

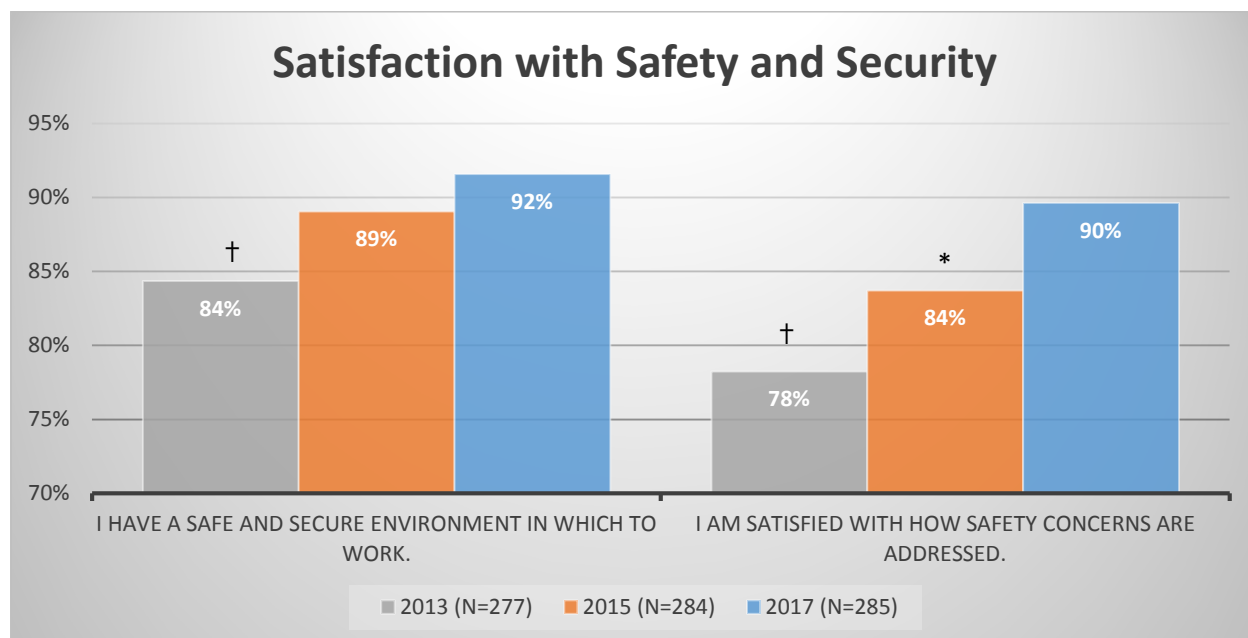
Climate Survey 2017 Report

Survey Statistics

- 292 respondents out of 1,107 invitations (26.4% response rate)
 - Previous year response rate was 27.5% (1,045 invitations)

Survey Results

Results from the Safety and Security section:



*Statistically significant difference between the 2017 survey results and the 2015 survey results. Significance determined by Wilcoxon Two-Sample test.

† Statistically significant difference between the 2017 survey results and the 2013 survey results. Significance determined by Wilcoxon Two-Sample test.

