

Institutional Effectiveness Survey

Nashua Community College



Nov/Dec 2017

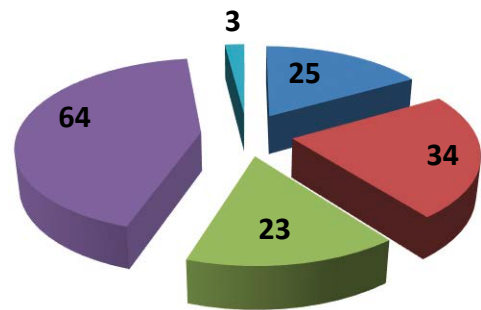
Solicited Opinions of Staff & Faculty

- 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

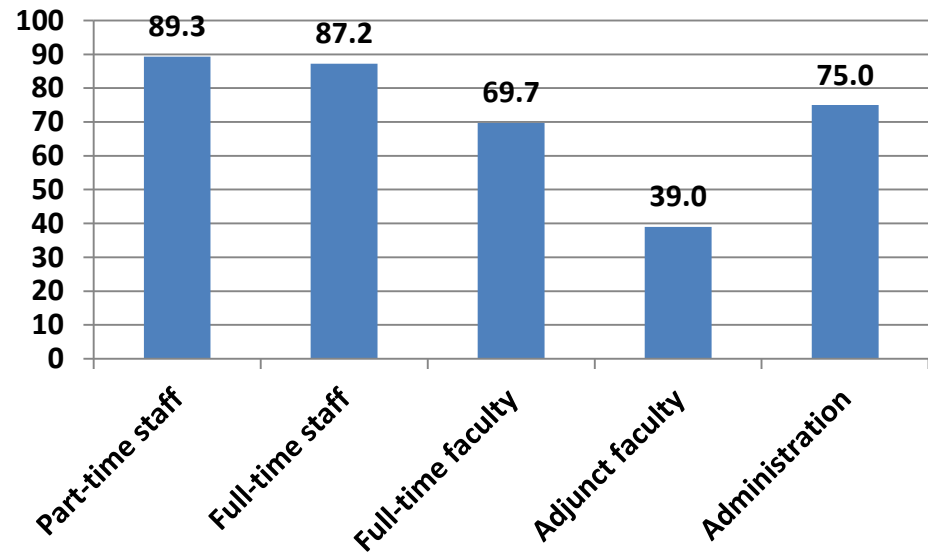
58% return rate – 136 of 268 possible surveys returned

Total # Responses



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

Percent Return



Level of 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 Agreement on Each Statement

My immediate supervisor is fair and objective.

I am comfortable discussing concerns with my direct supervisor.

