

# **2017 Higher Education Partnership Satisfaction Survey Report**

**Report Prepared:  
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## Purpose

The objective of this study was to evaluate Central Community College's relationships with various affiliated partners. This survey was hosted by Eastern Arizona College, with other AQIP affiliated institutions administering the survey to their partners. In 2012 the data generated from this study was intended to directly support AQIP (Academic Quality Improvement Program) category 9: building collaborative relationships, an area identified as an opportunity for improvement. In 2014 AQIP changed their category structure to reduce duplication of concepts and theories within accreditation. This study now aligns with Category Two: Meeting Student and Other Key Stakeholder Needs which addresses the key processes (separate from instructional programs and internal support services) through which the institution serves its external stakeholders in support of its mission.

## Participating AQIP Institutions

A total of 17 institutions participate in the survey and are on varying survey cycles. For the 2017 administration, a total of five colleges participated:

- Central Arizona College
- Central Community College
- Eastern Arizona College
- Illinois Valley Community College
- Medicine Hat College

## Survey Participants

Individuals and organizations that associate with and/or collaborate with CCC were invited to participate in the survey. In 2012 these partners were designated into one of five categories, as defined in AQIP category 9:

1. Educational organizations and other organizations from which you receive your students (9P1)
2. Educational organizations and employers that depend on the supply of your students (9P2)
3. Organizations that provide services to your students (9P3)
4. Organizations that supply materials and services to your organization (9P4)
5. Educational associations, external agencies, consortia partners, and the general community with whom you interact (9P5)

After AQIP changed their category structure in 2014, these partners are now aligned with Category Two: Meeting Student and Other Key Stakeholder Needs which addresses the key processes (separate from instructional programs and internal support services) through which the institution serves its external stakeholders in support of its mission.

## Survey Dates

- May 1 through May 12, 2017

## Methodology

- Participants were sent email invitations with a link to the web-based survey with follow-up reminders sent as well
- The survey was comprised of three sections
  - The first section consisted of four demographical questions with a multiple choice answer set
  - The second section consisted of 14 core benchmarking questions with a Likert answer set, multiple choices, and an open-ended comments box
  - The third section contained seven institution specific Central Community College questions, consisting of multiple choices, rating scale (Likert) questions, and an open-ended question. In 2017 three questions on employer satisfaction were added to assist Eastern Arizona College in testing phase.
- Participants were also able to provide comments on each specific question

## Response Rates

- A total of 334 partners were invited to partake in the survey
- Total responded = 210
- Response rate = 62.9%

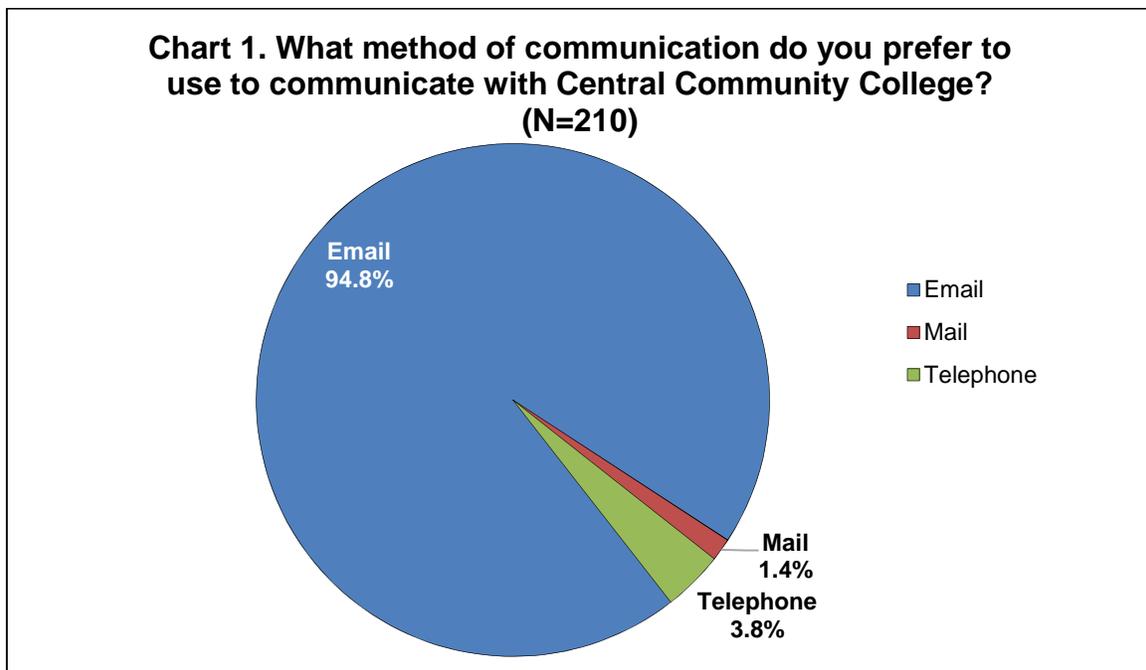
## Analysis

- Data were analyzed per partner category and also in comparison to other participating institutions
- Descriptive data is provided for the survey items

## Demographic Results

Survey participants were asked four demographic questions to provide an understanding of the type of relationship their organization has with Central Community College and the type and level of communication used. Survey participants were able to add specific comments to each question.

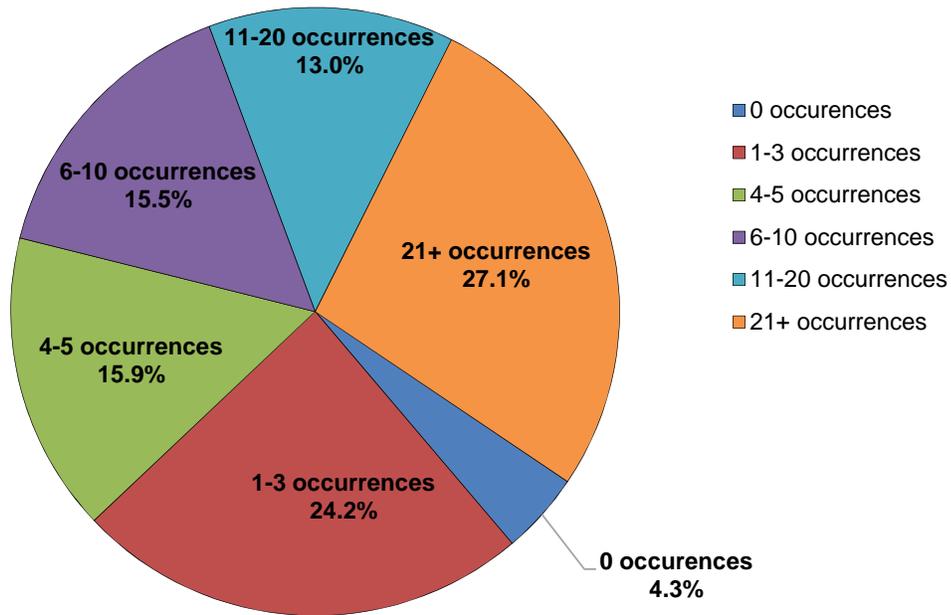
The demographic results showed that email was the overwhelmingly preferred method of communication with the College. The majority of organizations had frequent communications and long standing relationships with CCC, with 40% communicating with the College more than 10 times per year and 52% of organizations associating with the college for 13 years or more. Less than a third (28%) of the organizations have a formal documented agreement, however 30% of the organizations indicated it doesn't apply or they didn't know, which probably is a reflection of the diversity of the groups who participated in the study. This data would indicate that the college is accessible and is well respected within the community for the various parties to continue such long relationships and collaborations. The following Charts 1 through 4 show the results of each question, along with any comments that were added by respondents.



Additional comments include:

- It depends on the issue. If it is a tech issue, I use the telephone. But, for most of my communication, I use email.
- It depends... For an easy question email. For a more complex question, telephone. For materials that are colored and nice – mail.

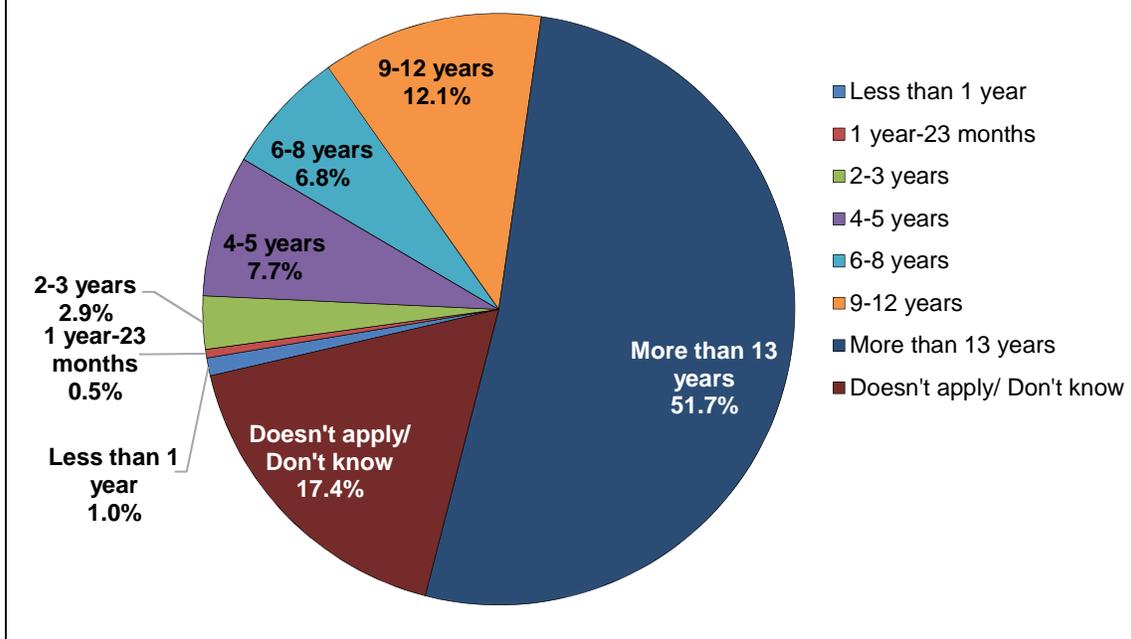
**Chart 2. During the past 12 months, how often have you communicated with Central Community College? (N=207)**



