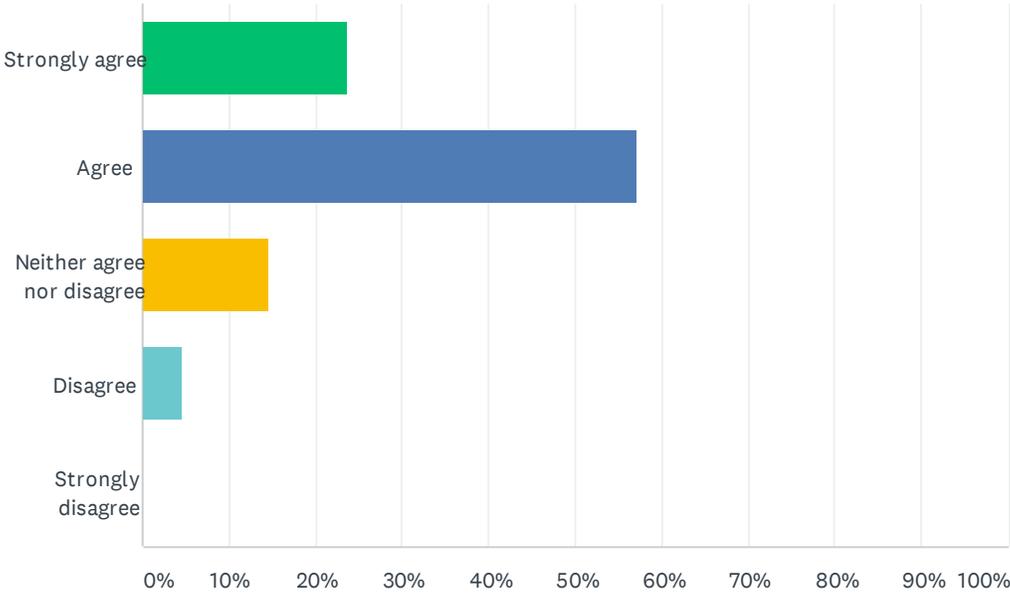


Q1 Our mission statement is the driving force behind all college planning and operations.

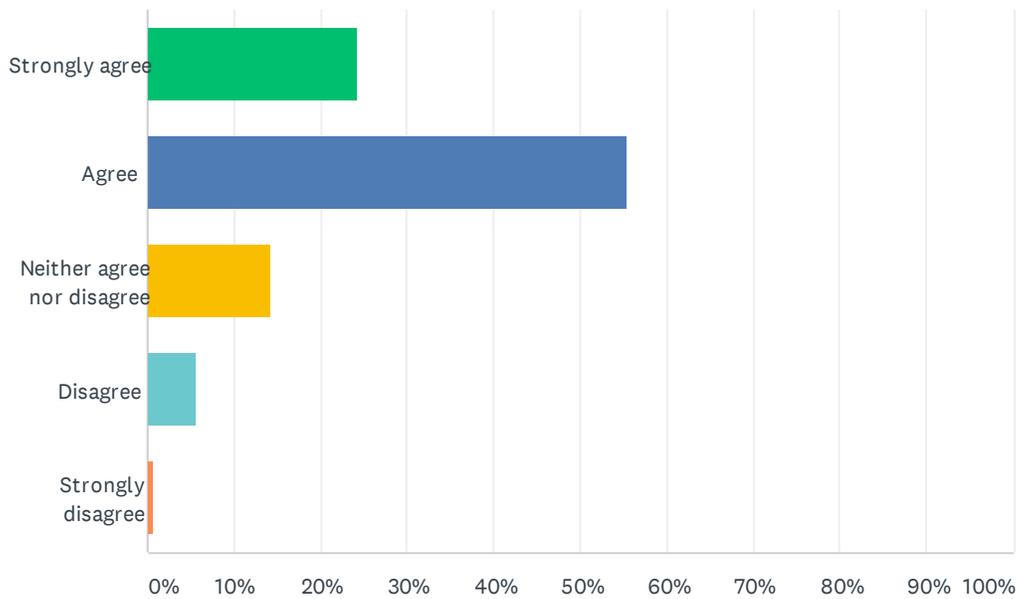
Answered: 177 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	23.73%	42
Agree	57.06%	101
Neither agree nor disagree	14.69%	26
Disagree	4.52%	8
Strongly disagree	0.00%	0
TOTAL		177

Q2 The strategic planning goals and objectives are continually updated based on changes in the environment and customer needs.

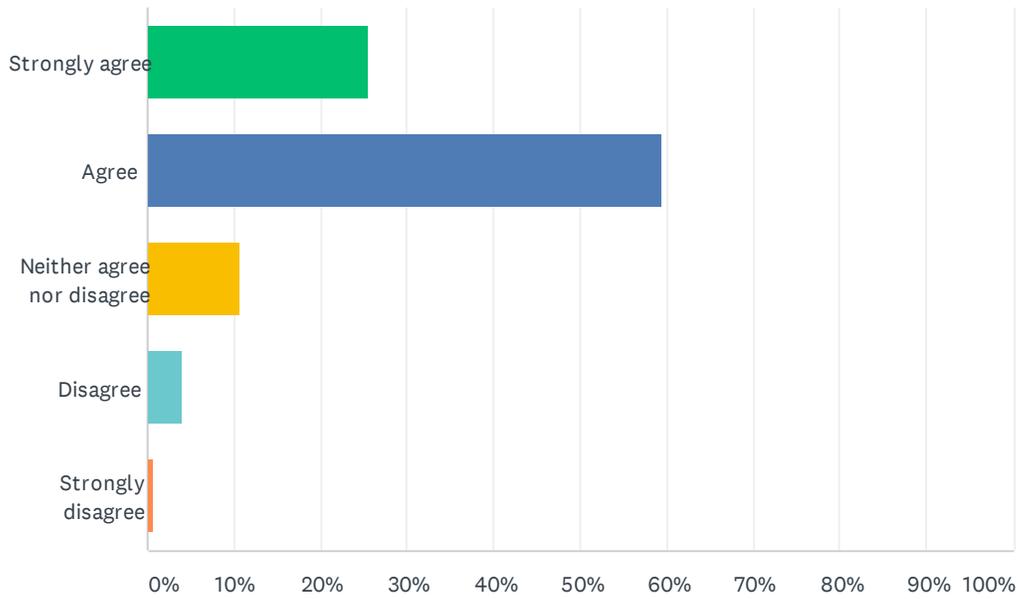
Answered: 177 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	24.29%	43
Agree	55.37%	98
Neither agree nor disagree	14.12%	25
Disagree	5.65%	10
Strongly disagree	0.56%	1
TOTAL		177

Q3 Our mission reflects the needs of our service area communities and promotes civic duty.