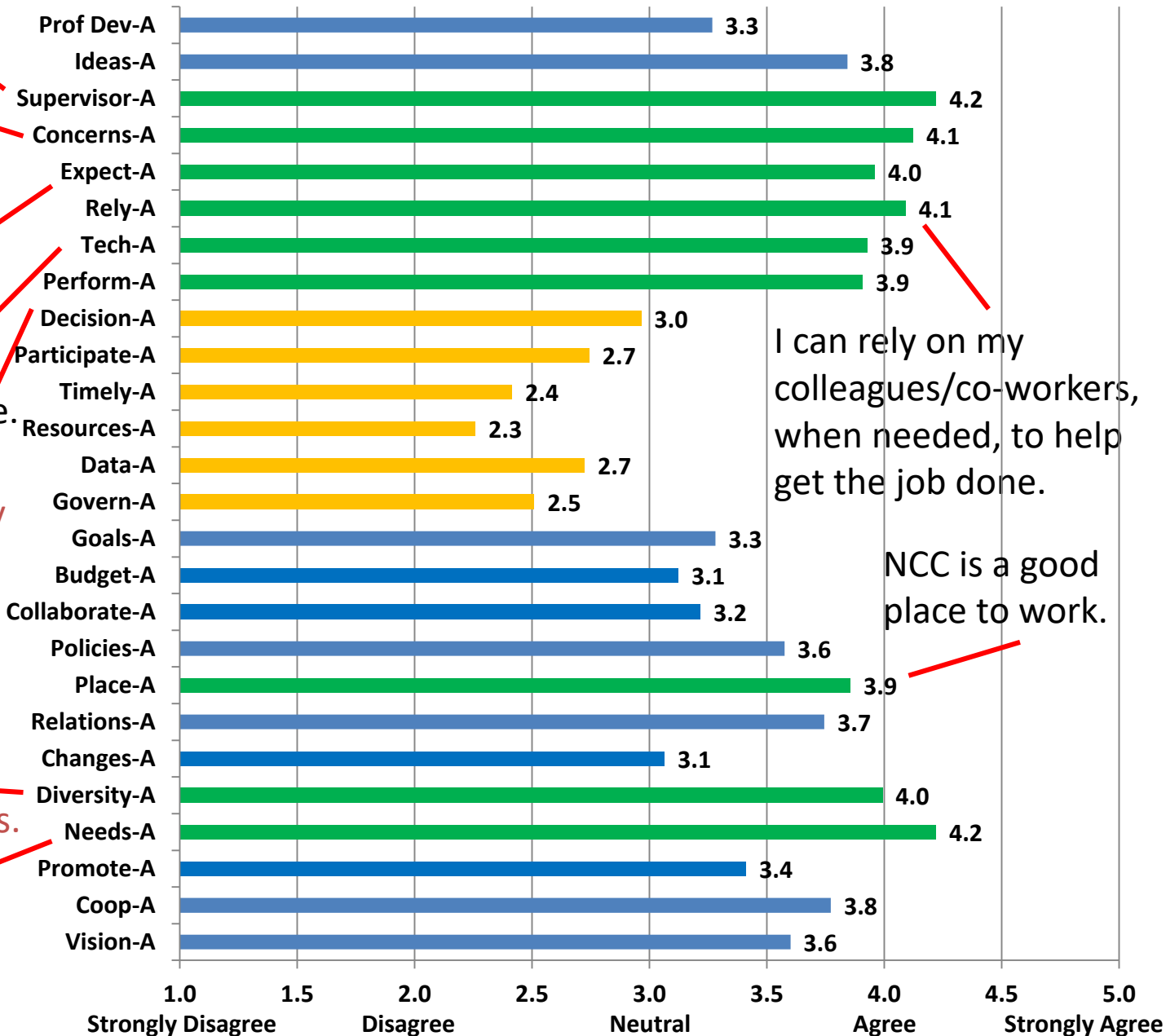
Job performance expectations have been clearly communicated to me.

The college provides adequate technology to do my job.

I have sufficient information to perform my job.

Diversity is actively promoted on campus.

The needs of the students are important to college employees.



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

NCC is a good place to work.

