



College Climate Survey Spring 2008

Institutional Research & Strategic Planning

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Purpose

- Local College Board Request for Climate Survey
- Critical Component for Measuring Institutional Effectiveness
- Provide a Benchmark for Improvement



Background

- College Support Staff Association (CSSA)
Surveys in 1998 and 2004

- Quality of Life Audit in 2000

Specific Topic Statements

Statements	
1. There is a sense of trust among the administration, faculty and staff.	Sense of Trust
2. The college encourages teamwork across divisions/departments.	Teamwork
3. The administration provides appropriate leadership and vision.	Leadership and Vision
4. I feel comfortable speaking out on issues affecting the college.	Openness
5. The administration is responsive to the concerns of the college's employees.	Responsive to Employee's Concern
6. The college values the work I do.	Valuing Employee's Work
7. In general, morale and job satisfaction are high.	Morale and Job Satisfaction
8. The President has taken appropriate measures to ensure high morale.	Appropriate Measure to Ensure High Morale
9. The President provides adequate and appropriate information on important issues to the college community.	Communication
10. The college is supportive of professional development for all staff.	Professional Development
11. Overall, the college is effective in meeting its mission.	Effectiveness
12. The resources needed to do my job successfully are readily available.	Resources
13. I believe the President is taking the college in the right direction.	Strategic Direction

Thomas Nelson Community College College Climate Survey -- Spring 2008

Respondent	Number of Survey Respondents		Number of TNCC Employees Spring 2008		Return Rate
	N	%	N	%	%
Administrator	18	5.4	44	5.4	40.9
Full-time Faculty	67	20.1	109	13.5	61.5
Part-time Faculty	101	30.3	360	44.6	28.1
Full-time Classified Staff	75	22.5	216	26.7	34.7
Part-time Staff (P-14)	32	9.6	79	9.8	40.5
Unknown	40	12.0	0	0.0	----
Total	333	100.0	808	100.0	41.2

**Thomas Nelson Community College
College Climate Survey -- Survey Results
Spring 2006 v Spring 2008**

Respondent	Number of Survey Respondents				Number of TNCC Employees Spring Semester				Return Rate	
	Spring 2006	Spring 2008	Spring 2006	Spring 2008	Spring 2006	Spring 2008	Spring 2006	Spring 2008	Spring 2006	Spring 2008
	N	N	%	%	N	N	%	%	%	%
Administrator	22	18	6.8	5.4	37	44	5.2	5.4	59.5	40.9
Full-time Faculty	64	67	19.9	20.1	102	109	14.2	13.5	62.7	61.5
Part-time Faculty	106	101	32.9	30.3	312	360	43.5	44.6	34.0	28.1
Full-time Classified Staff	69	75	21.4	22.5	193	216	26.9	26.7	35.8	34.7
Part-time Classified Staff (P-14)	16	32	5.0	9.6	73	79	10.2	9.8	21.9	40.5
Unknown	45	40	14.0	12.0	0	0	0.0	0.0	----	----
Total	322	333	100.0	100.0	717	808	100.0	100.0	44.9	41.2

Thomas Nelson Community College
College Climate Survey -- Spring 2008
Responses for Respondent = All Respondents