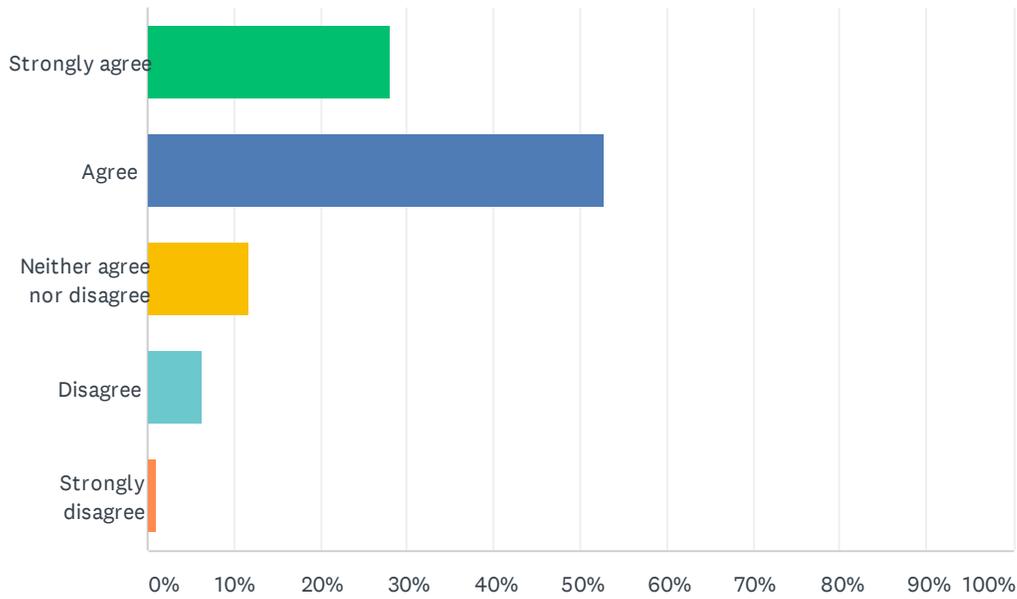
Answered: 177 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	25.42%	45
Agree	59.32%	105
Neither agree nor disagree	10.73%	19
Disagree	3.95%	7
Strongly disagree	0.56%	1
TOTAL		177

Q4 Sensitivity to diversity is promoted and practiced, providing an equal opportunity for all.

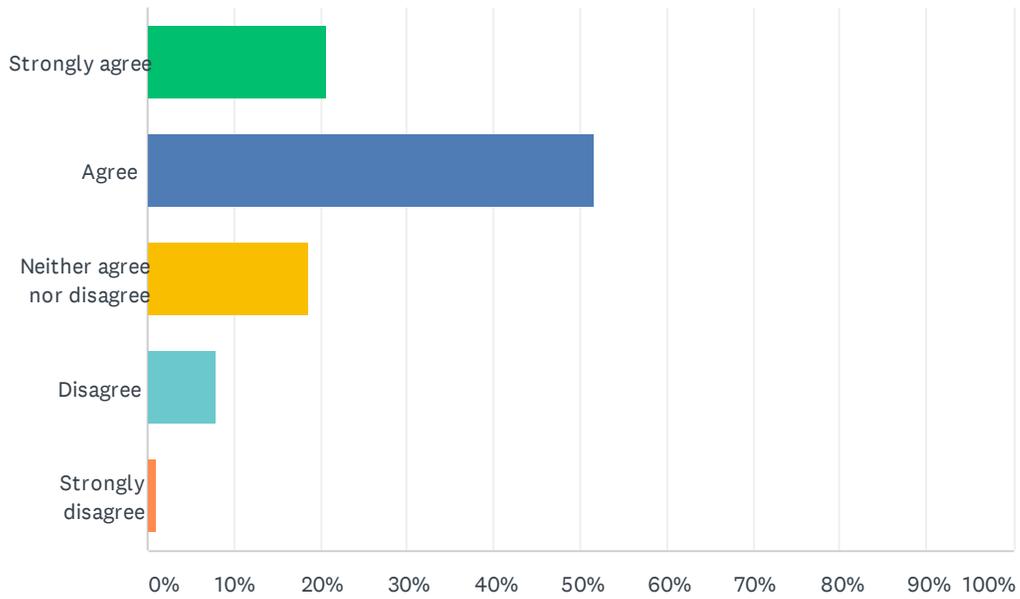
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	28.09%	50
Agree	52.81%	94
Neither agree nor disagree	11.80%	21
Disagree	6.18%	11
Strongly disagree	1.12%	2
TOTAL		178

Q5 Trends and forces that drive current and future changes are discussed as a normal part of our work.

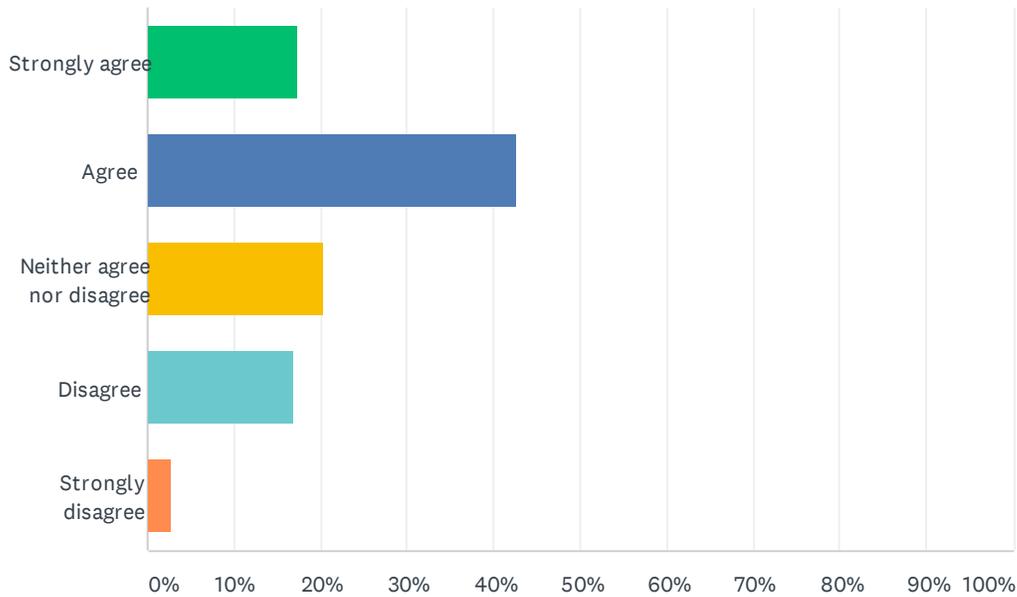
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	20.79%	37
Agree	51.69%	92
Neither agree nor disagree	18.54%	33
Disagree	7.87%	14
Strongly disagree	1.12%	2
TOTAL		178

Q6 We have a broad understanding of our organization's structure, systems, and processes and how they are interrelated.