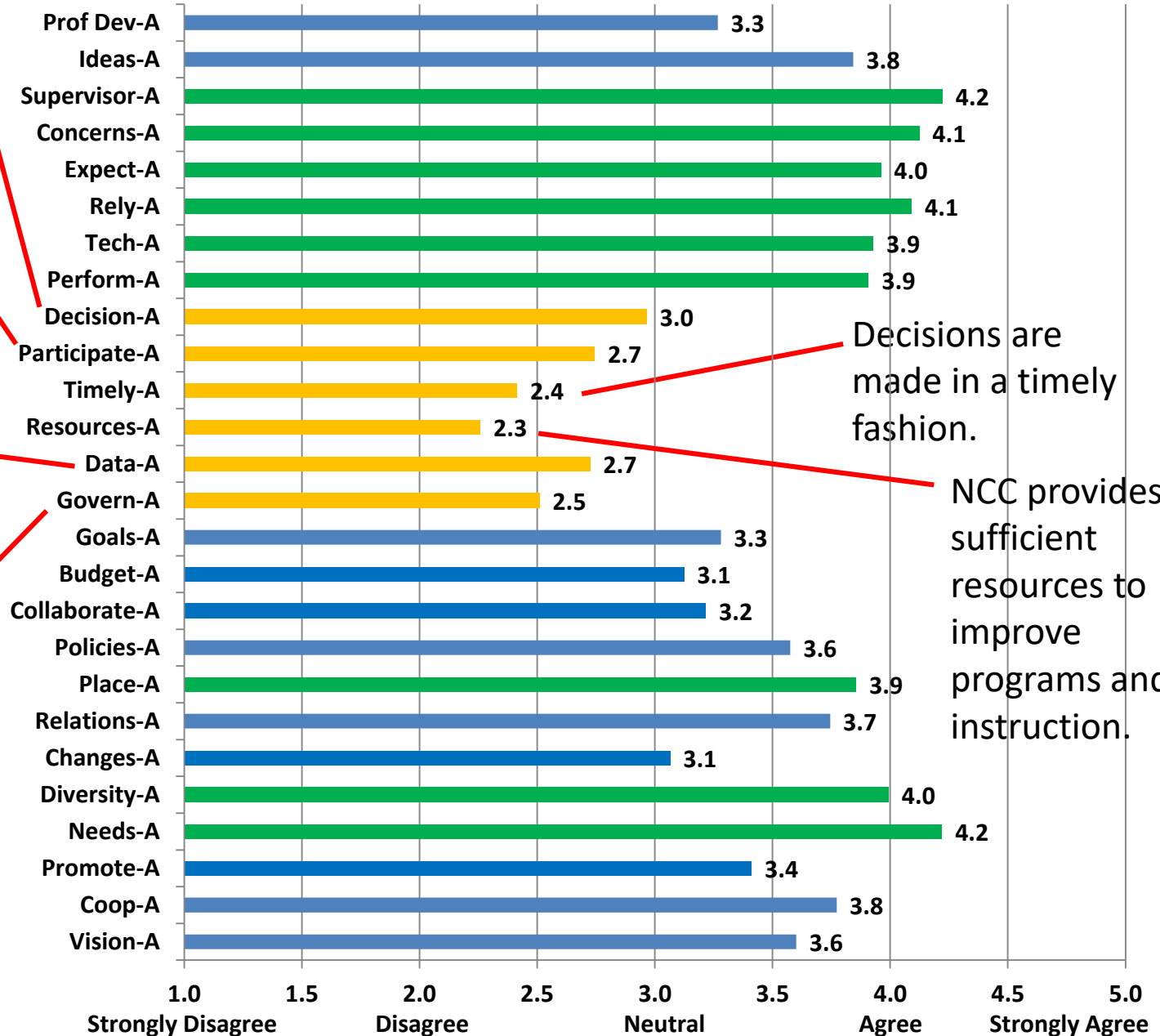
Overall - Avg Agreement on Each Statement

Decisions are made in a timely fashion.

Employees are provided opportunities to participate on important college committees.

The college uses data to determine the effectiveness of its programs and services.

NCC's system of governance effectively accomplishes the mission and purposes of the college.



Decisions are made in a timely fashion.

NCC provides sufficient resources to improve programs and instruction.

Overall - % Rating of Agreement

My immediate supervisor is fair and objective.

I am comfortable discussing concerns with my direct supervisor.

Job performance expectations have been clearly communicated.

