



Presented by
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Enrollment & Student Services March 5, 2009

PERSONAL ASSESSMENT OF THE COLLEGE ENVIRONMENT

TODAY'S AGENDA

- ✖ Review the Personal Assessment of the College Environment Results
- ✖ Discussion
 - + List three things the E&SS can do to celebrate the high ratings
 - + Identify the top three of the five areas that need to be addressed
 - + Brainstorm on what the E&SS could do to address the selected three items
- ✖ Next Steps

BACKGROUND

- ✘ National Initiative for Leadership & Institutional Effectiveness (NILIE) – North Carolina State University
- ✘ Four Systems Model-used to analyze results/in order of preference
 - 4 Collaborative – widely dispersed decision making
 - 3 Consultative – leaders consult with staff
 - 2 Competitive – some decisions made at various levels but generally control is at the top
 - 1 Coercive – top down

BACKGROUND

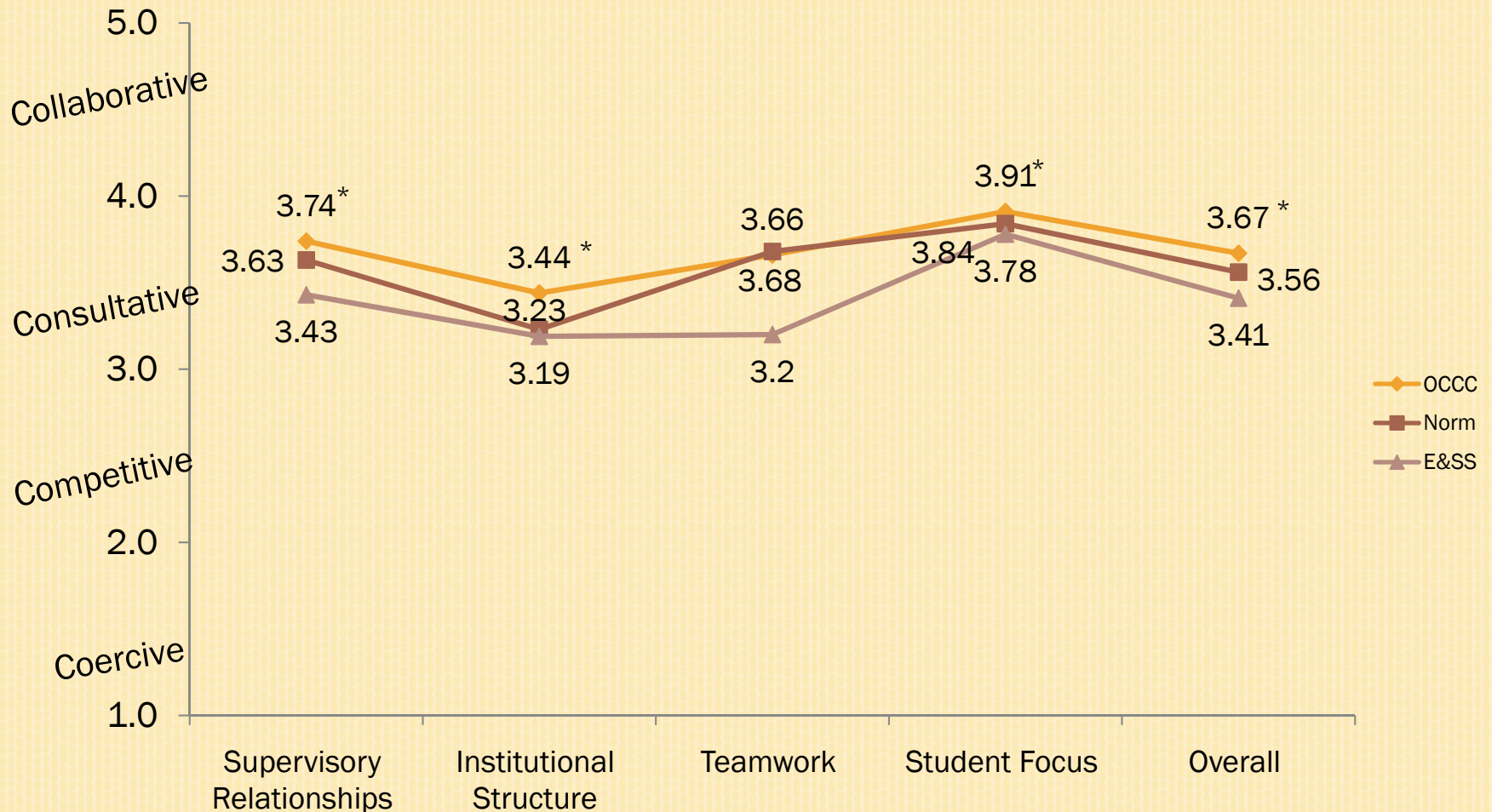
- ✖ Four Categories-used to summarize the questions
 - + Supervisory Relationships
 - + Institutional Structure
 - + Teamwork
 - + Student Focus
- ✖ 1 to 5 point scale > “to what extent”
 - + 1 = low
 - + 5 = high