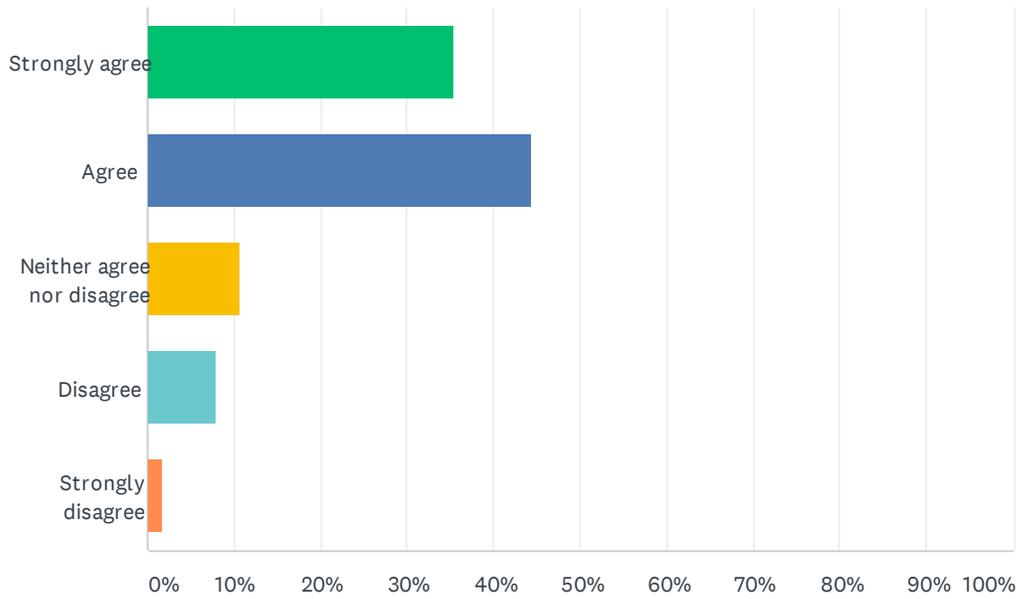
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	17.42%	31
Agree	42.70%	76
Neither agree nor disagree	20.22%	36
Disagree	16.85%	30
Strongly disagree	2.81%	5
TOTAL		178

Q7 We are committed to excellence in teaching and student-centered learning.

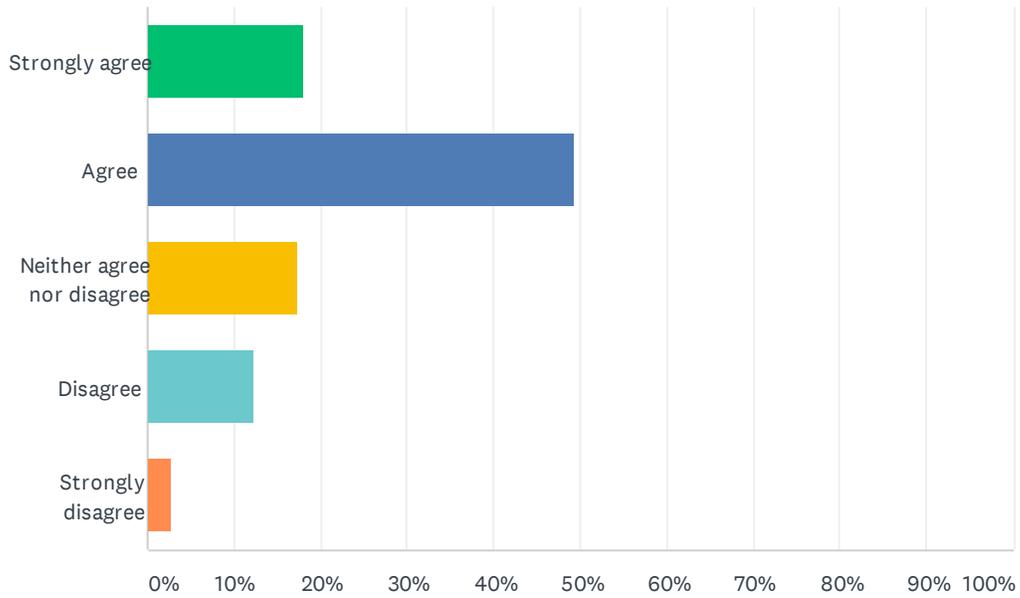
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	35.39%	63
Agree	44.38%	79
Neither agree nor disagree	10.67%	19
Disagree	7.87%	14
Strongly disagree	1.69%	3
TOTAL		178

Q8 Administrators demonstrate the use of continuous improvement.