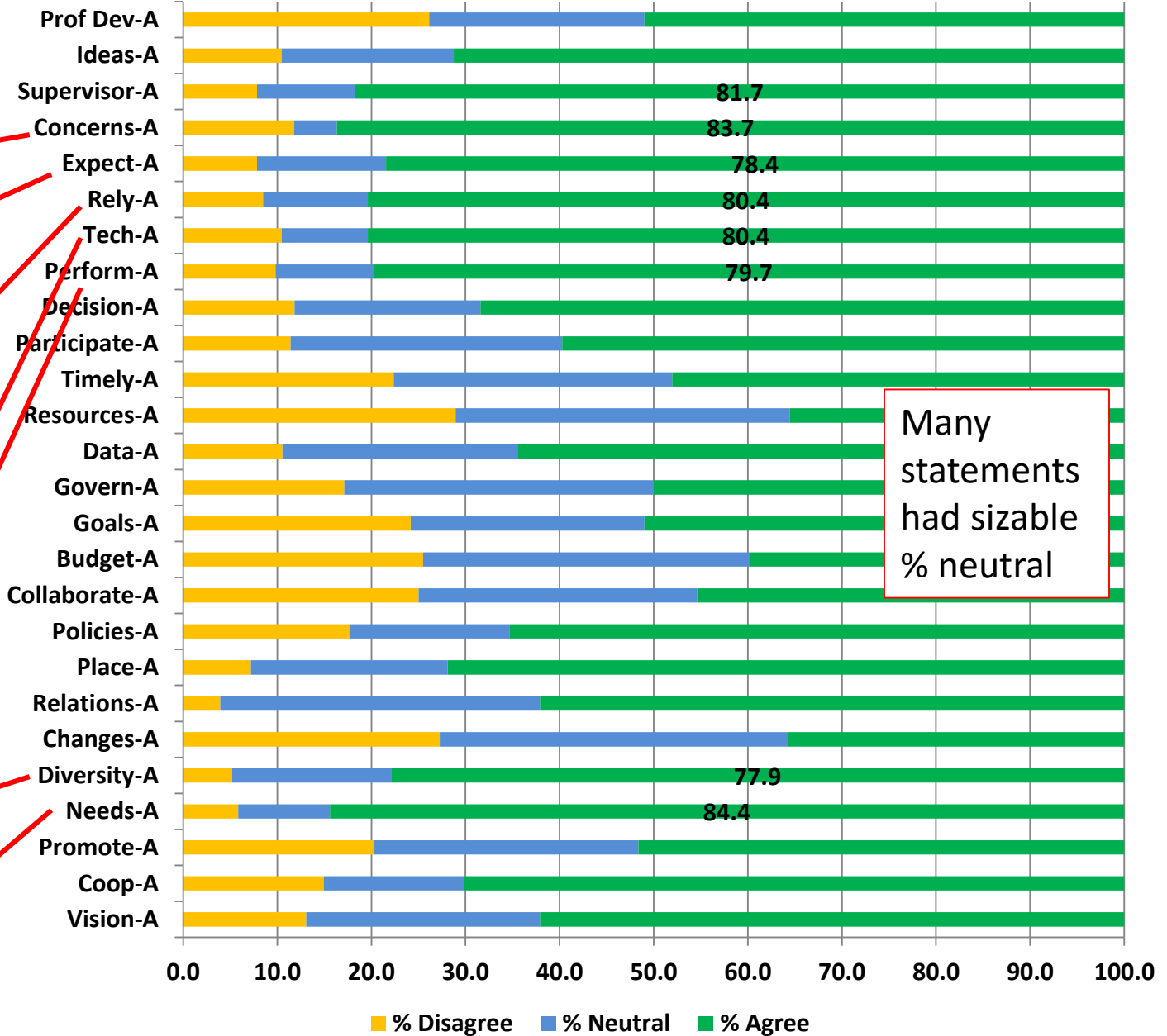
I can rely on my colleagues/co-workers, when needed, to help get the job done.

The college provides adequate technology to do my job.

I have sufficient information to perform my job.

Diversity is actively promoted on campus.

The needs of the students are important to college employees.