Additional comments include:

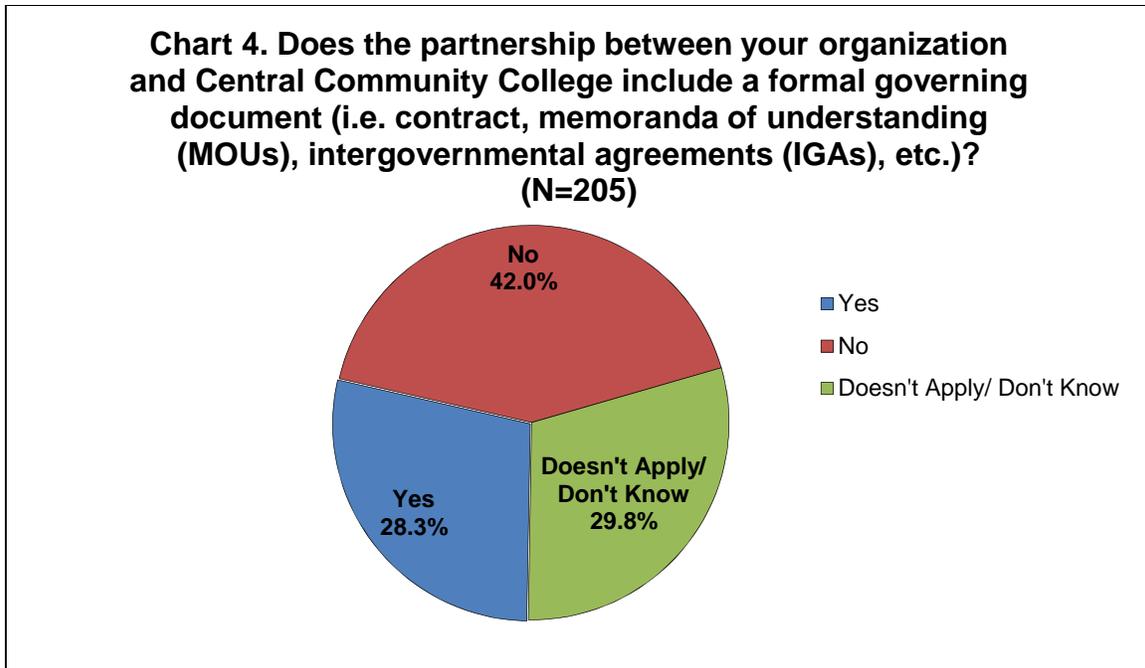
- During certain times of the year I communicate with Amy Hill at the Lexington Center every day. She is excellent
- Specifically with the Ord Learning Center about offerings, partnerships, etc.

**Chart 3. How long has your organization partnered with Central Community College? (N=207)**



Additional comments include:

- I don't know how long.
- I've been here for 4 years but the partnership established before I was here
- Articulated credits
- At least 9 years



Additional comments include:

- With regard to applications for training grants
- I do not know. We have members of CCC staff in Columbus as part of our Perkins Advisory Committee

## Benchmarking Results

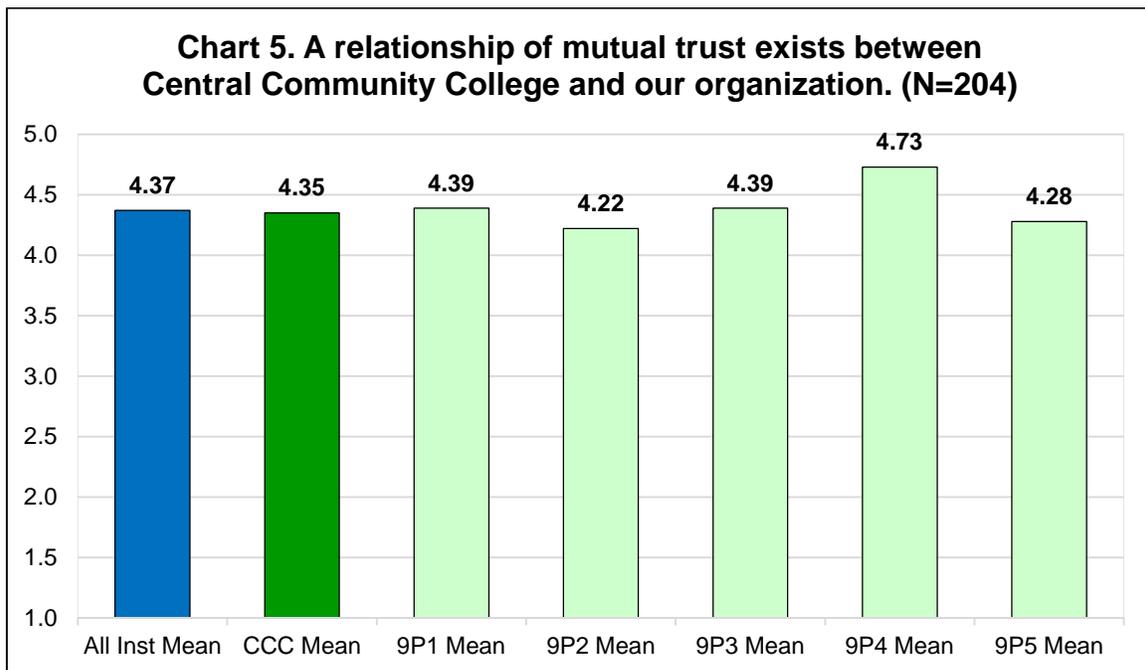
Survey respondents were asked 13 benchmarking questions to ascertain the type and quality of relationship that they had with Central Community College. Participants ranked each of the statements on a Likert scale selecting either “Strongly agree,” “Agree,” “Neutral,” “Disagree,” “Strongly disagree,” or “Doesn't apply/ Don't know”. Each answer was awarded a point value on a sliding scale, 5 points for “Strongly agree” to 0 for “Doesn't apply/ Don't know”. Means for each question were determined and analyzed in comparison to the means generated from all of the other participating institutions and also between CCC's partner categories. Survey participants were able to provide additional comments to each specific question.

When comparing CCC's mean values against the all institutions mean, the result was split down the middle. In six of the statements CCC's mean value was higher than the all institutions mean, six of the statements CCC's value was lower than the all institutions mean and in one statement CCC's mean was the same as the all institutions mean. This is a decline from last year, as CCC's mean was higher than the all institutions mean for all 13 statements in 2016. Even though the CCC means were split above and below the all institutions mean, a

score of greater than four was awarded in all 13 areas, reflecting that CCC's partners agreed with the statements and therefore measured their relationship with the College favorably.

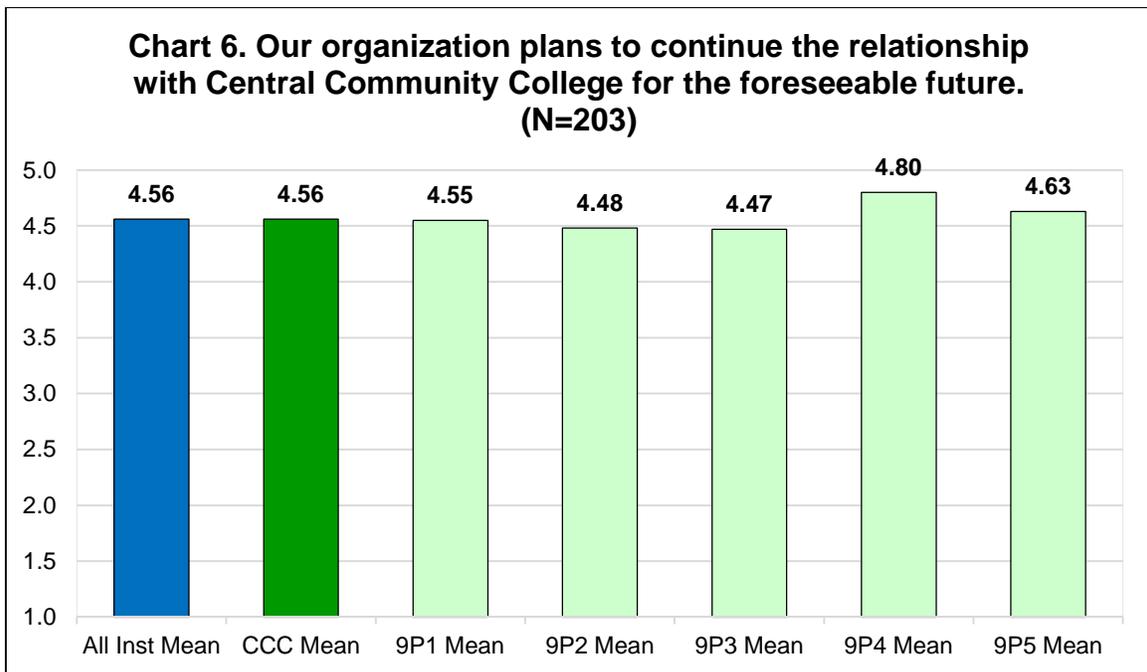
The data generated from this survey was further broken down and mean values for each area evaluated was generated for each partner category (9P1 – 9P5), thus enabling CCC to identify partner categories with which a strong relationship exists and those which may need improvement. Partners who participated in the survey and were classified in category 9P4 (Organizations that supply materials and services to your organization) rated their relationship and interactions with CCC most positively, having the highest means in 11 of the 13 statements, while partners in 9P3 (Organizations that provide services to your students) rated the statements least favorably in six of the 13 areas assessed. In two of the questions, the mean value of the level of agreement in two of the AQIP categories fell slightly below 4. This area was “The purposes of the partnership are well defined” (9P2 & 9P3) and “Our organization receives a return on our investment of time and money into this partnership.” (9P3).

Charts 5 through 17 on the following pages show the all institutes mean (all five of the participating AQIP affiliated institutions), the all Central Community College mean, and the mean for each partner category, followed by any additional comments provided by respondents for each question.