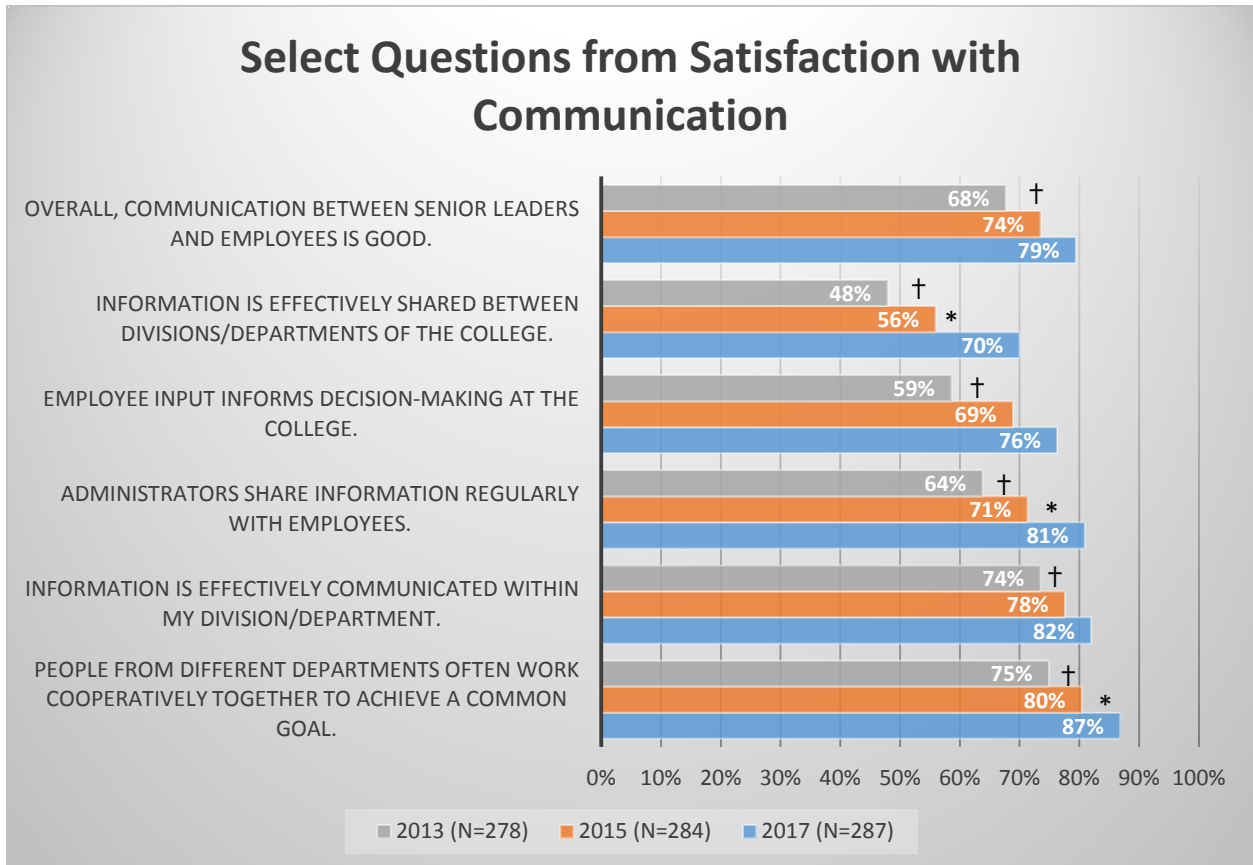
Comments from the Safety and Security section:

“The security staff is very rude and LOUD. The tone they use is very confrontational and they start off yelling. I have heard several people who visited the college say security was extremely rude to them as they were just trying to find a place to park. As visitors to our campus, security is often times the first contact or impression they have. Our campus deserves better.”

“I would like to see more security on campus, given the current climate of frequent mass violence.”

“I'm sure security does the best they can with their limited funding, but I often feel like the college is waiting until something bad happens to fully prepare faculty/staff/students on how to react. I would like to see a security meeting with each dept. to discuss where/how to prepare and react to different situations (active shooter, fire drill, tornado, etc). Bring security to each dept's level and make employees comfortable in their daily environment. This could also help change the perspective of the security officers as caring about employees.”

Results from the Communication section:



*Statistically significant difference between the 2017 survey results and the 2015 survey results. Significance determined by Wilcoxon Two-Sample test.

† Statistically significant difference between the 2017 survey results and the 2013 survey results. Significance determined by Wilcoxon Two-Sample test.

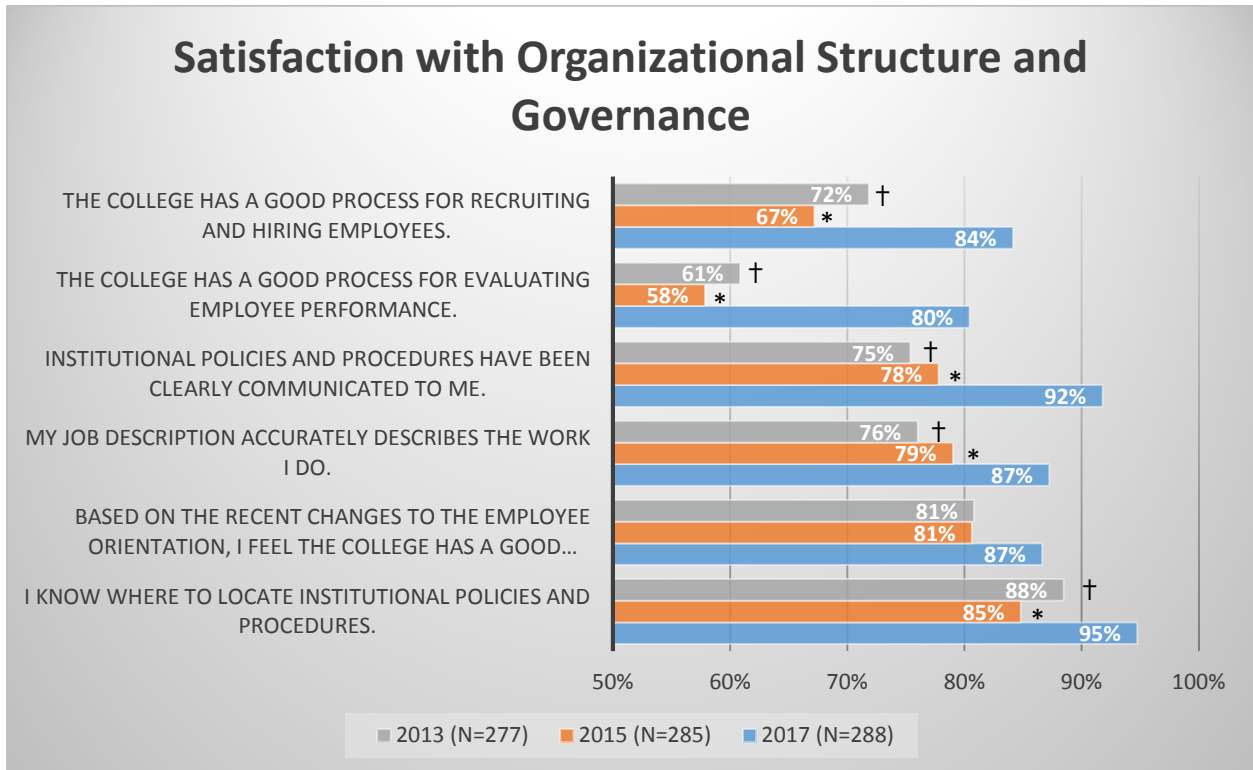
Comments on the Communication section:

"I would like to see more proactive communication from administrators regarding issues affecting employees (for example the change in holiday schedule) instead of the use of staff announcements. Using a push method such as email, or a town hall meeting, would have been much more effective than a passive tool like posting on the intranet."

"My immediate supervisor is wonderful! I'm glad to have the opportunity to work with her."

"Communication seems to flow in one direction- top down. We need opportunities to ask honest questions of senior level administration and get a better understanding of changes in policies and procedures prior to their implementation to ease the numerous transitions the college is experiencing. This would reduce errors caused by a lack of clarity."

Results from the Organizational Structure and Governance section:



*Statistically significant difference between the 2017 survey results and the 2015 survey results. Significance determined by Wilcoxon Two-Sample test.

† Statistically significant difference between the 2017 survey results and the 2013 survey results. Significance determined by Wilcoxon Two-Sample test.

Comments on the Organizational Structure and Governance section:

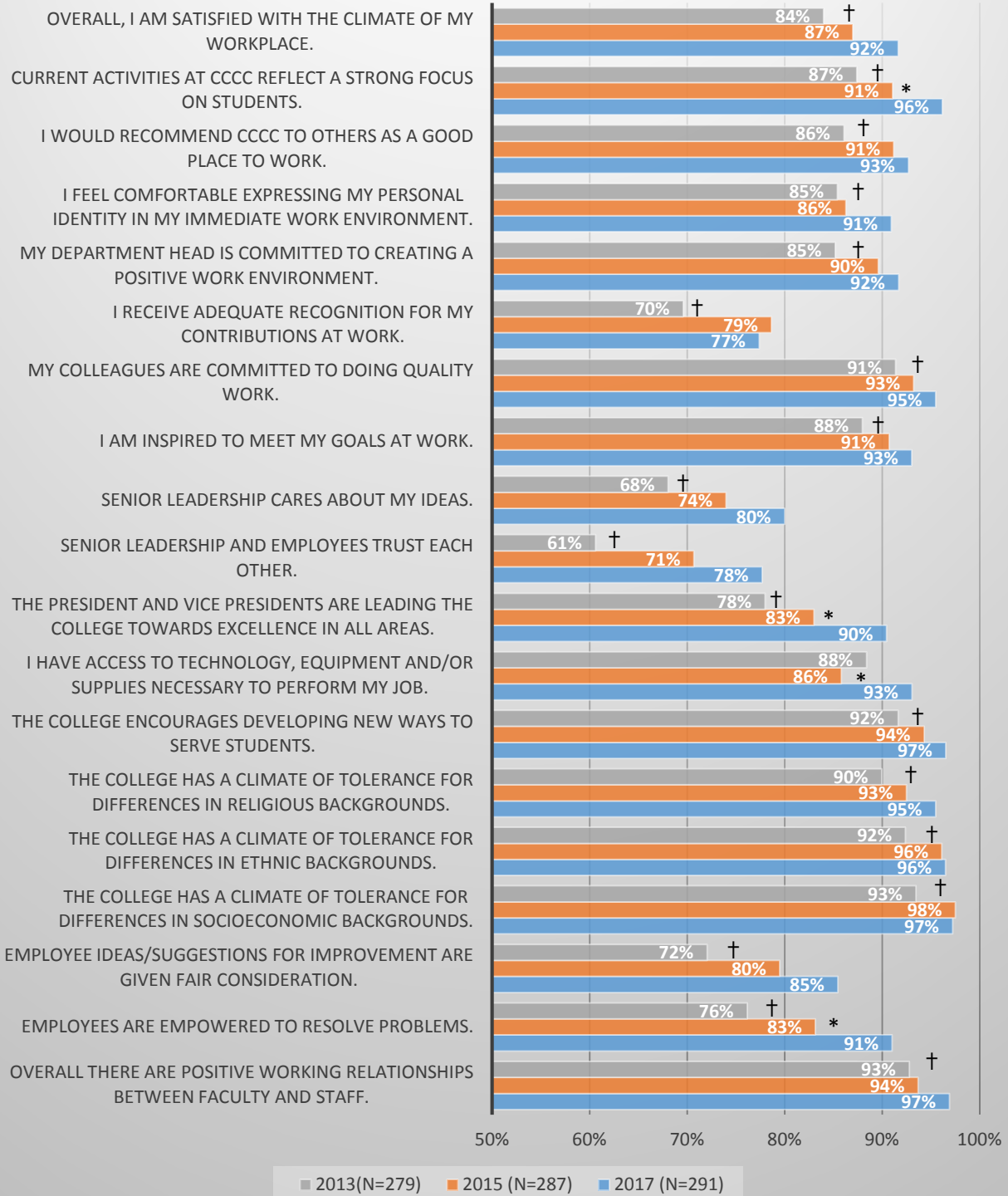
“The orientation process once I joined CCCC was tailored more towards faculty than staff. I think separate orientations should have occurred to address the themes or issues that staff may have concerns about as it relates to engaging with students on a daily basis rather than from a faculty’s standpoint. Many times staff have far more resource information to share with students to assist them in their educational needs.”