Many statements had sizable % neutral

Overall - % Rating of Agreement

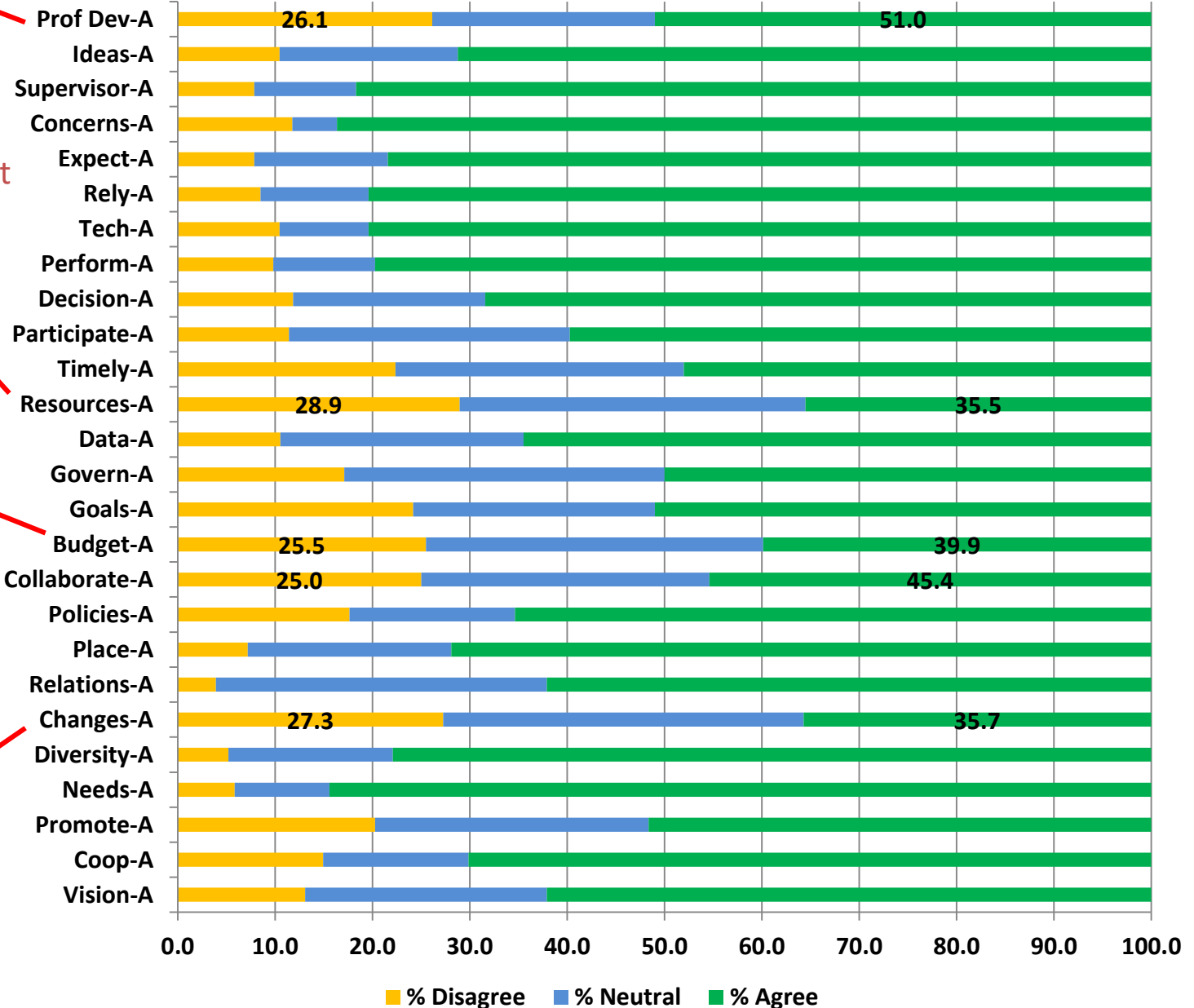
The college provides opportunities for training and professional growth.

NCC provides sufficient resources to improve programs and instruction.

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.



Avg Agreement

The needs of the students are important to college employees.

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

Communication of budget decisions to employees is effective.

NCC provides sufficient resources to improve programs and instruction.

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

I am comfortable discussing concerns with my direct supervisor.

My immediate supervisor is fair and objective.

Strongly Disagree=1 to Strongly Agree=5

	Part-time staff	Full-time staff	Full-time faculty	Adjunct faculty	Admin	Overall
Vision	3.6	3.6	3.6	3.6	5.0	3.6
Coop	3.6	3.7	3.4	4.0	5.0	3.8
Promote	3.4	3.2	3.2	3.6	4.7	3.4
Needs	4.0	4.3	4.4	4.3	5.0	4.2
Diversity	4.2	4.0	4.0	3.9	4.3	4.0
Changes	3.0	2.9	3.3	3.1	4.7	3.1
Relations	3.9	3.9	4.0	3.5	4.7	3.7
Place	3.7	3.9	3.7	4.0	4.3	3.9
Policies	3.3	3.5	3.6	3.8	4.7	3.6
Collaborate	3.0	3.2	3.2	3.4	4.3	3.2
Budget	3.2	2.9	3.3	3.2	4.0	3.1
Goals	3.1	3.4	3.5	3.3	3.7	3.3
Govern	3.0	3.2	3.7	3.5	4.3	2.5
Data	3.4	3.7	4.0	3.7	5.0	2.7
Resources	2.9	3.2	3.2	3.0	4.3	2.3
Timely	3.1	2.9	3.4	3.5	4.3	2.4
Participate	3.6	3.5	3.8	3.6	5.0	2.7
Decision	3.4	4.0	4.0	3.8	5.0	3.0
Perform	3.8	3.8	4.0	4.0	4.7	3.9
Tech	4.0	4.2	3.9	3.7	5.0	3.9
Rely	4.1	4.2	4.2	4.0	4.0	4.1
Expect	3.6	3.9	4.1	4.1	4.7	4.0
Concerns	3.7	4.2	3.9	4.4	4.3	4.1
Supervisor	3.8	4.2	4.0	4.5	4.3	4.2
Ideas	3.8	4.0	3.9	3.8	4.5	3.8
Prof Dev	3.1	3.0	3.2	3.5	4.0	3.3

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.