Statements	Total	Number of Survey Responses by Ratings (Total Respondents = 333)													
		Strongly Agree		Agree		Strongly Agree and Agree Ratings		Neutral		Disagree		Strongly Disagree		Disagree and Strongly Disagree Ratings	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
1. There is a sense of trust among the administration, faculty and staff.	317	27	8.5	80	25.2	107	33.8	44	13.9	89	28.1	77	24.3	166	52.4
2. The college encourages teamwork across divisions/departments.	312	34	10.9	97	31.1	131	42.0	62	19.9	65	20.8	54	17.3	119	38.1
3. The administration provides appropriate leadership and vision.	325	40	12.3	100	30.8	140	43.1	61	18.8	55	16.9	69	21.2	124	38.2
4. I feel comfortable speaking out on issues affecting the college.	321	33	10.3	98	30.5	131	40.8	47	14.6	67	20.9	76	23.7	143	44.5
5. The administration is responsive to the concerns of the college's employees.	319	31	9.7	79	24.8	110	34.5	68	21.3	68	21.3	73	22.9	141	44.2
6. The college values the work I do.	328	51	15.5	125	38.1	176	53.7	47	14.3	53	16.2	52	15.9	105	32.0
7. In general, morale and job satisfaction are high.	320	27	8.4	78	24.4	105	32.8	39	12.2	80	25.0	96	30.0	176	55.0
8. The President has taken appropriate measures to ensure high morale.	313	42	13.4	80	25.6	122	39.0	62	19.8	50	16.0	79	25.2	129	41.2
9. The President provides adequate and appropriate information on important issues to the college community.	321	84	26.2	117	36.4	201	62.6	48	15.0	33	10.3	39	12.1	72	22.4
10. The college is supportive of professional development for all staff.	326	63	19.3	141	43.3	204	62.6	52	16.0	40	12.3	30	9.2	70	21.5
11. Overall, the college is effective in meeting its mission.	327	40	12.2	141	43.1	181	55.4	65	19.9	53	16.2	28	8.6	81	24.8
12. The resources needed to do my job successfully are readily available.	329	44	13.4	110	33.4	154	46.8	44	13.4	77	23.4	54	16.4	131	39.8
13. I believe the President is taking the college in the right direction.	321	78	24.3	95	29.6	173	53.9	51	15.9	36	11.2	61	19.0	97	30.2

Thomas Nelson Community College
College Climate Survey
Responses for Respondent = All Respondents
Spring 2006 Results v Spring 2008 Results

Statements	Survey Responses by Ratings													
	Strongly Agree		Agree		Strongly Agree and Agree Ratings		Neutral		Disagree		Strongly Disagree		Disagree and Strongly Disagree Ratings	
	Spring 2006	Spring 2008	Spring 2006	Spring 2008	Spring 2006	Spring 2008	Spring 2006	Spring 2008	Spring 2006	Spring 2008	Spring 2006	Spring 2008	Spring 2006	Spring 2008
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
1. There is a sense of trust among the administration, faculty and staff.	6.5	8.5	23.9	25.2	30.4	33.8	16.0	13.9	26.1	28.1	27.5	24.3	53.6	52.4
2. The college encourages teamwork across divisions/departments.	9.2	10.9	32.9	31.1	42.1	42.0	20.5	19.9	24.3	20.8	13.0	17.3	37.3	38.1
3. The administration provides appropriate leadership and vision.	11.0	12.3	29.0	30.8	40.0	43.1	20.3	18.8	21.9	16.9	17.7	21.2	39.7	38.2
4. I feel comfortable speaking out on issues affecting the college.	9.8	10.3	26.1	30.5	35.9	40.8	17.3	14.6	22.2	20.9	24.5	23.7	46.7	44.5
5. The administration is responsive to the concerns of the college's employees.	7.9	9.7	25.6	24.8	33.4	34.5	19.3	21.3	26.6	21.3	20.7	22.9	47.2	44.2
6. The college values the work I do.	12.4	15.5	38.9	38.1	51.3	53.7	18.2	14.3	16.2	16.2	14.3	15.9	30.6	32.0
7. In general, morale and job satisfaction are high.	3.9	8.4	22.7	24.4	26.5	32.8	17.2	12.2	24.3	25.0	32.0	30.0	56.3	55.0
8. The President has taken appropriate measures to ensure high morale.	13.4	13.4	22.3	25.6	35.6	39.0	26.0	19.8	16.8	16.0	21.6	25.2	38.4	41.2
9. The President provides adequate and appropriate information on important issues to the college community.	18.0	26.2	41.6	36.4	59.7	62.6	19.3	15.0	13.1	10.3	7.9	12.1	21.0	22.4
10. The college is supportive of professional development for all staff.	17.2	19.3	43.2	43.3	60.4	62.6	20.5	16.0	12.9	12.3	6.3	9.2	19.1	21.5
11. Overall, the college is effective in meeting its mission.	7.4	12.2	38.4	43.1	45.8	55.4	24.5	19.9	21.6	16.2	8.1	8.6	29.7	24.8
12. The resources needed to do my job successfully are readily available.	11.0	13.4	38.1	33.4	49.1	46.8	16.0	13.4	24.2	23.4	10.7	16.4	34.9	39.8
13. I believe the President is taking the college in the right direction.	19.2	24.3	30.0	29.6	49.2	53.9	24.9	15.9	11.4	11.2	14.5	19.0	25.9	30.2