“I was never informed of a college orientation and have never attended one. I wish I had been informed because I feel like I know very little about what is going on and how the college works.”

“The hiring process is too long, and HR takes much too long to put together offers for new hires. We’ve lost multiple prospects due to the length of time between interviews and offers.”

Results from the Work Environment section:

Select Questions from Satisfaction with Work Environment



Comments from the Work Environment section:

“In the absence of having comprehensive food service due to the decentralized nature of the college, out of the box solutions should be considered for food service. For example: High end vending machines beyond just drinks and snacks like the one that makes fresh pizzas. There should be partnerships with food trucks, more on-campus food events, etc. Additionally, students should have access to much of this as well.”

“The college has made remarkable progress in atmosphere/culture during the last 5-7 years. I feel much more valued than I had before the changes in administration.”

“I am pleased to be a part of such a great place to work. I truly believe the college invests in students and faculty for a strong quality of life rapport.”

“I think that Directors and Deans are so entrenched in their own departments and priorities that it is difficult for them to hear, understand, and take actions to concerns from other departments that they work closely with.”

What are three core values that you most associate with our college?



What is lacking in your work environment that might help you perform better?

“Transparency would help immensely. I think a lot of departments do not understand how or why other departments operate in the manner in which they do.”

“Communication has much improved, but I think that ongoing awareness and connections with daily performance can be assessed and addressed daily. Communication is always at the top of the pyramid! This ensures cohesive, successful outcomes for all! It will always be at the top of my list!”

“I feel we should embrace more advanced technology for classrooms. Smartboards and video classrooms should be increased on all campuses.”

“Stronger leadership that appreciates what employees do and aren't afraid to get rid of employees that don't do their jobs.”

“More opportunity to learn about instructional design. Not all of us come from an educational background and delivering our expertise especially in distance classes can be a challenge to make sure students get the most out of it.”

“Trust, respect, and understanding is lacking between our staff and our immediate supervisor. I would suggest that immediate supervisor's take training in areas such as leadership, ethics, and sensitivity.”

Comments from the Overall section:

“Overall, CCCC is a great place to work. Orientation to the college itself was wonderful, leadership in my department really helped me at every step of joining the team, and there are some amazingly kind people who have the students best interests at heart and are a pleasure to work with. I truly enjoy my job and I am grateful to be a part of CCCC.”

“Overall, CCCC is an amazing place to work. It is very fulfilling to work with caring people, a great student body and community.”

“The recent changes to the holiday schedule seem like a very drastic change to the opposite extreme of what CCCC offered previously. This year, it also adversely affected new employees a great deal. I wish there was a way of compromising to address the concern without such a drastic change. The mandatory leave days are especially difficult for some.”