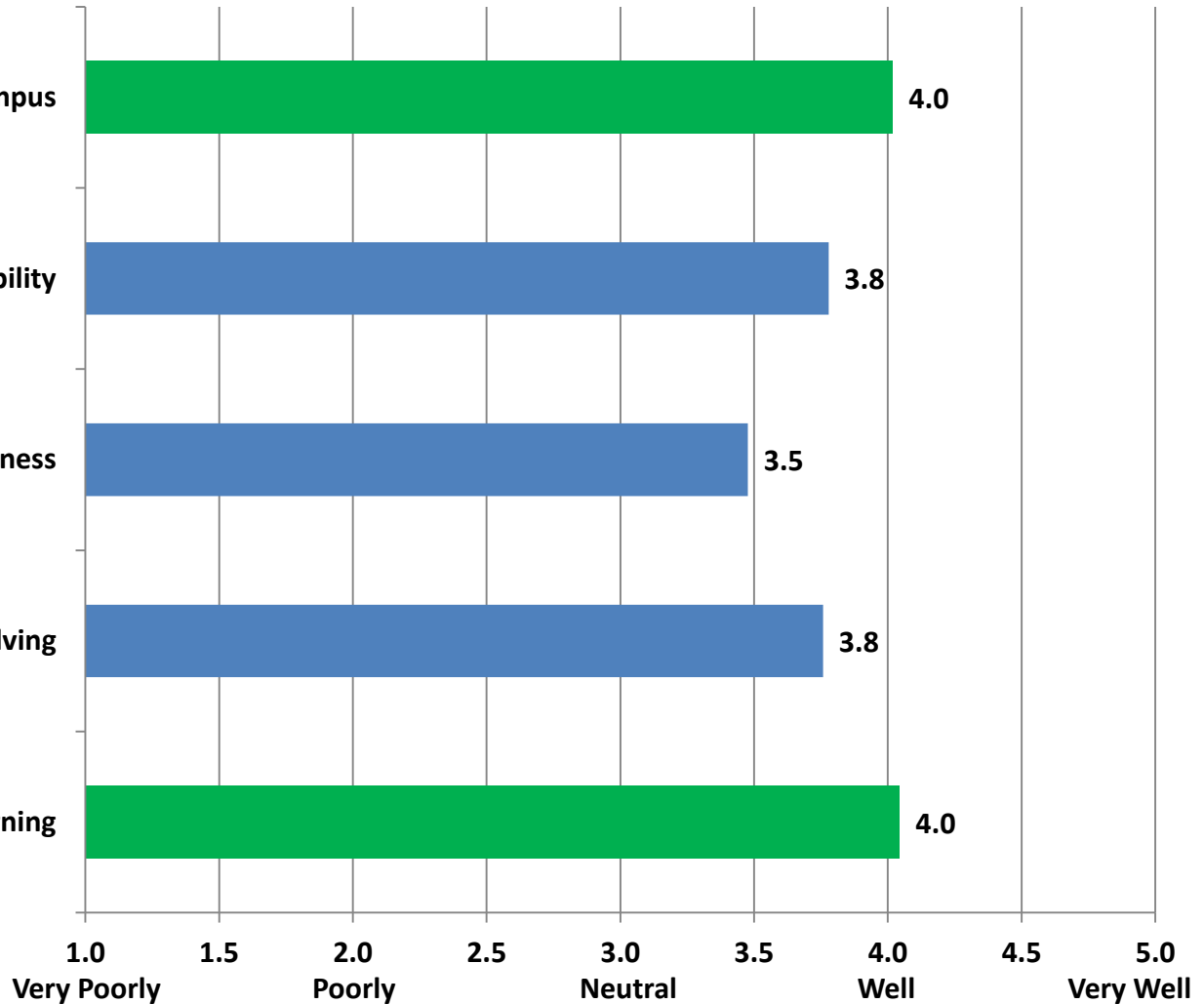
Effectiveness

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

Evolving

Provide Valuable Learning Experience for All Students.

Learning



How well does NCC provide the following:

Overall - % Performance Level

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

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

Ensure Institutional Effectiveness through Planning, Assessment and Communication.

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

Provide Valuable Learning Experience for All Students.

Campus

Affordability

Effectiveness

Evolving

Learning