Thomas Nelson Community College
College Climate Survey -- Spring 2008
Responses for Respondent = Faculty

Statements	Total	Number of Survey Responses by Ratings (Total Respondents = 168)													
		Strongly Agree		Agree		Strongly Agree and Agree Ratings		Neutral		Disagree		Strongly Disagree		Disagree and Strongly Disagree Ratings	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
1. There is a sense of trust among the administration, faculty and staff.	157	20	12.7	41	26.1	61	38.9	21	13.4	37	23.6	38	24.2	75	47.8
2. The college encourages teamwork across divisions/departments.	152	18	11.8	40	26.3	58	38.2	33	21.7	37	24.3	24	15.8	61	40.1
3. The administration provides appropriate leadership and vision.	164	22	13.4	47	28.7	69	42.1	30	18.3	31	18.9	34	20.7	65	39.6
4. I feel comfortable speaking out on issues affecting the college.	159	15	9.4	49	30.8	64	40.3	23	14.5	34	21.4	38	23.9	72	45.3
5. The administration is responsive to the concerns of the college's employees.	157	13	8.3	39	24.8	52	33.1	35	22.3	34	21.7	36	22.9	70	44.6
6. The college values the work I do.	166	28	16.9	59	35.5	87	52.4	19	11.4	33	19.9	27	16.3	60	36.1
7. In general, morale and job satisfaction are high.	158	13	8.2	47	29.7	60	38.0	20	12.7	30	19.0	48	30.4	78	49.4
8. The President has taken appropriate measures to ensure high morale.	149	14	9.4	35	23.5	49	32.9	31	20.8	21	14.1	48	32.2	69	46.3
9. The President provides adequate and appropriate information on important issues to the college community.	159	27	17.0	57	35.8	84	52.8	28	17.6	16	10.1	31	19.5	47	29.6
10. The college is supportive of professional development for all staff.	162	29	17.9	60	37.0	89	54.9	35	21.6	22	13.6	16	9.9	38	23.5
11. Overall, the college is effective in meeting its mission.	164	21	12.8	68	41.5	89	54.3	33	20.1	29	17.7	13	7.9	42	25.6
12. The resources needed to do my job successfully are readily available.	166	23	13.9	55	33.1	78	47.0	22	13.3	39	23.5	27	16.3	66	39.8
13. I believe the President is taking the college in the right direction.	158	32	20.3	40	25.3	72	45.6	30	19.0	18	11.4	38	24.1	56	35.4

Thomas Nelson Community College
College Climate Survey -- Spring 2008
Responses for Respondent = Classified Staff