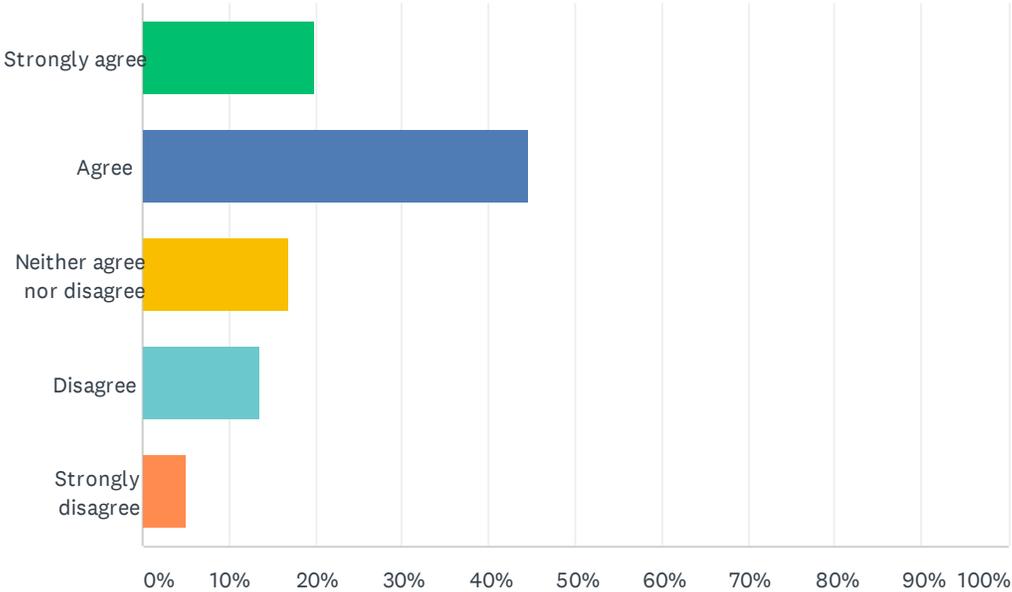
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	17.98%	32
Agree	49.44%	88
Neither agree nor disagree	17.42%	31
Disagree	12.36%	22
Strongly disagree	2.81%	5
TOTAL		178

Q9 Administrators respect us, promote the strategic planning goals and objectives of the college, and promote an environment in which we can achieve excellence.

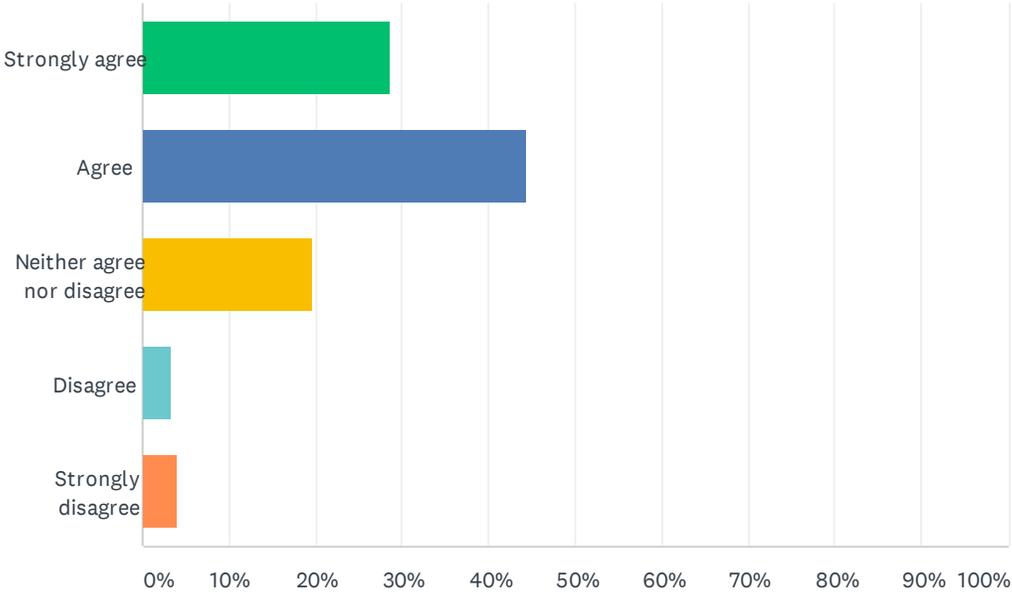
Answered: 177 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	19.77%	35
Agree	44.63%	79
Neither agree nor disagree	16.95%	30
Disagree	13.56%	24
Strongly disagree	5.08%	9
TOTAL		177

Q10 My supervisor communicates effectively with me about my professional development goals and progress, and encourages me to pursue personal professional development.

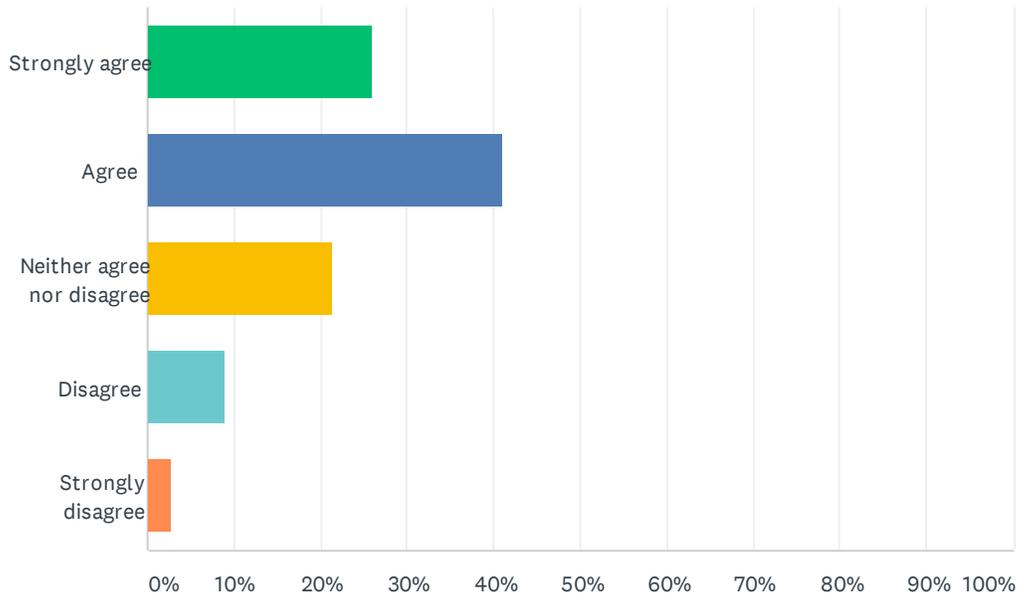
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	28.65%	51
Agree	44.38%	79
Neither agree nor disagree	19.66%	35
Disagree	3.37%	6
Strongly disagree	3.93%	7
TOTAL		178

Q11 My supervisor helps me integrate what I have learned by discussing organizational application and continuous improvement while encouraging me to work toward organizational goals and planning priorities.

