

Central Carolina Community College Climate Survey

Fall 2013

Overview

The Climate Survey was administered in September 2013, for the second time since 2009. Surveys were sent to 362 full-time and 14 permanent part-time employees, which totaled 376 employees. The purpose of the survey was to help identify opportunities for improvement that will be used as input for our strategic plan and to allow employees to voice their concerns to the senior leaders of our college.

Employment Classification	Number of Responses	Response %
Faculty	118	42%
Staff	161	58%
Total Responses	279	74%
Full-Time	271	97%
Part-Time	8	2.9%

Primary Location	Number of Responses	Response %
Lee	187	68%
Harnett	37	13%
Chatham	29	11%
Other	23	8%

Years of Employment with CCCC	Number of Responses	Response %
Less than 1 Year	33	12%
1 to < 5 Years	65	24%
5 to < 10 Years	80	29%
10 to < 15 Years	45	16%
15 to < 20 Years	29	10%
20+ Years	26	9%

Findings

Questions were classified into the four areas, work environment, campus safety/security, communication, and organizational structure and governance. From these classifications, it became evident that slight improvements have been made since 2009 with an average increase of only 3% across all categories.

Areas of Satisfaction

Survey participants expressed the greatest satisfaction in the following areas: relating their job to our mission, having positive work relationships, the college's climate for tolerance, being provided with sufficient communication and supervision from their immediate supervisor, and developing new ways to serve students.

The tables below summarize the top positive responses:

	% Agree/Strongly Agree	
Work Environment	2009	2013
I understand how my job impacts the mission of the college.	N/A	97%
Overall, there are positive working relationship between the faculty and staff.	85%	93%
The college has a climate of tolerance for differences in socioeconomic backgrounds.	95%	93%
The college has a climate of tolerance for differences in ethnic backgrounds.	91%	92%
The college encourages developing new ways to serve our students.	90%	92%
The college has a climate of tolerance for differences in religious beliefs.	87%	90%
My colleagues are committed to doing quality work.	N/A	91%
I have access to the technology, equipment, and/or supplies necessary to perform my job.	83%	88%
I am inspired to meet my goals at work.	N/A	88%
The college maintains a strong focus on student success.	88%	87%
Employees are encouraged to continuously improve what they do.	85%	87%
I would recommend CCCC to others as a good place to work.	N/A	86%
I am given opportunities to improve my skills.	87%	86%
My department head is committed to creating a positive work environment.	N/A	85%
I feel comfortable expressing my personal identity in my immediate work environment.	N/A	85%
Overall, I am satisfied with the culture of my workplace.	N/A	84%
I am satisfied with the quality of leadership at the departmental level.	85%	83%

	% Agree/Strongly Agree	
Communication	2009	2013
Sufficient opportunities are available for me to communicate with my immediate supervisor.	93%	93%
I am satisfied with the quality of supervision I receive at the immediate supervisor level.	90%	89%
Job performance expectations have been clearly communicated to me.	87%	89%
Sufficient opportunities are available for me to communicate with my Vice President.	81%	84%

	% Agree/Strongly Agree	
Campus Safety/Security	2009	2013
I have a safe and secure environment in which to work.	82%	84%

	% Agree/Strongly Agree	
Organizational Structure and Governance	2009	2013
I know where to locate institutional policies and procedures.	79%	88%
Based on the recent changes to the employee orientation, I feel the college has a good process for orientation. The college has a good process for employee orientation.	77%	81%

Areas of Concern

The lowest rated questions indicated the greatest dissatisfaction related to lack of information being shared, employees informing decisions, trust, and a concrete process for evaluating performance.

The tables below summarize the lowest rated responses:

	% Agree/Strongly Agree	
Work Environment	2009	2013
Senior leadership and employees trust each other.	N/A	61%
Senior leadership cares about my ideas.	N/A	68%
I receive adequate recognition for my contributions at work.	N/A	70%
Employees are empowered to resolve problems.	68%	76%
Employee ideas/suggestions for improvement are given fair consideration.	67%	72%
The President and Vice Presidents are leading the college toward excellence in all areas.	83%	78%

	% Agree/Strongly Agree	
Communication	2009	2013
Information is effectively shared between divisions/departments of the college.	39%	48%
Employee input informs decision-making at the college.	51%	59%
Administrators share information regularly with employees.	64%	64%
Overall, communication between senior leaders and employees is good.	N/A	68%

	% Agree/Strongly Agree	
Campus Safety/Security	2009	2013
I am satisfied with how safety concerns are addressed.	75%	78%

	% Agree/Strongly Agree	
Organizational Structure and Governance	2009	2013
The college has a good process for evaluation of employee performance.	54%	61%
The college has a good process for recruiting and hiring employees.	45%	72%
Institutional policies and procedures have been clearly communicated to me.	70%	75%
My job description accurately describes the work that I do.	71%	76%