Statements	Total	Number of Survey Responses by Ratings (Total Respondents = 107)													
		Strongly Agree		Agree		Strongly Agree and Agree Ratings		Neutral		Disagree		Strongly Disagree		Disagree and Strongly Disagree Ratings	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
1. There is a sense of trust among the administration, faculty and staff.	104	5	4.8	24	23.1	29	27.9	19	18.3	31	29.8	25	24.0	56	53.8
2. The college encourages teamwork across divisions/departments.	104	7	6.7	38	36.5	45	43.3	21	20.2	21	20.2	17	16.3	38	36.5
3. The administration provides appropriate leadership and vision.	105	7	6.7	37	35.2	44	41.9	22	21.0	19	18.1	20	19.0	39	37.1
4. I feel comfortable speaking out on issues affecting the college.	105	10	9.5	31	29.5	41	39.0	18	17.1	22	21.0	24	22.9	46	43.8
5. The administration is responsive to the concerns of the college's employees.	107	8	7.5	26	24.3	34	31.8	27	25.2	22	20.6	24	22.4	46	43.0
6. The college values the work I do.	106	12	11.3	42	39.6	54	50.9	22	20.8	12	11.3	18	17.0	30	28.3
7. In general, morale and job satisfaction are high.	105	9	8.6	19	18.1	28	26.7	14	13.3	30	28.6	33	31.4	63	60.0
8. The President has taken appropriate measures to ensure high morale.	107	20	18.7	25	23.4	45	42.1	27	25.2	17	15.9	18	16.8	35	32.7
9. The President provides adequate and appropriate information on important issues to the college community.	106	36	34.0	41	38.7	77	72.6	17	16.0	9	8.5	3	2.8	12	11.3
10. The college is supportive of professional development for all staff.	107	23	21.5	54	50.5	77	72.0	12	11.2	10	9.3	8	7.5	18	16.8
11. Overall, the college is effective in meeting its mission.	107	9	8.4	50	46.7	59	55.1	24	22.4	16	15.0	8	7.5	24	22.4
12. The resources needed to do my job successfully are readily available.	106	12	11.3	37	34.9	49	46.2	14	13.2	24	22.6	19	17.9	43	40.6
13. I believe the President is taking the college in the right direction.	107	28	26.2	39	36.4	67	62.6	18	16.8	8	7.5	14	13.1	22	20.6

Thomas Nelson Community College
College Climate Survey -- Spring 2008
Responses for Respondent = Administrator

Statements	Total	Number of Survey Responses by Ratings (Total Respondents = 18)													
		Strongly Agree		Agree		Strongly Agree and Agree Ratings		Neutral		Disagree		Strongly Disagree		Disagree and Strongly Disagree Ratings	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
1. There is a sense of trust among the administration, faculty and staff.	18	0	0.0	7	38.9	7	38.9	2	11.1	7	38.9	2	11.1	9	50.0
2. The college encourages teamwork across divisions/departments.	18	4	22.2	10	55.6	14	77.8	1	5.6	1	5.6	2	11.1	3	16.7
3. The administration provides appropriate leadership and vision.	18	4	22.2	8	44.4	12	66.7	3	16.7	2	11.1	1	5.6	3	16.7
4. I feel comfortable speaking out on issues affecting the college.	18	4	22.2	10	55.6	14	77.8	1	5.6	2	11.1	1	5.6	3	16.7
5. The administration is responsive to the concerns of the college's employees.	18	4	22.2	8	44.4	12	66.7	2	11.1	3	16.7	1	5.6	4	22.2
6. The college values the work I do.	18	5	27.8	10	55.6	15	83.3	2	11.1	1	5.6	0	0.0	1	5.6
7. In general, morale and job satisfaction are high.	18	0	0.0	5	27.8	5	27.8	3	16.7	7	38.9	3	16.7	10	55.6
8. The President has taken appropriate measures to ensure high morale.	18	0	0.0	12	66.7	12	66.7	1	5.6	5	27.8	0	0.0	5	27.8
9. The President provides adequate and appropriate information on important issues to the college community.	18	10	55.6	6	33.3	16	88.9	1	5.6	1	5.6	0	0.0	1	5.6
10. The college is supportive of professional development for all staff.	18	2	11.1	13	72.2	15	83.3	2	11.1	1	5.6	0	0.0	1	5.6
11. Overall, the college is effective in meeting its mission.	18	2	11.1	13	72.2	15	83.3	0	0.0	3	16.7	0	0.0	3	16.7
12. The resources needed to do my job successfully are readily available.	18	1	5.6	8	44.4	9	50.0	3	16.7	5	27.8	1	5.6	6	33.3
13. I believe the President is taking the college in the right direction.	18	9	50.0	6	33.3	15	83.3	1	5.6	2	11.1	0	0.0	2	11.1