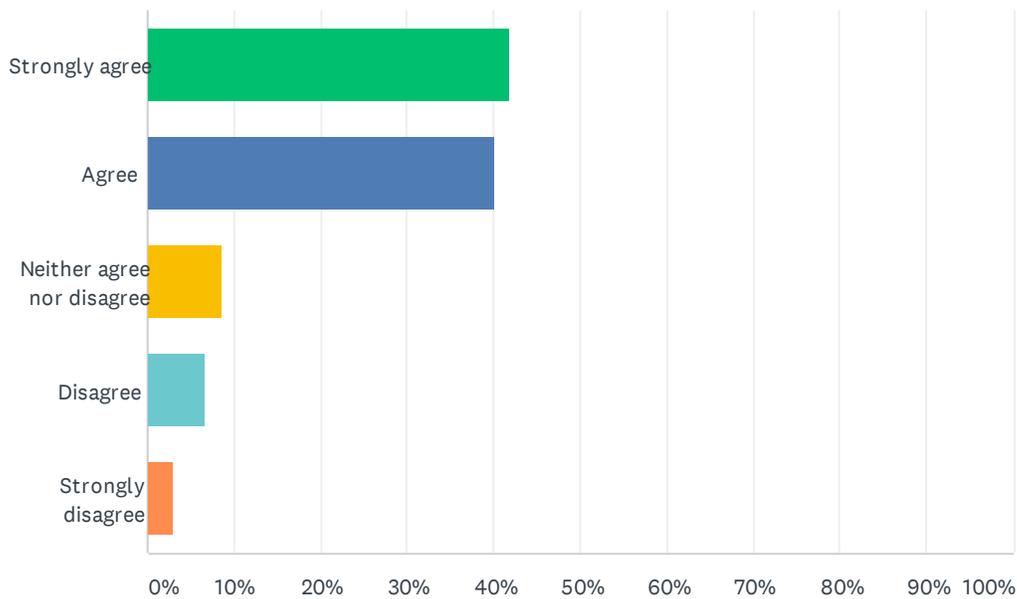
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	25.84%	46
Agree	41.01%	73
Neither agree nor disagree	21.35%	38
Disagree	8.99%	16
Strongly disagree	2.81%	5
TOTAL		178

Q12 My supervisor respects me and encourages me to contribute ideas for improvements through individual conversations and/or group meetings and shared viewpoints.

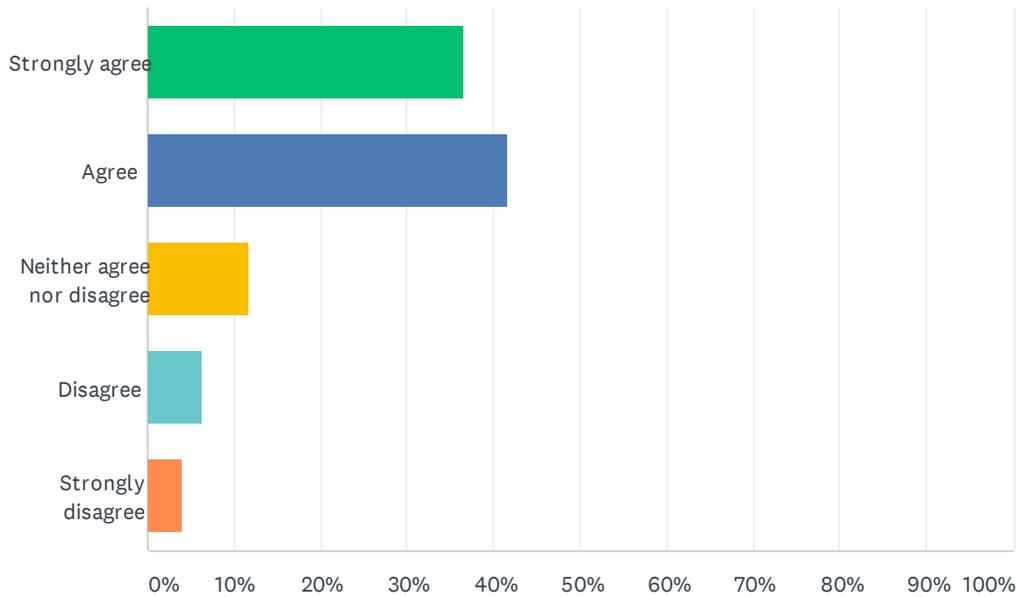
Answered: 177 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	41.81%	74
Agree	40.11%	71
Neither agree nor disagree	8.47%	15
Disagree	6.78%	12
Strongly disagree	2.82%	5
TOTAL		177

Q13 My supervisor promotes an environment where I can achieve excellence and have a healthy sense of enjoyment about work.

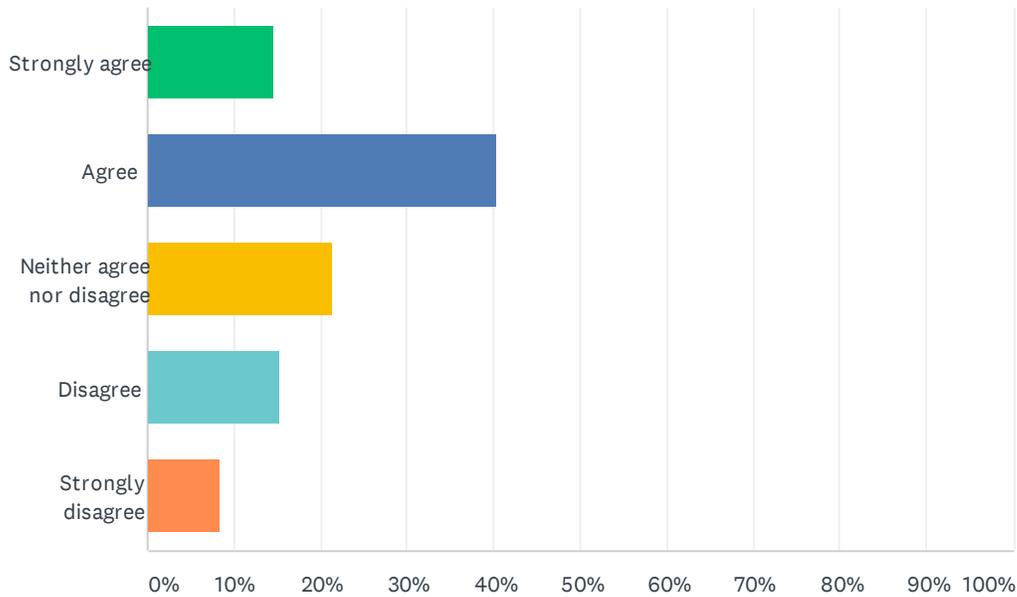
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	36.52%	65
Agree	41.57%	74
Neither agree nor disagree	11.80%	21
Disagree	6.18%	11
Strongly disagree	3.93%	7
TOTAL		178

Q14 We work hard to eliminate "we/they" mindsets; we cooperate and collaborate whenever possible.