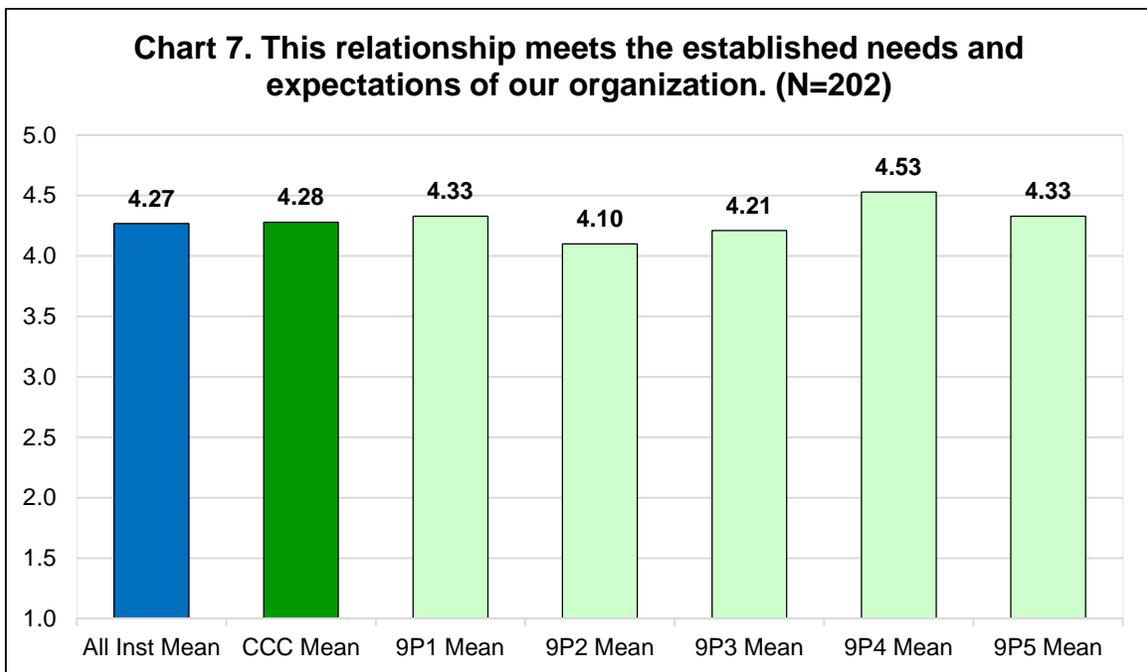


Additional comments include:

- Trust issues are not a result of any actions by CCC. To the extent trust is diminished, it is because of our actions.



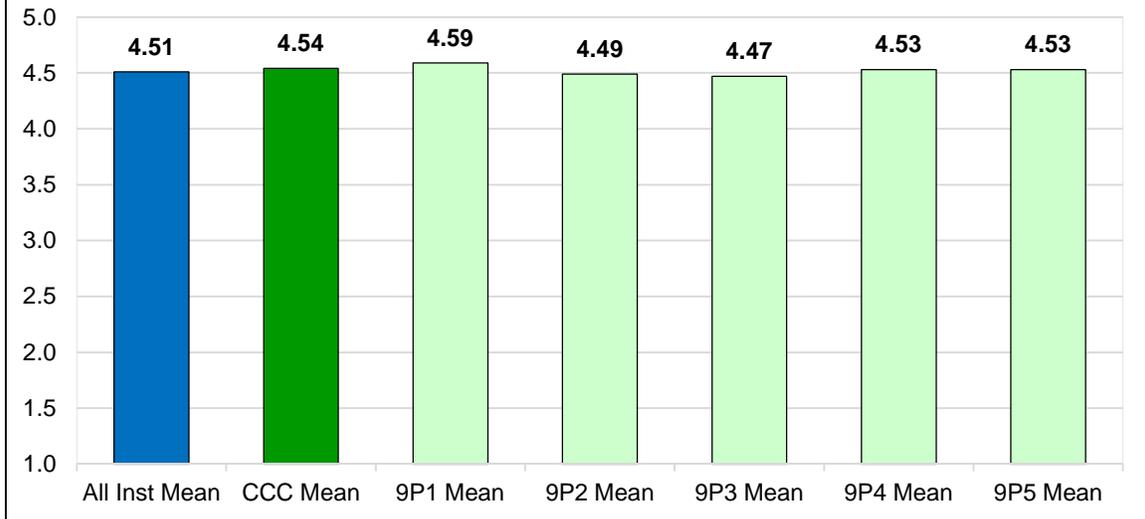
No additional comments



Additional comments include:

- Instructors do not seem to be openly willing to work with my students when they are learning to juggle high school classes, activities, and college classes. I struggle with instructors that do not acknowledge my students during distance learning classes. They want to know they are important to the instructors as much as other schools.
- Would be helpful to sit down with CCC management and refresh an understanding of needs, services, and expectations.
- CCC meets our expectations, but systematic issues within our organization means we cannot create a relationship that meets our own needs. We are our own worst enemy in this relationship.

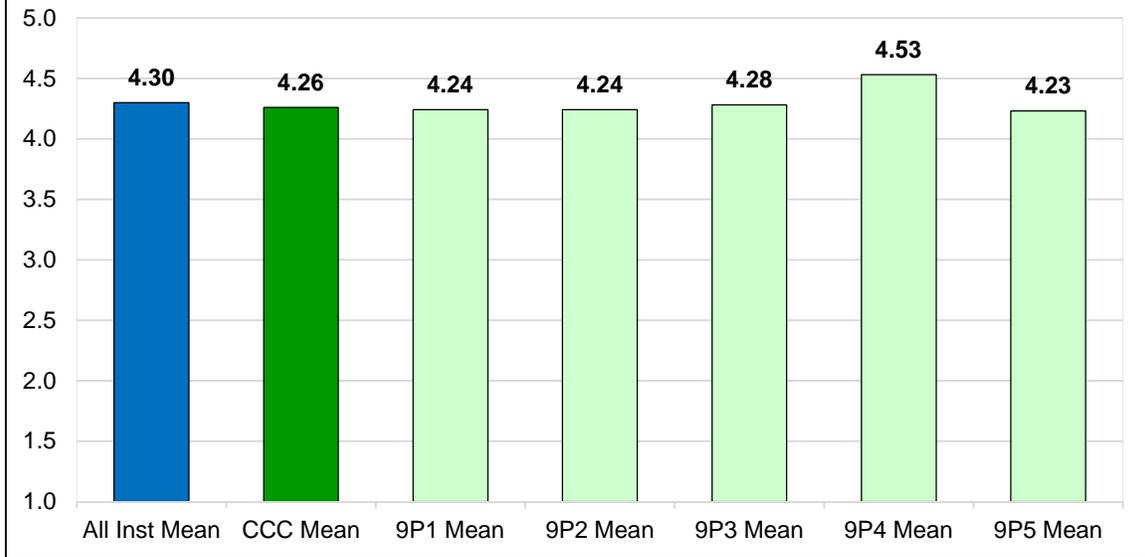
**Chart 8. Our organization feels comfortable contacting Central Community College with questions or concerns. (N=202)**



Additional comments include:

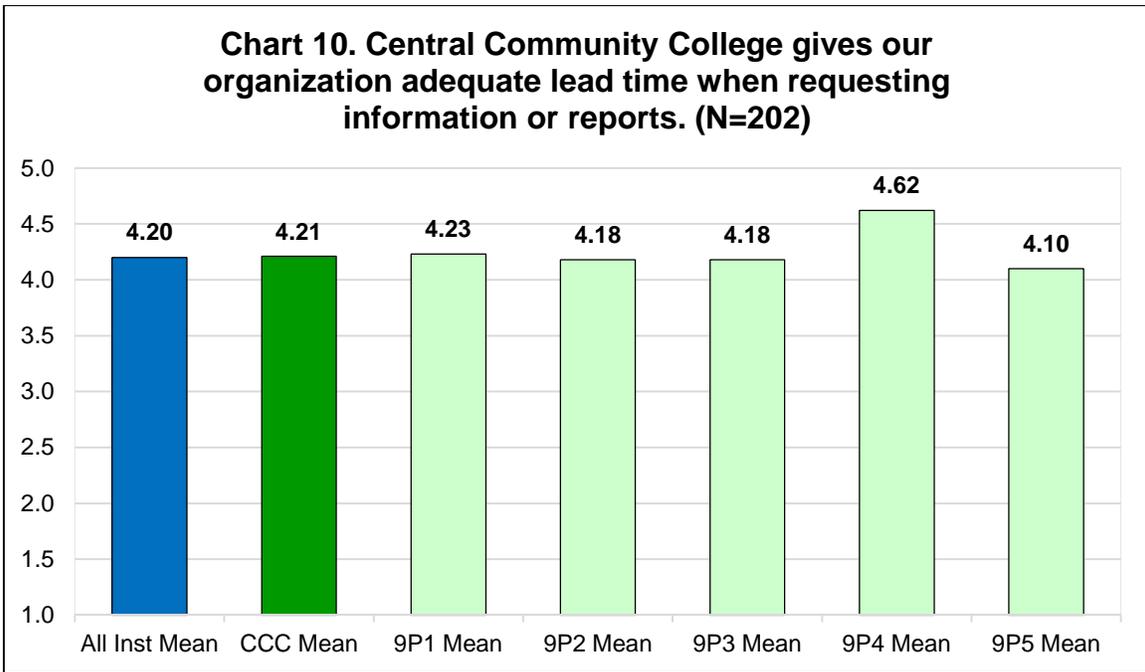
- I had good luck with my early learning contact but not so much with the instructors.