Thomas Nelson Community College
College Climate Survey -- Spring 2008
Responses for Respondent = Unknown

Statements	Total	Number of Survey Responses by Ratings (Total Respondents = 40)													
		Strongly Agree		Agree		Strongly Agree and Agree Ratings		Neutral		Disagree		Strongly Disagree		Disagree and Strongly Disagree Ratings	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
1. There is a sense of trust among the administration, faculty and staff.	38	2	5.3	8	21.1	10	26.3	2	5.3	14	36.8	12	31.6	26	68.4
2. The college encourages teamwork across divisions/departments.	38	5	13.2	9	23.7	14	36.8	7	18.4	6	15.8	11	28.9	17	44.7
3. The administration provides appropriate leadership and vision.	38	7	18.4	8	21.1	15	39.5	6	15.8	3	7.9	14	36.8	17	44.7
4. I feel comfortable speaking out on issues affecting the college.	39	4	10.3	8	20.5	12	30.8	5	12.8	9	23.1	13	33.3	22	56.4
5. The administration is responsive to the concerns of the college's employees.	37	6	16.2	6	16.2	12	32.4	4	10.8	9	24.3	12	32.4	21	56.8
6. The college values the work I do.	38	6	15.8	14	36.8	20	52.6	4	10.5	7	18.4	7	18.4	14	36.8
7. In general, morale and job satisfaction are high.	39	5	12.8	7	17.9	12	30.8	2	5.1	13	33.3	12	30.8	25	64.1
8. The President has taken appropriate measures to ensure high morale.	39	8	20.5	8	20.5	16	41.0	3	7.7	7	17.9	13	33.3	20	51.3
9. The President provides adequate and appropriate information on important issues to the college community.	38	11	28.9	13	34.2	24	63.2	2	5.3	7	18.4	5	13.2	12	31.6
10. The college is supportive of professional development for all staff.	39	9	23.1	14	35.9	23	59.0	3	7.7	7	17.9	6	15.4	13	33.3
11. Overall, the college is effective in meeting its mission.	38	8	21.1	10	26.3	18	47.4	8	21.1	5	13.2	7	18.4	12	31.6
12. The resources needed to do my job successfully are readily available.	39	8	20.5	10	25.6	18	46.2	5	12.8	9	23.1	7	17.9	16	41.0
13. I believe the President is taking the college in the right direction.	38	9	23.7	10	26.3	19	50.0	2	5.3	8	21.1	9	23.7	17	44.7

Emerging Themes from Qualitative Data

Statement 14--Areas of Strength

- Internal Communication (*Statement 9*)
- Professional Development Opportunities (*Statement 10*)
- Community Outreach
(e.g. Southeast Higher Education Center)

Emerging Themes from Qualitative Data Statement 15--Areas Requiring Improvement

- General Support Services
 - Customer Service
 - Facilities Upkeep
 - Technology Support
 - Security Operations

- Support for Teaching & Learning
 - Overemphasis on FTEs
 - Need for Additional Full-time Faculty
 - Need for Additional Front-line Staff

Emerging Themes from Qualitative Data Statement 15--Areas Requiring Improvement (Continued)

- Use of Financial Resources
 - Discretionary Spending Amidst Retrenchment
 - Spending on New Initiatives

Emerging Themes from Qualitative Data

Statement 16--Additional Comments

- Concerns Over Trust (*Statement 1*)
- Concerns Regarding Fear Speaking Out (*Statement 4*)
- Expansion of Administration
- Concerns for Effectiveness of Senior Leadership



Conclusions

- Previous Concerns Persist
- Stakeholders – Perceptual Differences



Contact: Institutional Research & Strategic Planning

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