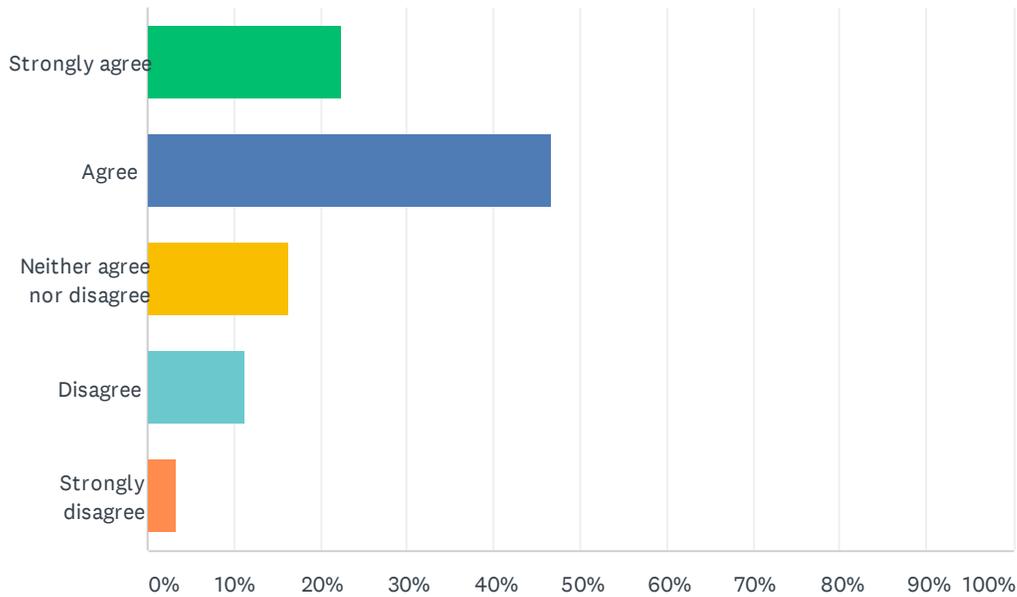
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	14.61%	26
Agree	40.45%	72
Neither agree nor disagree	21.35%	38
Disagree	15.17%	27
Strongly disagree	8.43%	15
TOTAL		178

Q15 We are interested in and care about one another as people who are responsible and can think for themselves.

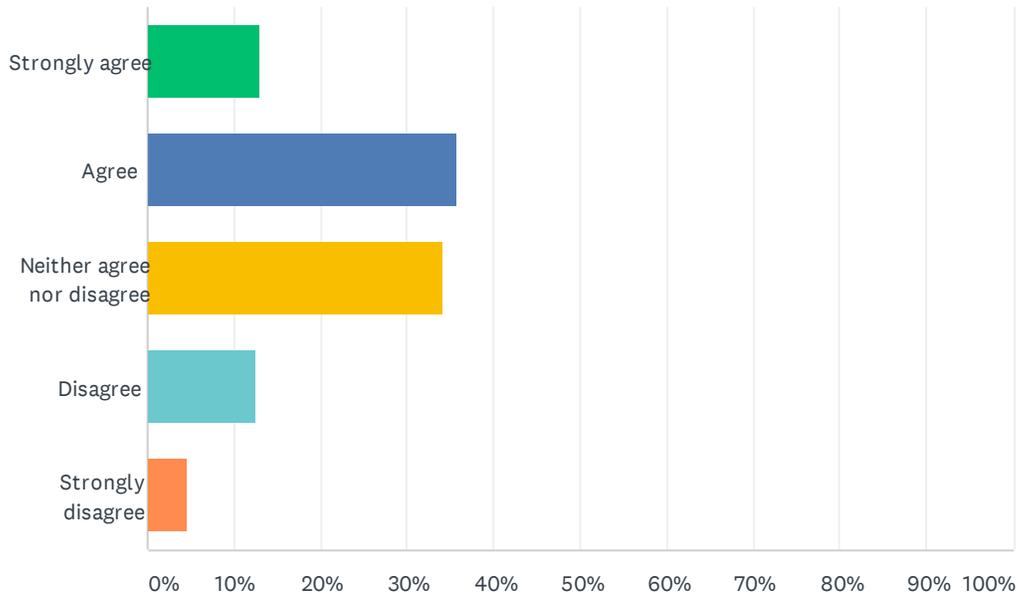
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	22.47%	40
Agree	46.63%	83
Neither agree nor disagree	16.29%	29
Disagree	11.24%	20
Strongly disagree	3.37%	6
TOTAL		178

Q16 Cross-training is used to build workforce flexibility where applicable.

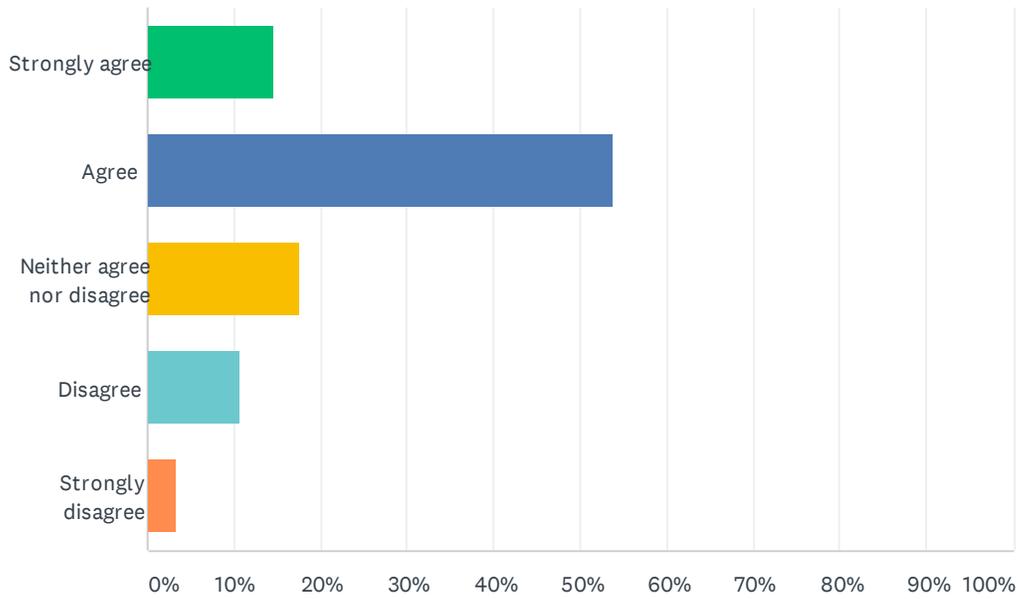
Answered: 176 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	13.07%	23
Agree	35.80%	63
Neither agree nor disagree	34.09%	60
Disagree	12.50%	22
Strongly disagree	4.55%	8
TOTAL		176