**Chart 9. Our organization's opinions and recommendations are respected by Central Community College. (N=202)**



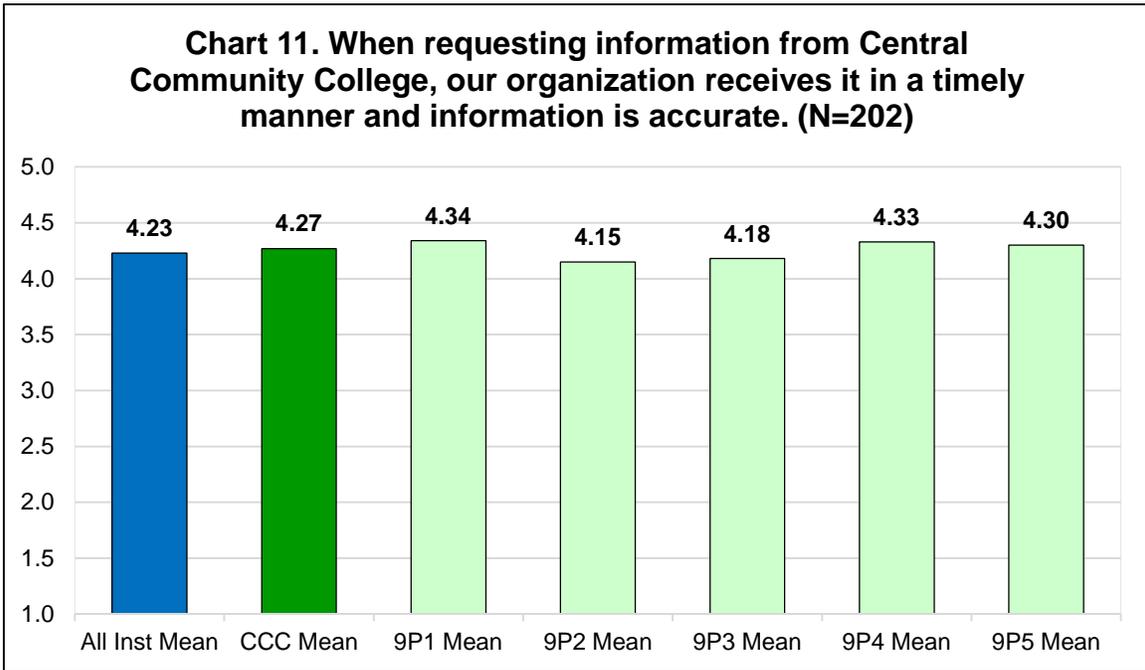
Additional comments include:

- Again, it would be helpful to sit down and discuss current needs, services, and expectations moving forward

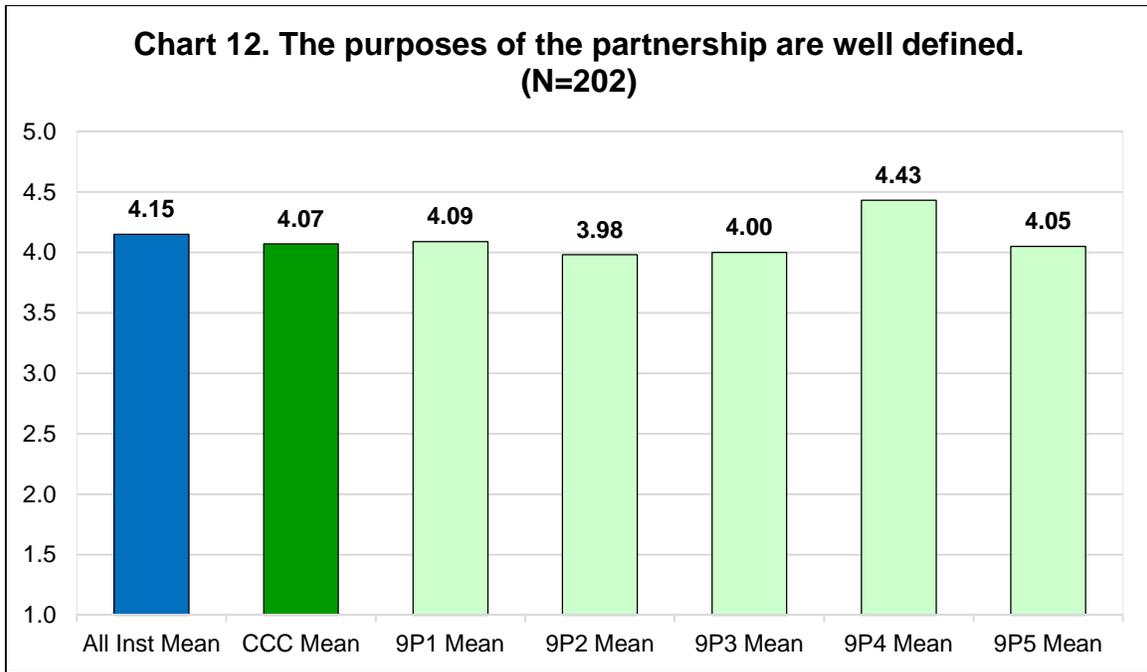


Additional comments include:

- Here at Lexington High School we have a wonderful relationship. I am not part of what all goes on at the district level

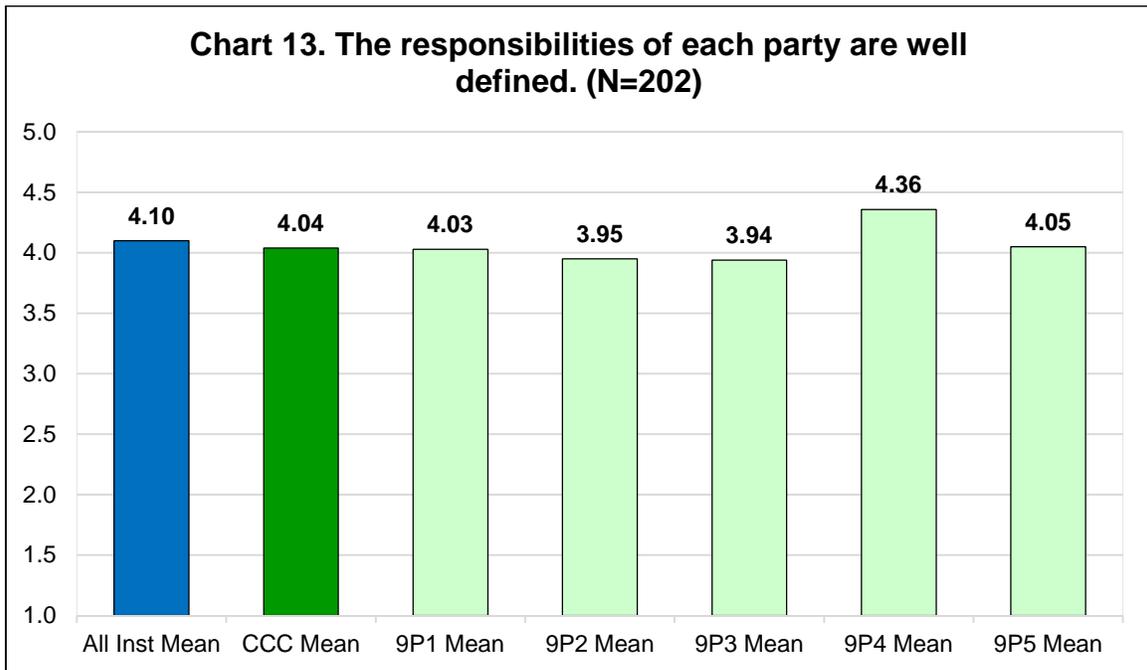


No additional comments



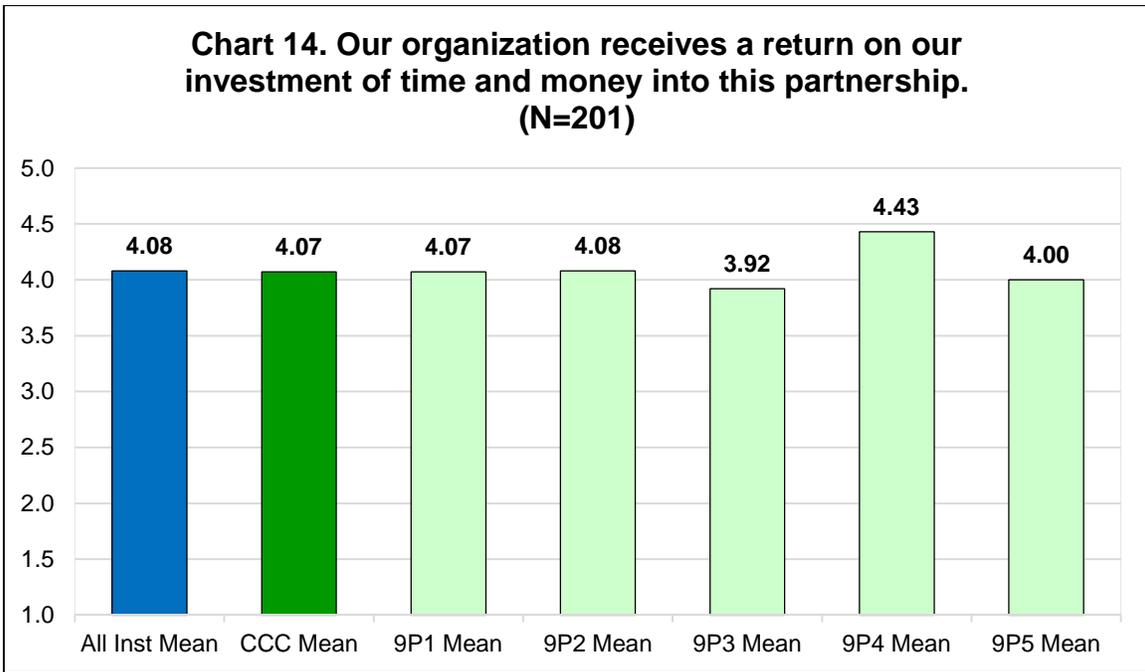
Additional comments include:

- Would be helpful to refresh the details of the partnership.



