; PAMELA VEIGA; KARL WUNDERLICH; LISA YORIO;

NCC Adjunct Applicants Information

Instructor: DAVID DINWOODIE; PHILLIP FRANKLAND;

NCC Institutional Research Data Center

Instructor: ALAN FOUCAULT; PHILLIP FRANKLAND; BARRY GARSIDE;

NCC Nursing

Instructor: LIZABETH AUTH; lizabeth auth; CAROLE BOUTIN; ALAN

My Announcements

No Institution An

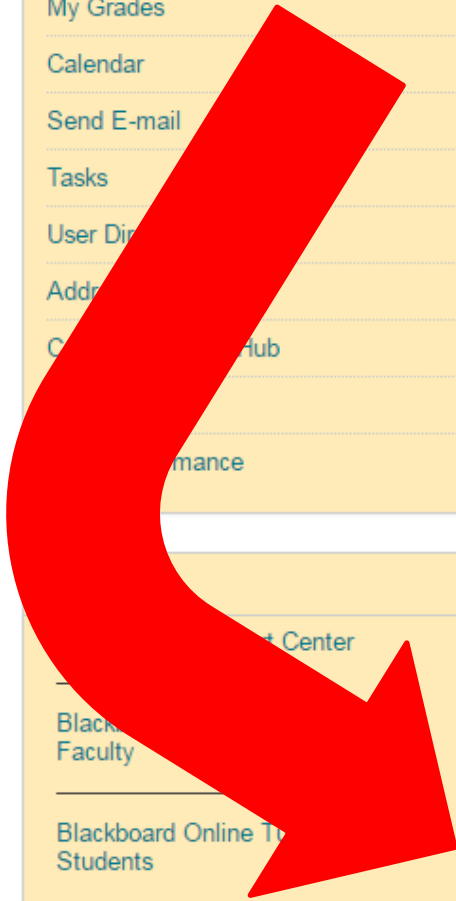
No Course or Organizati

My Tasks


My Tasks:


On Demand Help and L


Object moved to here



Content

Build Content 

Assessments 

Tools 

Partner Content



Academic Program Reviews



Admissions & Acceptance



College Placement Tests



Community College Survey of Student Engagement



Dual Enrollment



Employment & Placement



Enrollment & Credit Hours



Financial Aid & Student Debt



Graduation Surveys




Student Surveys



Retention, Completion & Degrees



Transfers 



Other Topics