Q17 The team approach is utilized when troubleshooting problems and improving processes.

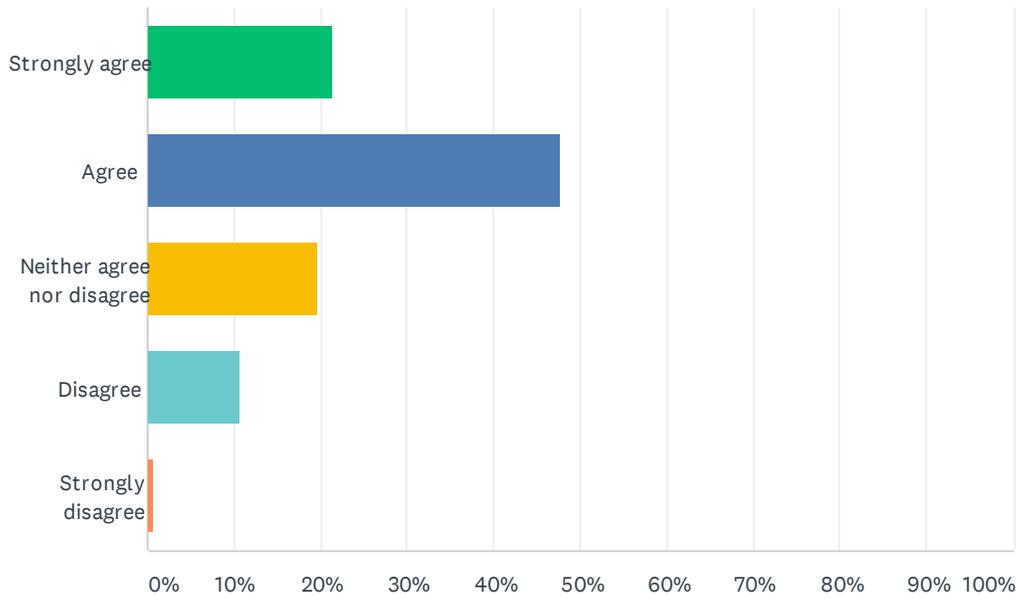
Answered: 177 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	14.69%	26
Agree	53.67%	95
Neither agree nor disagree	17.51%	31
Disagree	10.73%	19
Strongly disagree	3.39%	6
TOTAL		177

Q18 Work processes are routinely modified in response to changing circumstances.

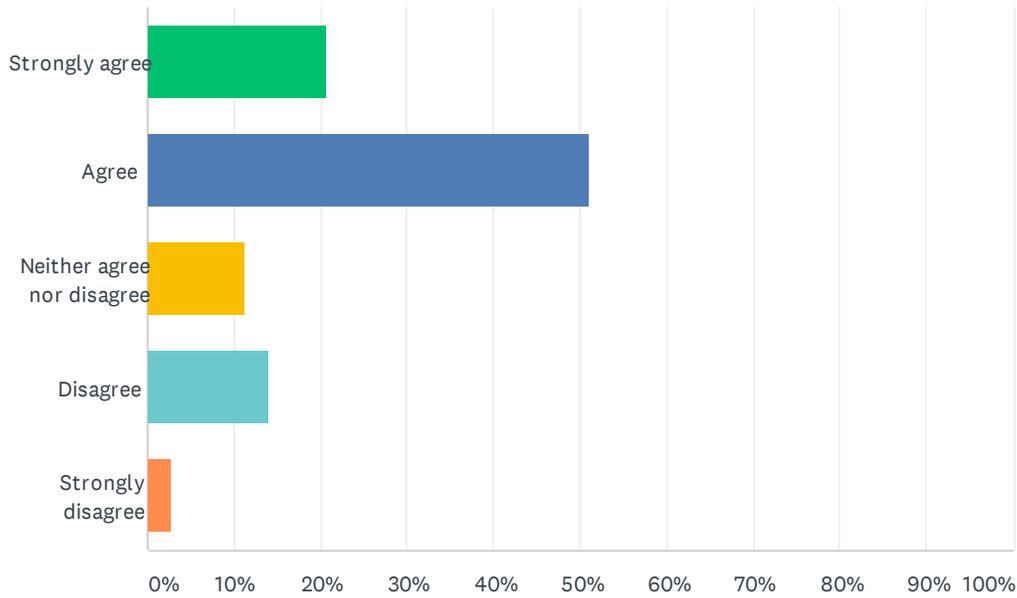
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	21.35%	38
Agree	47.75%	85
Neither agree nor disagree	19.66%	35
Disagree	10.67%	19
Strongly disagree	0.56%	1
TOTAL		178

Q19 Important information is communicated to all employees through channels such as department meetings, all-personnel meetings, and varying formats of technology.