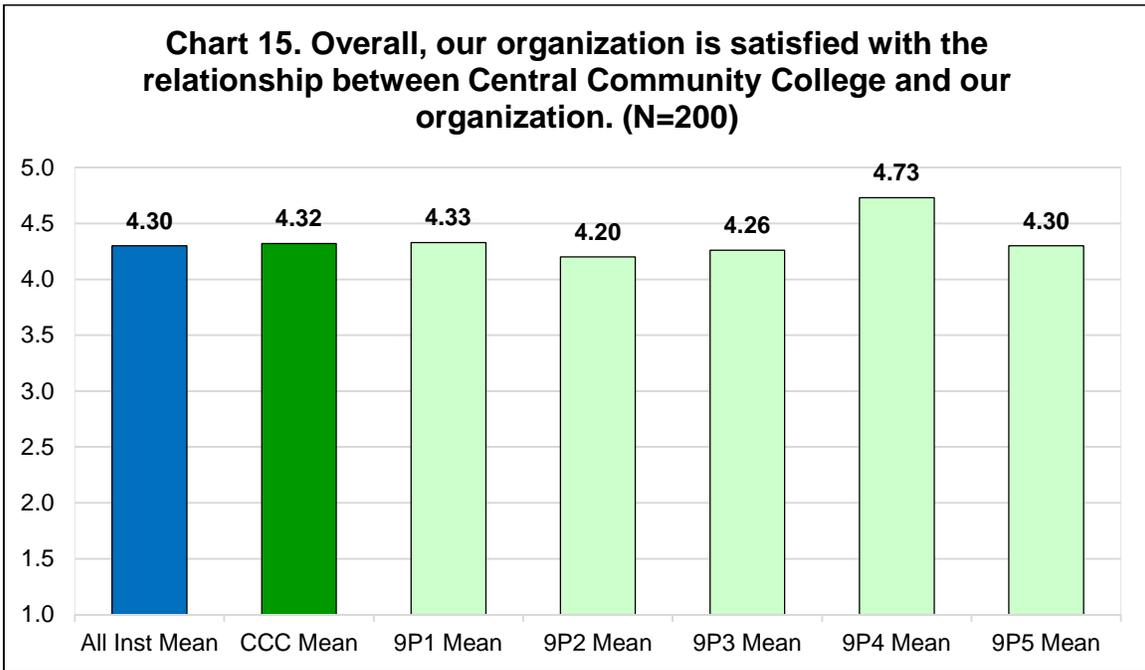
Additional comments include:

- Would be good to revisit the partnership and renew obligations.
- This responsibility ambiguity is the fault of my organization not CCC.

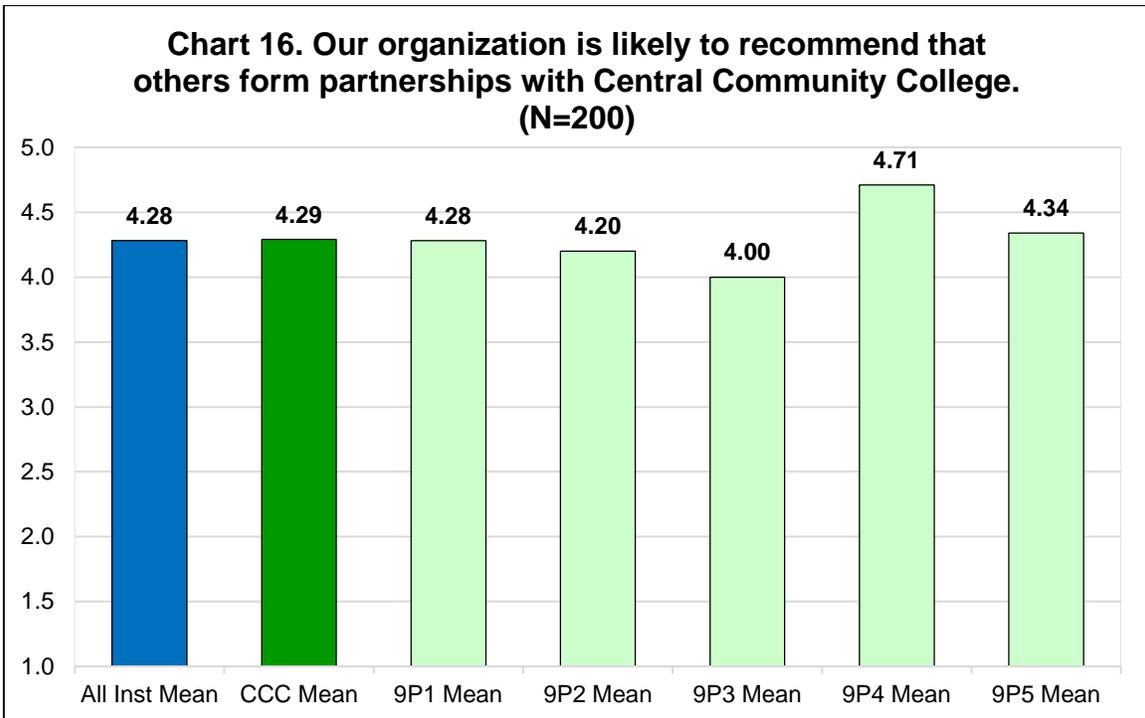


Additional comments include:

- I believe there is benefit, again, it would be helpful to revisit past, current and future activities.

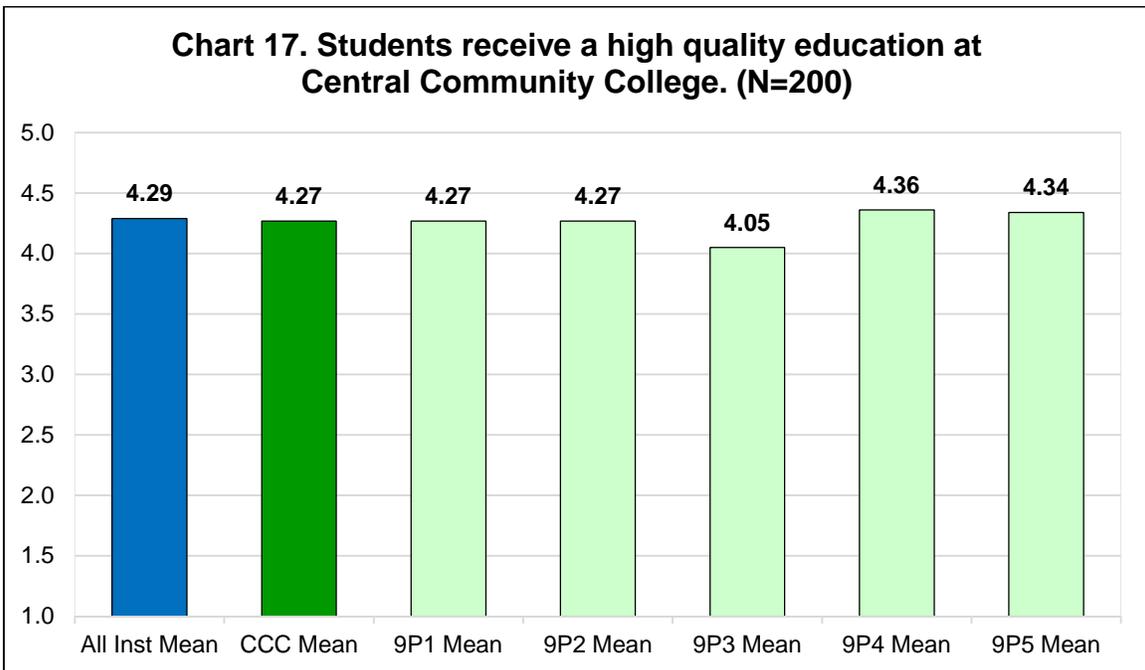


No additional comments



Additional comments include:

- Looking forward to the growth with the new Kearney center



No additional comments

Survey participants were then invited to provide comments at the end of this section, an additional 44 comments were provided (see below).

- CCC-Columbus is very communicative and involved in the community. They deserve high marks. I never/seldom hear a complaint about CCC from the community or from CCC employees. Thanks!
- Central Community College staff are great to work with and are quick to answer questions. The staff is very friendly and I don't recall ever having any staff member be rude or frustrated with us, even when some of our requests can be challenging.
- Central Community College is an excellent higher education institution. The partnership we have had with the college is strong and we anticipate collaborating in the future.
- There are some CCC employees that are very supportive of the partnership but there are also many that do not appear to be as supportive.
- Central Nebraska Area Health Education Center has been extremely pleased with the relationship that has been developed between CCC and CN-AHEC..and in hopes to partner with numerous projects in the future.
- We are a volunteer fire & rescue service. CCC does a great job helping us get the training that we need. We are not in a traditional student setting.
- In my area of concentration, the instructors are passionate about the needs of this area.
- I am very grateful for the partnership we have with CCC. It allows us, as a very small school, to offer a wide range of courses which are interesting and challenging to our students. It allows us to compete with the larger schools in offering courses and preparing our students to be competitive once they leave our campus and go on to their next chapter in life. CCC has been an integral part in our success, but that's only because we have a great relationship and I work hard to cultivate the relationship and make sure our kids are getting what they need. CCC does a great job in making sure there are slots open for kids and raising caps so kids can get into the classes.
- I am newly appointed to my position within the UNK Registrar's Office, so my experience with my institution's partnership with CCC is limited as of yet. But, what little work I have accomplished with the help of CCC's staff has always been executed quickly and professionally.
- We have a wonderful relationship with CCC. College visits are excellent and Amy Hill at the Lexington Center is really awesome.
- Might have put a disagree on question 5 or 6 when meant to put strongly agree
- We are very pleased with the support, service, and opportunities provided by Central Community College.
- CCC-Columbus is a tremendous partner to our region! Their leadership, staff, and faculty are engaged in finding mutual success for the college and our community. We don't always feel the same attention from the college overall, but the Columbus team serves the local area very well.
- We very much enjoy and value our relationship with Central Community College and are desirous of continuing that relationship for the foreseeable future.
- We appreciate our long-standing partnership with Central Community College.
- WE appreciate the opportunities that we can provide our students through the partnership that we have with CCC
- In the years past, I was really happy with the instructors from CCC. They worked well with the kids and helped them understand the importance of completing a college course. I had "A" students not complete courses this year. The first time in many years. It was not a pleasant experience for them with their first exposure to college classes. This experience turned several off of online classes and maybe even distance learning classes. This may limit their chances of extending their education. As I said, in the past it was great. Maybe this was an off year. I did have one student get full credit but the student was not in other activities.
- CCC-Columbus is a great partner. We are a manufacturing community that has a tough time finding the skilled workers needed for welders, metal fabrication, etc.. With CCC's Mechatronics and tech area, it's getting workers the training needed. CCC plays a huge part in keeping the business and industrial jobs in our area.
- Not really sure what is meant by "partnership". Both at work and at my volunteer fire/rescue departments we depend on CCC for CPR and EMT refresher training. For the most part we work with the staff well.