METHODOLOGY

- ✖ Administered online October 2008 (3 paper copies)
- ✖ Response rate: 78% full-time employees

	Population	Number Returned	Percent of Population	% of Total Respondents
Full-time employees	489	357	73.0%	78.1%
Full-time faculty	147	112	76.2%	24.5%
Full-time Exempt staff	172	141	82.0%	30.9%
Full-time Nonexempt staff (hourly)	170	104	61.2%	22.7%
Part-time employees	448	100	22.3%	21.9%
Part-time faculty	373	85	22.8%	18.6%
Part-time staff	75	15	20.0%	3.3%
Total	937	457	49.5%	100%

OCCC MEAN COMPARED TO NORM



T-tests indicate a significant difference between the OCCC mean and the Norm mean (0.05)

SUPERVISORY RELATIONSHIPS

The Extent to Which:	OCCC Average	Norm Base	E&SS
My supervisor expresses confidence in my work	4.08	4.03	3.76
My supervisor is open to the ideas, opinions, and beliefs of everyone	3.96	3.85	3.64
Professional development and training opportunities are available	3.63	3.60	3.60
My supervisor actively seeks my ideas	3.74*	3.62	3.51
My supervisor seriously considers my ideas	3.79	3.69	3.47
Unacceptable behaviors are identified and communicated to me	3.58*	3.44	3.46
Positive work expectations are communicated to me	3.63*	3.50	3.34
I receive timely feedback for my work	3.67*	3.48	3.33
I am given the opportunity to be creative in my work	3.87	3.93	3.33
I receive appropriate feedback for my work	3.73*	3.51	3.33
My supervisor helps me to improve my work	3.71*	3.59	3.32
Work outcomes are clarified for me	3.62*	3.44	3.31
I have the opportunity to express my ideas in appropriate forums	3.55	3.49	3.26
Total	3.74*	3.63	3.43

*T-test results indicate a significant difference between the mean and the Norm Base mean ($\alpha=0.05$)

INSTITUTIONAL STRUCTURE

The Extent to Which:	OCCC Average	Norm Base	E&SS
The actions of this institution reflect its mission	3.98*	3.67	3.84
Administrative leadership is focused on meeting the needs of students	3.85*	3.48	3.75
Institution-wide policies guide my work	3.63*	3.47	3.54
I receive adequate information regarding important activities at this institution	3.61*	3.49	3.49
The institution effectively promotes diversity in the workplace	3.73	3.63	3.33
My work is guided by clearly defined administrative processes	3.55*	3.28	3.23
Open and ethical communication is practiced at this institution	3.35*	3.09	3.10
Institutional teams use problem-solving techniques	3.24*	3.09	3.08
This institution has been successful in positively motivating my performance	3.41*	3.24	3.05
A spirit of cooperation exists at this institution	3.30*	3.12	3.05
Information is shared within the institution	3.12*	2.89	3.00
This institution is appropriately organized	3.33*	3.00	2.99
Decisions are made at the appropriate level at this institution	3.16*	2.98	2.93
I am able to appropriately influence the direction of this institution	3.18*	2.98	2.90
I have the opportunity for advancement within this institution	3.16*	3.02	2.56
Total	3.44*	3.23	3.19

*T-test results indicate a significant difference between the mean and the Norm Base mean ($\alpha=0.05$)

