



Institutional Effectiveness Overview Campus Climate Employee Survey



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Summary of Campus Climate Employee Survey

The purpose of the Campus Climate Employee Survey is to measure employees' perceptions related to the overall quality and effectiveness of Coahoma Community College.

During November of 2008, the Office of Institutional Effectiveness administered the online Campus Climate Employee Survey to one hundred and three (103) employees. Employees who responded to the Survey included a cross-section of administrators, staff, support staff, and full-time and part-time faculty. The Campus Climate Employee Survey consisted of three sections: Demographics, Level of Satisfaction with College Departments or Service Areas, and Opinion Statements about the College Environment.

Overall, the Survey results indicated that CCC employees perceived the productivity of individual departments, the clarity of CCC's mission statement, and employees' access to equipment and supplies as major strengths of Coahoma Community College. The Survey also indicated that nine of the eighteen college departments/service areas evaluated received higher ratings than the previous year, and two items received the same rating. Additionally, the survey indicated that eight of the sixteen opinion statements regarding college environment improved from the previous year's ratings.

Section I: Demographics

Section I of the Survey consisted of three statements on demographics including gender, primary job at Coahoma Community College, and length of employment at the College.

Gender: 75.7% of respondents were female; 24.3% were male.

Primary Job: 40.8% of the respondents were Faculty; 36.9% were Staff; 16.5% were Administrators; and 5.8% of the respondents marked "Other" for this question.

Length of Employment: 34% of respondents have been employed at Coahoma for 0-3 years; 26.2% for 4-9 years; 26.2% for 10-19 years; and 13.6% for 20 years or more.

Section II: Level of Satisfaction with College Departments or Service Areas

Section II questions of the Survey totaled 18 items related to college departments or service areas.

Respondents were instructed to rate each department or service area ranging from Strongly Satisfied, to Strongly Dissatisfied, to Unable to Determine. The reported results are based on a 5-point scale with 5=Strongly Satisfied, 4=Satisfied, 3=Unable to Determine, 2=Dissatisfied, and 1=Strongly Dissatisfied. These ratings provide insight into what college departments or service areas employees are most and least satisfied.

Section II Continued: Level of Satisfaction with College Departments or Service Areas

The college departments or service areas that received the highest ratings for 2008-09 were “**Library Services/Learning Resources**” (4.29) and “**Institutional Research & Planning**” (4.17).

The college departments or service areas that received the lowest ratings for 2008-09 were “**Bookstore**” (3.31) and “**Financial Aid**” (3.32). Seven of the eighteen items received a satisfaction rating of 4.00 or higher.

The 2008-09 average rating for each department/service area (in rank order) is provided in the table below.

<i>Section II College Departments/Service Areas</i>	<i>2008-09 Rating</i>	<i>2007-08 Rating</i>	<i>2006-07 Rating</i>
Library Services/Learning Resources	4.29	4.03	4.16
Institutional Research & Planning	4.17	4.13	4.25
Campus Technology/Computer Center	4.16	4.20	4.13
Academic Departments	4.12	4.23	4.19
Federal Programs	4.04	3.89	4.03
Student Affairs	4.03	4.03	4.05
Campus Police	4.01	3.93	3.95
Admissions & Records	3.97	3.77	3.56
Career-Technical Programs	3.94	3.85	3.94
Communication Services (Phone/Mail)	3.90	3.86	3.79
Transportation Department	3.89	3.89	3.87
Workforce Development Center Programs	3.83	3.87	3.92
Public Relations	3.72	3.76	4.04
Custodial Services	3.69	3.37	3.61
Cafeteria/Grill Food Services	3.47	4.20	4.50
Maintenance Services	3.40	3.39	3.63
Financial Aid	3.32	3.71	3.59
Bookstore	3.31	3.46	3.72

Section III: Opinion Statements about College Environment

Section III questions of the Survey totaled 16 opinion items related to aspects of CCC’s college environment. Respondents were instructed to rate each question ranging from Strongly Agree, to Strongly Disagree, to Unable to Determine. The reported results are based on a 5-point scale with 5=Strongly Agree, 4=Agree, 3=Unable to Determine, 2=Disagree, and 1=Strongly Disagree. These ratings provide insight into employees’ perception of Coahoma Community College’s work environment.

Section III Continued: Opinion Statements about College Environment

The college environment items that received the highest ratings for 2008-09 were “*My division/department is productive and effective*” (4.37) and “*The institution’s mission statement is clear, appropriate, and available*” (4.34).

The college environment item that received the lowest rating for 2008-09 was “*Morale is high among CCC employees*” (3.61). Ten of the sixteen items received a rating of 4.00 or higher.

The 2008-09 average rating for each item (in rank order) is provided in the table below.

<i>Section III College Environment</i>	<i>2008-09 Rating</i>	<i>2007-08 Rating</i>	<i>2006-07 Rating</i>
My division/department is productive and effective.	4.37	4.23	4.17
The institution’s mission statement is clear, appropriate, and available.	4.34	4.49	4.37
The institution engages in ongoing research-based planning and evaluation processes in order to improve programs and services.	4.20	4.17	4.20
I have access to the equipment and/or supplies necessary to perform my job.	4.17	4.33	4.22
The needs of the students are important to CCC employees.	4.16	4.04	3.82
The institution has adequate library collections and learning/information resources consistent with its mission and the degrees offered.	4.15	4.16	4.06
The institution provides student support programs, services, and activities that promote student learning and enhance the development of the students.	4.14	4.08	4.09
The institution takes reasonable steps to provide a healthy, safe, and secure environment for the campus.	4.13	4.03	4.08
The institution’s use of technology enhances student learning and is appropriate for meeting student learning outcomes and program outcomes.	4.10	4.15	4.04
The institution employs faculty and staff (non-administrative) qualified to accomplish the mission and goals of the college.	4.05	4.16	4.04
The institution employs administrative and academic officers with the competence and capacity to lead the college.	4.00	4.04	3.97
Employee policies and procedures are fair and consistent.	3.99	3.92	3.71
Coahoma Community College is a “customer friendly” institution.	3.91	4.00	3.59
CCC has a good reputation in the community.	3.84	3.74	3.49
The College promotes good communication, teamwork, and cooperation among employees.	3.81	3.75	3.68
Morale is high among CCC employees.	3.61	3.53	3.32