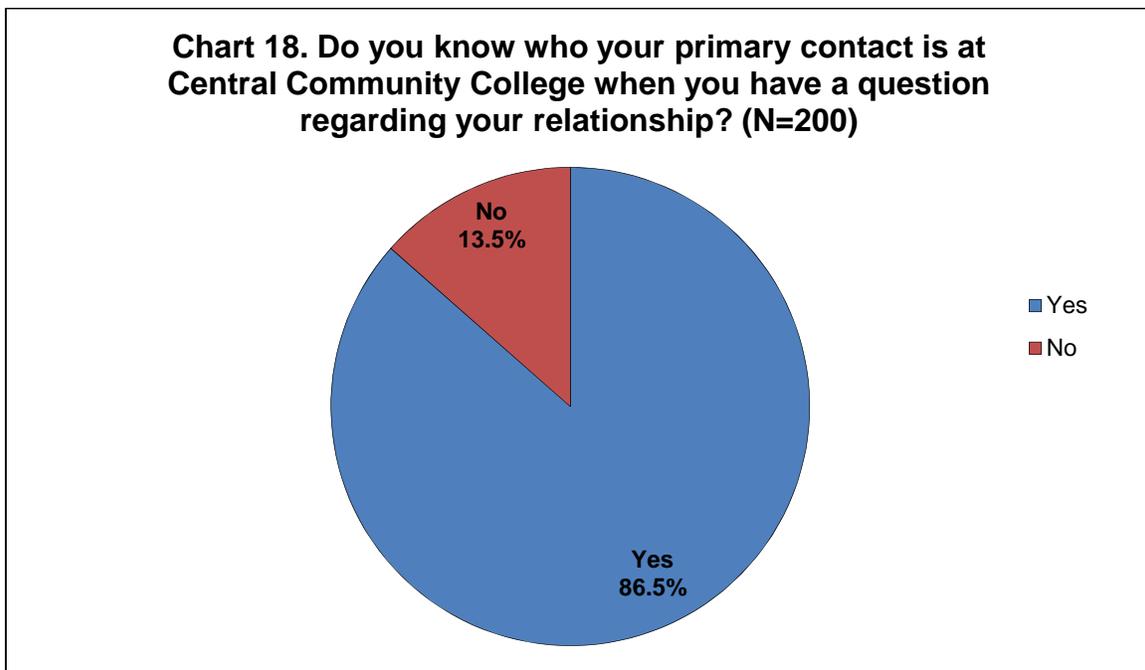
- I am seeing other colleges offering online classes at a less expensive tuition rate. I am surprised at times when I attend meetings only then to receive a stipend. I do appreciate those. Your counselors' workshops have always been very informative. Thank you.
- Nancy Bishop is awesome to work with. She goes above and beyond to help our students out.
- Would like more dialog on CCC tuition for dual credit.
- We have attached the US Communities contract to the CCC account. This is a national contract for non profit and government entities. It covers everything you might purchase from us including both janitorial and maintenance products.
- Love Karin Rieger - she is so helpful - and Betsy has been great, too. There is a big discrepancy among instructors, however. Some understand that the early entry kids are still in high school and some are adamant about them being "college students". Wish everyone would get on the same page :)
- A lot of this depends on which campus and who you talk to.
- Diana Watson is an amazing individual and community advocate. CCC is lucky to have her!
- We consider Central Community College to be one of our primary clients, and always enjoy working with CCC faculty and staff.
- CCC is a great resource for the Columbus business community and we are so fortunate to have their services.
- My job role has changed so I am much less involved in working with technical schools.
- I am just so thankful that we have a support organization to help with our post secondary needs. I have never found CCC to give anything but a huge effort to help, even when I request something at the last minute.
- Excellent College with GREAT PEOPLE!
- I would strongly suggest that CCC connect to the four-year institutions, especially UNO. Internal politics within the institution makes making momentum difficult. The best place to start is with the deans of the individual colleges. They drive the discussions and priorities with individual departments and are not normally burdened by senior administrative oversight. I truly wish that we were in a place to build higher-relationships in a coordinated way, but I have found the best results occur when the CC academic leaders start communications directly with deans. Prior to that, I would contact the Coordinator of Community College Relations to determine the best way to connect the CC to the deans.
- Central Community College has established a positive, professional reputations in serving our area and student needs.
- I think it should be explained more to students that are wanting a MA license that it is a requirement in Nursing Homes that a person also has a CNA background to work in the facility. If a student just wants the 40 hour class they will only be able to work in Assisted Livings. I have run into some that are confused on that.
- I have been very satisfied with my relationship with CCC.
- Nancy Bishop does a great job of helping my students. She is amazing at what she does!
- I greatly appreciate all that CCC has done for our school.
- Too bad tuition costs have gone up, but I suppose that is to be expected. The cost of everything seems to just keep going up.
- N/A
- We have worked well with the College over the years of my being a member of the Schuyler Rescue Squad
- We would like to collaborate more closely with CCC in the future.
- The biggest frustration we have had are with students taking online courses through CCC and the level of communication for those students with their professors. This has been a struggle on more than one occasion for a variety of reasons.
- All is good with CCC and St. Paul.
- Presently we are not participating in any programs but with new facility hope to better connection with CCC

## Central Community College Specific Results

Survey participants were subsequently asked 10 Central Community College specific questions and were able to provide additional comments to each specific question. Eighty-seven percent of respondents knew who their primary contact was at CCC. Of those organizations where it was applicable, 98% of program advisory committee members indicated that the appropriate staff was contacted within their organization.

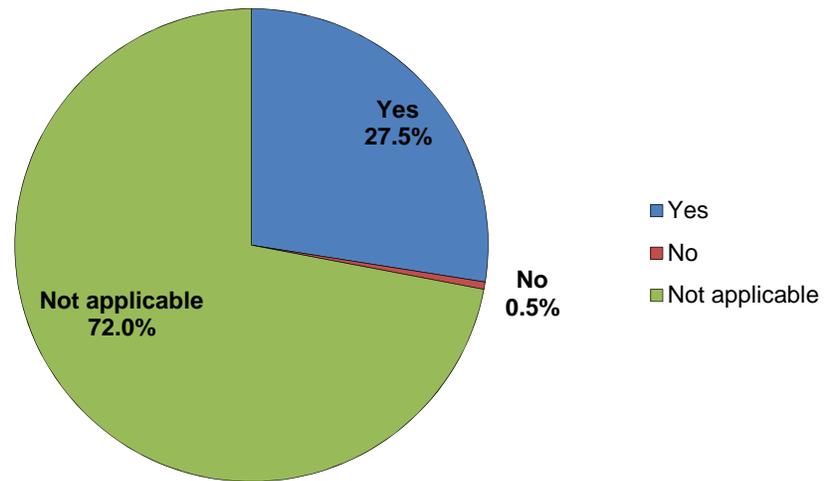
Partners were also asked to rate their level of agreement with three statements evaluating the type and level of communication, the perceived value of their opinion and the efficiency of CCC's website with regard to finding information. There was a high level of agreement for the statements "The level of communication and the type of communication I have with my CCC representative is appropriate for my needs." and "I feel that my opinion and any recommendations given by me are valued by Central Community College." with 90% and 83% respectively, selecting "Strongly agree" or "Agree," which is slightly down from last year. Even though a much lower percentage (68%) selected "Strongly Agree" or "Agree" for the statement "Central Community College's website provides me with the majority of the information that I require," this is an improvement from last year's 57% agreement. There was also almost a quarter of respondents (27%) that selected "Doesn't apply/ Don't know" to that question as well.

Charts 18 through 25 on the following pages summarize each question, along with any comments that respondents added to each specific question.



No additional comments

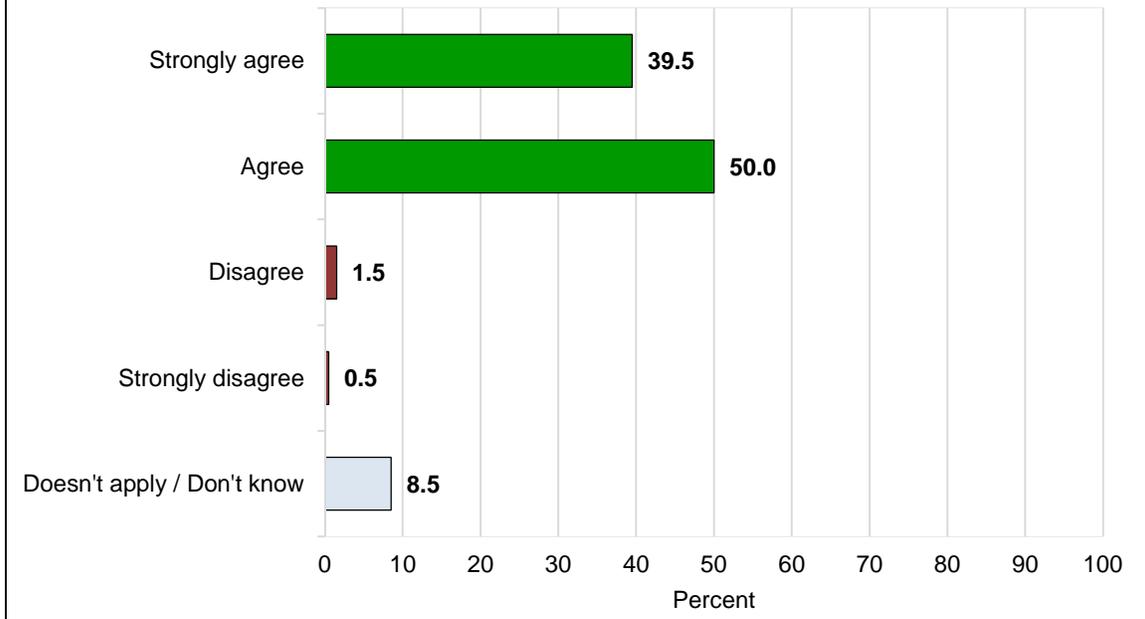
**Chart 19. If you are on one of our program advisory committees, do we contact the appropriate staff in your organization? (N=200)**



Additional comments include:

- Not all of our staff were invited to advisory committee meeting, even though they teach classes for CCC.