TEAMWORK

The Extent to Which:	OCCC Average	Norm Base	E&SS
My work team coordinates its efforts with appropriate individuals and teams	3.66	3.63	3.27
There is an opportunity for all ideas to be exchanged within my work team	3.66	3.63	3.22
My work team provides an environment for free and open expression of ideas, opinions, and beliefs	3.72	3.74	3.22
My primary work team uses problem-solving techniques	3.61	3.64	3.21
A spirit of cooperation exists in my department	3.64	3.71	3.15
There is a spirit of cooperation within my work team	3.65*	3.78	3.11
Total	3.66	3.68	3.20

*T-test results indicate a significant difference between the mean and the Norm Base mean ($\alpha=0.05$)

STUDENT FOCUS

The Extent to Which:	OCCC Average	Norm Base	E&SS
I feel my job is relevant to this institution's mission	4.27	4.25	4.17
Students receive an excellent education at this institution	4.06*	3.97	4.05
This institution prepares students for a career	4.03	3.96	3.96
This institution prepares students for further learning	4.01	3.95	3.96
Students are satisfied with their educational experience at this institution	3.92*	3.81	3.85
Student needs are central to what we do	3.91*	3.63	3.80
Students are assisted with their personal development	3.76*	3.67	3.64
Faculty meet the needs of students	3.93*	3.83	3.64
Student ethnic and cultural diversity are important at this institution	4.02*	3.81	3.64
Students' competencies are enhanced	3.78	3.73	3.58
Classified personnel meet the needs of the students	3.66	3.72	3.54
Non-teaching professional personnel meet the needs of the students	3.64*	3.76	3.51
Total	3.91*	3.84	3.78

*T-test results indicate a significant difference between the mean and the Norm Base mean ($\alpha=0.05$)

ADDITIONAL QUESTIONS

✖ Most important method
OCCC could implement
to promote diversity

1. Hiring Practices
2. Staff Training

✖ Most effective form of
communication

1. Emails from supervisors
2. Meetings within Dept

✖ Would recommend
OCCC as a place of
employment

90%

ADDITIONAL QUESTIONS

- ✖ 4.22 Recommend enrolling at OCCC
- ✖ 3.86 Tools and technology are available
- ✖ 3.67 OCCC's atmosphere promotes academic learning outside of class time
- ✖ 3.66 OCCC faculty and staff promote students taking responsibility for their education
- ✖ 3.64 Routinely use tools or processes to evaluate the effectiveness of my work/class
- ✖ 3.61 Students consider themselves a part of the college community
- ✖ 3.49 Believe OCCC implements effective cost saving measures
- ✖ 3.48 Professional growth activities have assisted me in learning how to become more effective in my job
- ✖ 3.44 WOW sessions are informative and valuable
- ✖ 3.42 Informed of the Achieving the Dream activities

1-5 scale representing “to what extent” 1 was the lowest and 5 the highest

QUESTIONS



WORKSHOP ACTIVITIES

1. List three things the E&SS can do to celebrate the high ratings
2. Identify the top three areas of the five areas that need to be addressed
3. Brainstorm on what the E&SS could do to address the selected three items

Keep in mind

All ideas have potential

Each person should have an equal voice in the group

Each person should have an opportunity to speak

IDENTIFY THREE WAYS TO CELEBRATE THE RESULTS

Student Focus had the highest rated items.

The Extent to Which:	OCCC Average	Norm Base	E&SS
I feel my job is relevant to this institution's mission	4.27	4.25	4.17
Students receive an excellent education at this institution	4.06	3.97	4.05
This institution prepares students for a career	4.03	3.96	3.96
This institution prepares students for further learning	4.01	3.95	3.96
Students are satisfied with their educational experience at this institution	3.92	3.81	3.85

IDENTIFY TOP THREE AREAS OF IMPORTANCE

Institutional Structure had the lowest rated items.

The Extent to Which:	OCCC Average	Norm Base	E&SS
I have the opportunity for advancement within this institution	3.16	3.02	2.56
I am able to appropriately influence the direction of this institution	3.18	2.98	2.90
Decisions are made at the appropriate level at this institution	3.16	2.98	2.93
This institution is appropriately organized	3.33	3.00	2.99
Information is shared within the institution	3.12	2.89	3.00

NEXT STEPS

- ✘ Janet will pull together the data from today
- ✘ Each department will meet to prioritize the items
- ✘ The department leads will meet as a team to discuss and prioritize
- ✘ Based on results and available resources, E&SS will begin implementation of at least one recommendation a year starting in the Fall of 2009