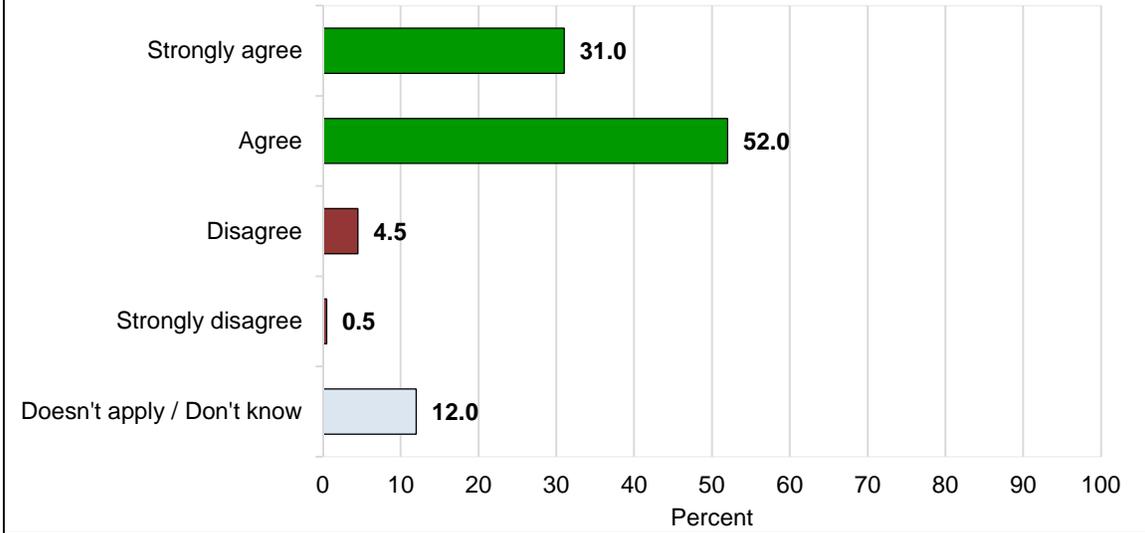
**Chart 20. The level of communication and the type of communication I have with my Central Community College representative is appropriate for my needs. (N=200)**



Additional comments include:

- The communication channels need to be renewed, I need to improve my efforts to communicate.

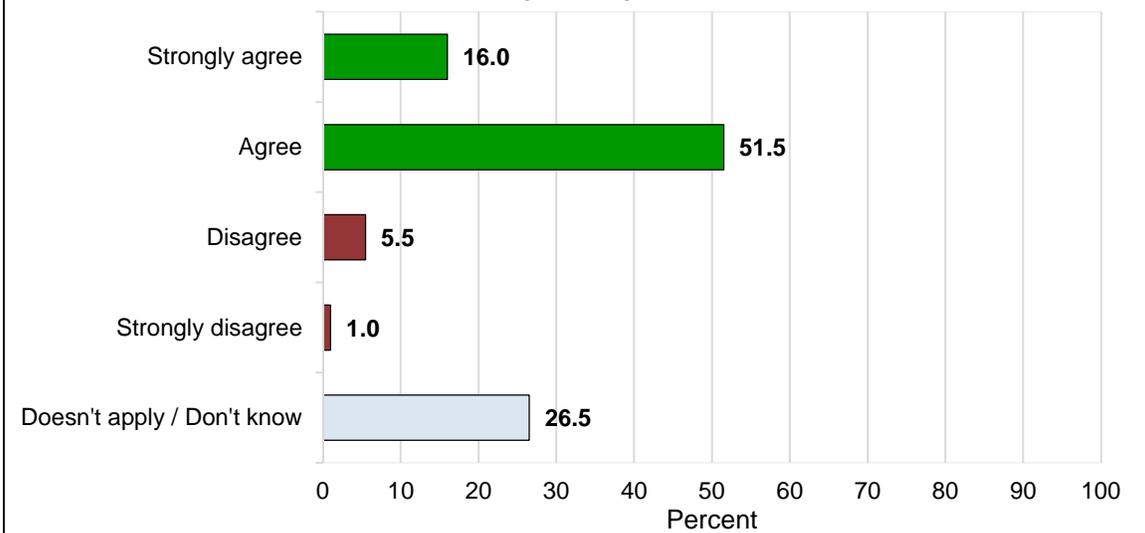
**Chart 21. I feel that my opinion and any recommendations given by me are valued by Central Community College.  
(N=200)**



Additional comments include:

- It has been some time, but more discussion is needed.
- We have also struggles with students that don't qualify for mathematics courses for dual credit and although I understand the policies I don't always agree with it. In one instance we had a student who didn't qualify for your mathematics and so we applied to Mid-Plains because the student met the cut off for those classes, yet was denied enrollment because CCC wouldn't release that student. Until several phone calls were made the student was not going to be allowed to enroll in another college- thus blocking the student's ability to take other classes. This should not be the case that any school can block a student from enrolling in another institution.

**Chart 22. Central Community College's website provides me with the majority of the information that I require.  
(N=200)**



No additional comments

When asked to provide any ideas or suggestions on how Central Community College can improve their relationship with their organization a further 39 comments were given by survey participants, as shown below.

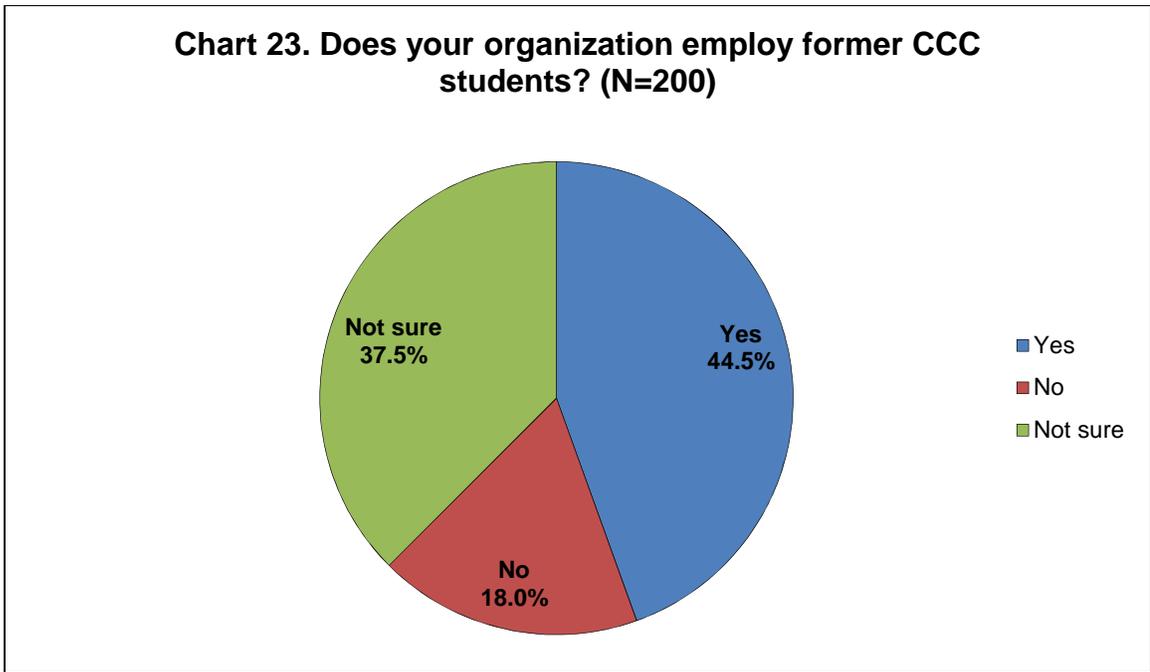
- Website is a bit difficult to navigate.
- I attend the Early College meetings which are very helpful. It would be nice to have a bi-annual meeting with CCC staff to discuss our organization's needs.
- I would like to see a partnership where CCC could help fund my teachers in their graduate level coursework so that they can earn degrees in their subject area. We would then, in turn, create a MoA or other document to say that for a period of time our master's level teacher will help teach dual credit courses via CCC.
- I do not have any additional recommendations...I feel that the relationship between CN-AHEC and CCC is strong and can only grow stronger.
- Not really, Everything seems to run pretty smoothly for us.
- I feel the relationship meets our needs and the needs of the college. There is frequent communication/interaction with instructors at various meetings/retreats.
- It would be great to have more registration forms so that I have enough to get all of my students registered at one time.....also to either have a representative there for registration night or available by phone that night would be helpful so that if there are questions, they get answered the first time.
- Simplify your "Create an Account" process.
- Creating a written, formal agreement would help
- I invited 115 CCC employees to learn more about our partnership over 5 months and 23 people came to the events which were at CCC. This does not show a lot of support for the partnership.
- If there are any questions or issues, I would love to have that contact with your associates! Communication is less than it has been in the past, and I would like to be a part of opening that communication back up between our institutions.
- N/A
- None.
- None at this time.
- WE would like to expand our partnership and include more opportunities for our students to take more college classes at CCC. The biggest obstacle to this is scheduling. We would also like to add another adjunct teacher so that we could offer dual credit Psychology. We have a teacher who has the 18 hours in Psychology but does not have his masters. He has taught dual credit Psych before through Peru State college however is unable to do so right now through CCC. If he is willing to start his completion of Masters would the college accept his credits?
- Keeping us apprised of personnel and mission changes in areas of our partnership
- We very much enjoy our partnership with CCC. The CCC team is always striving to provide the very best for their students and we appreciate the opportunity to help them accomplish that in any way we can.
- Your representatives are good and knowledgeable.
- Students seem less motivated to learn and don't engage fully in their clinical experience. Not sure how you fix that since there isn't much for admission criteria.
- No
- Quarterly meetings
- We do have a program called Insite which is a comprehensive system that makes recommendations to improve the productivity of employees, environmental initiatives and costs. We would be happy to present this program to you if you are interested.
- Stated earlier - early entry instructors on the same page as far as these kids still in high school. English Comp and Intro to Literature for instance - perhaps the "score" is not all that should be required. Perhaps a recommendation from the high school English teacher should be required. The expectations are very high for these classes.

- The EMS classes are low priority with the college and do not get the support needed. I have heard complaints from students for years but the only contact they have is their instructor and there are times when he is the problem. One time, I reference the student to the college and the person they talked to called the instructor and told him everything. Needless to say, that student dropped out of class. Of course, this varies from campus to campus.
- Continue to evaluate needs in the Kearney community
- No, everything is going well.
- They go above and beyond to stay involved with my company and I appreciate their willingness to initiate programs for me.
- No, I am happy with our current arrangement.
- It would be helpful to sit down and discuss the current and future needs.
- Continue to provide a great education for the students in the Diesel Technology program.
- CCC does a great job!
- No, because of our close proximity to Holdrege we primarily work with their office. Diana and her staff are always there to serve our every need and answer every question. It could not be a better situation.
- Just keep up the good work!
- I really can't at this time.
- I believe we have a good relationship now.
- No, very satisfied.....
- Nancy Bishop does a great job in helping me stay on top of things. Couldn't ask for a better organized and friendly person.
- N/A
- At this time no!

Finally participants were asked whether they would like to be contacted by a CCC representative to discuss in person any concerns or suggestions that might have been raised. Seven participants responded yes, however only six people provided contact details and the anonymity of the survey prevented identification of those who answered yes for further contact. Comments included:

- george-toman@cdolinc.net 402-462-2105
- Any student concerns you may have, I'd love to be contacted and be part of the solution. I didn't raise any issues or concerns other than the less frequent communication/contact that I'd like to help remedy.
- croe@kenesawschools.org
- Jon Clay 402.552.2944 clayjon@clarksoncollege.edu
- We would like to have a representative from CCC to set up the Accuplacer for us in our computer lab. Larry Schreiber lschreiber@nebraskachristian.org 308-946-3836
- Joe Pepplitsch, jpepp@cityoflex.com, 308-324-2341
- Linda Wells 308-876-2111 [linda.wells@loomiswolves.org](mailto:linda.wells@loomiswolves.org)

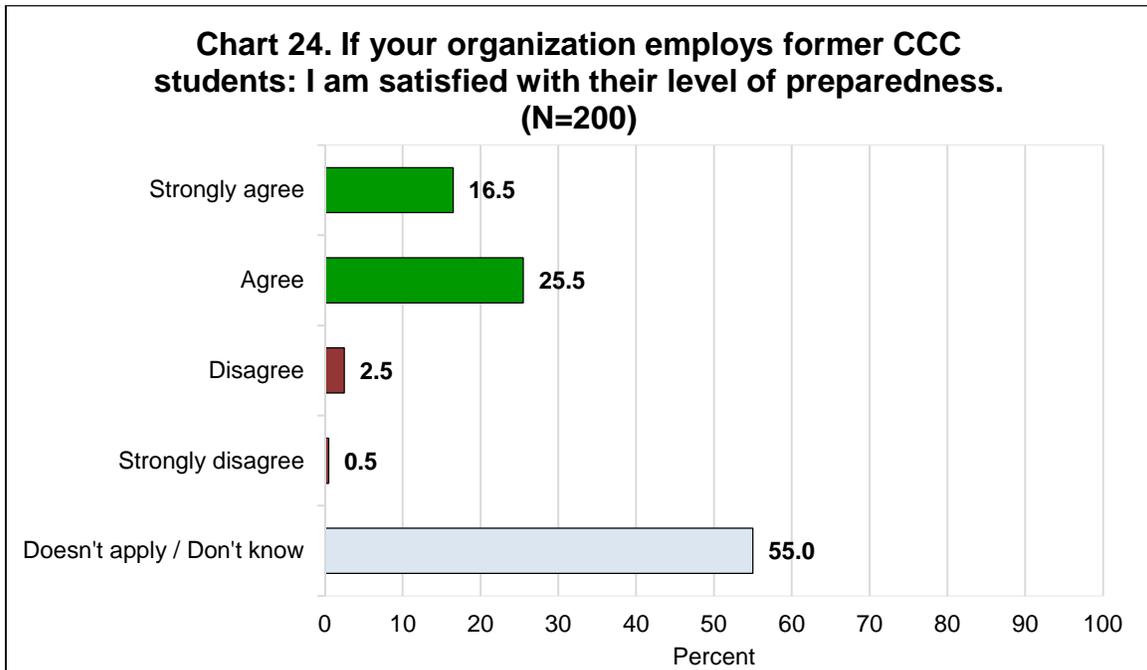
**Chart 23. Does your organization employ former CCC students? (N=200)**



Additional comments include:

- Former and current
- None at this time

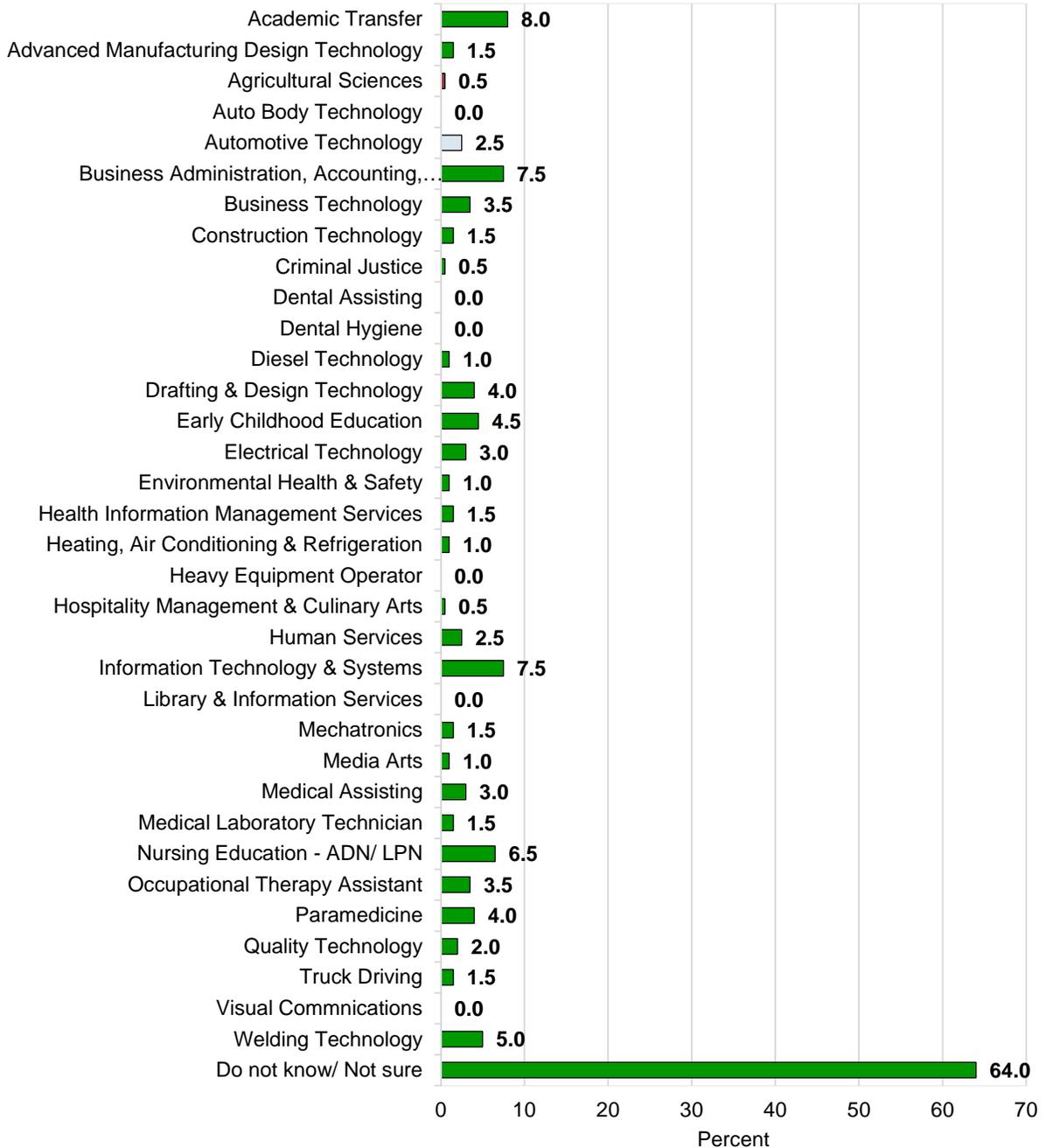
**Chart 24. If your organization employs former CCC students: I am satisfied with their level of preparedness. (N=200)**



Additional comments include:

- The nursing students we employ are prepared for the clinical tasks. Critical thinking is sometimes an issue, as well as expectations of being a nurse. The expectations are unrealistic for new grads. These issues are across the board regardless of where training was received.

**Chart 25. If your organization employs former CCC students: What field(s) of study do they come from? (N=200)**



Additional comments include:

- We do not employee anyone only volunteer EMT and EMR's.
- Pre Radiography
- Have several that have taken courses, not sure if they achieved a degree.
- EMT's

## Summary

The objective of this study was to evaluate Central Community College's relationships with various affiliated partners to support AQIP (Academic Quality Improvement Program) category 9: building collaborative relationships. In summary the majority of survey participants who took the evaluation responded positively in regard to the level and type of communication that their organization had with CCC, and were satisfied with their relationship with the college. Central Community College compared closely to the other institutions participating in this survey, with small differences between the means, with six of 13 of the College's means being higher than the overall institutional average. However, this survey did identify areas for improvement; in particular the college's relationships with organizations that were classified into category 9P3 (Organizations that provide services to your students). Additionally this survey provided a number of specific comments on how CCC can continue to ensure positive relationships and collaborations with the various organizations with which they interact with.