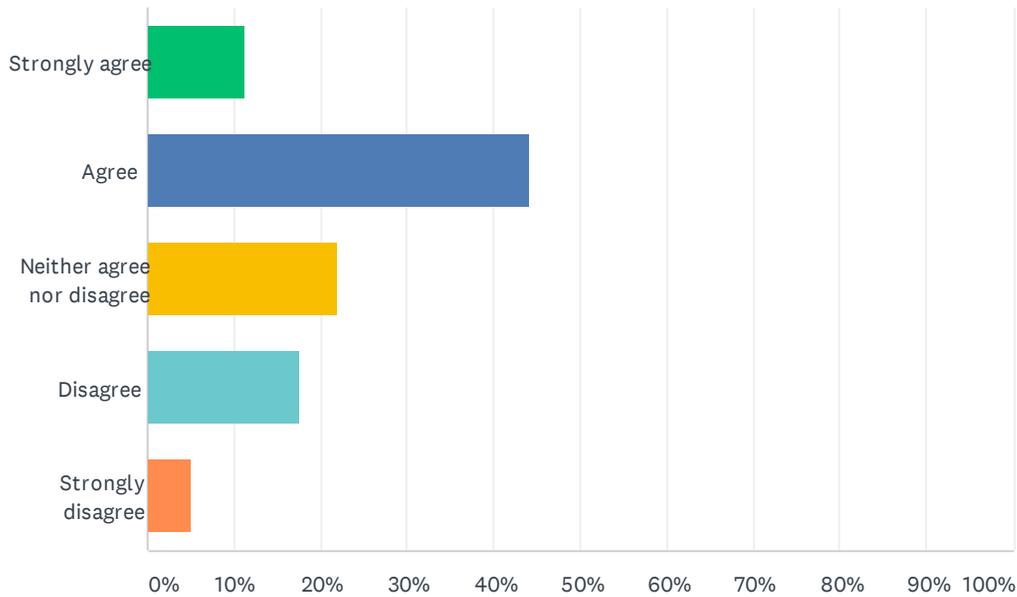
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	20.79%	37
Agree	51.12%	91
Neither agree nor disagree	11.24%	20
Disagree	14.04%	25
Strongly disagree	2.81%	5
TOTAL		178

Q20 We receive data, for example, enrollment, budget, and placement, relevant to our jobs on a frequent basis.

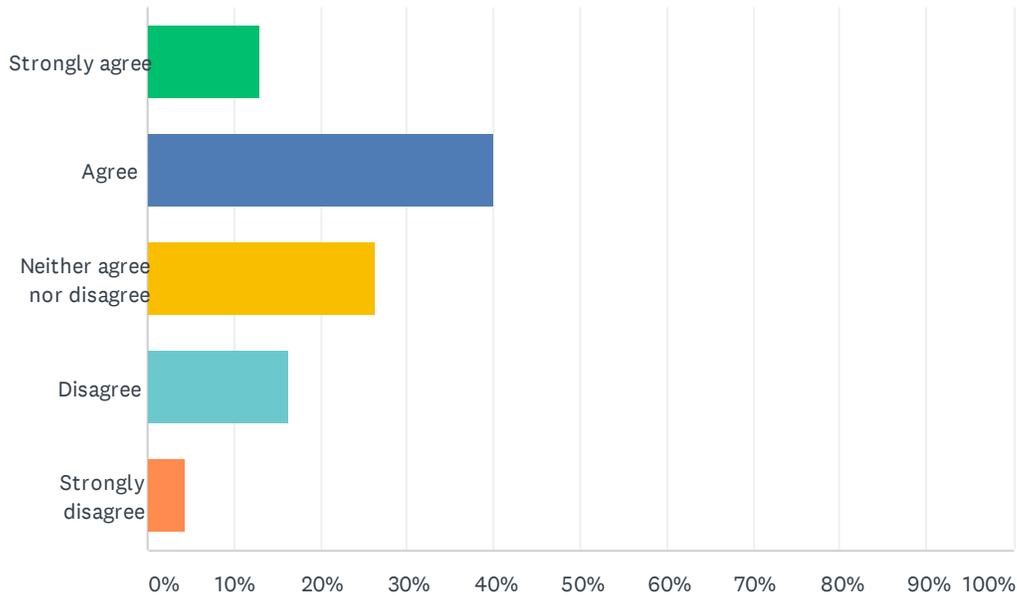
Answered: 177 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	11.30%	20
Agree	44.07%	78
Neither agree nor disagree	22.03%	39
Disagree	17.51%	31
Strongly disagree	5.08%	9
TOTAL		177

Q21 As our cross-functional teams (shared governance) solve problems or create new approaches, we communicate research and recommendations via memos, presentations, e-mail, etc.

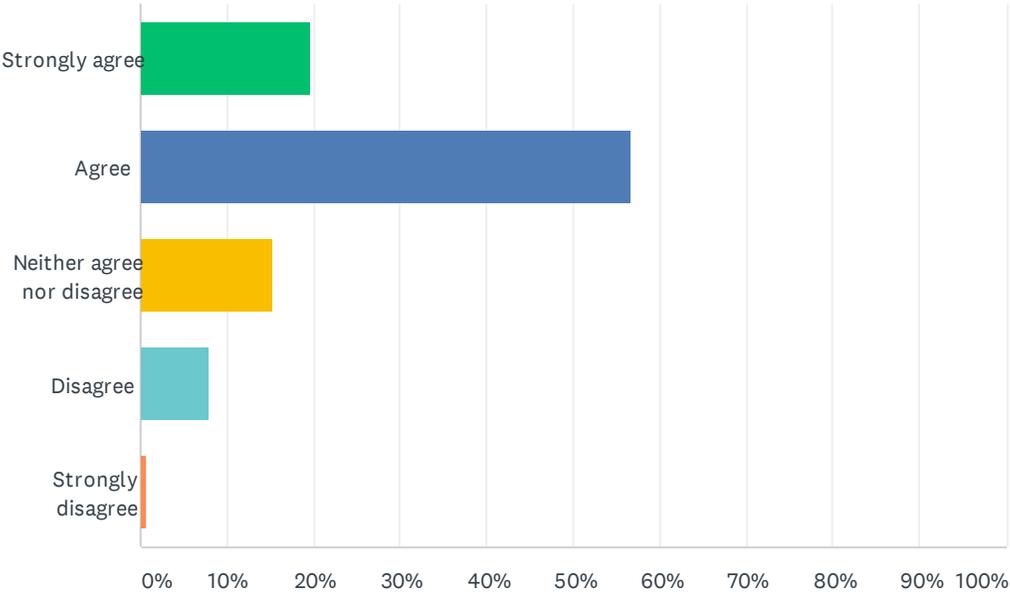
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	12.92%	23
Agree	39.89%	71
Neither agree nor disagree	26.40%	47
Disagree	16.29%	29
Strongly disagree	4.49%	8
TOTAL		178

Q22 Individuals and teams are encouraged to identify and solve problems in their work areas, ask one another for feedback for continuous improvement, and share expertise to learn from one another through informal conversations.

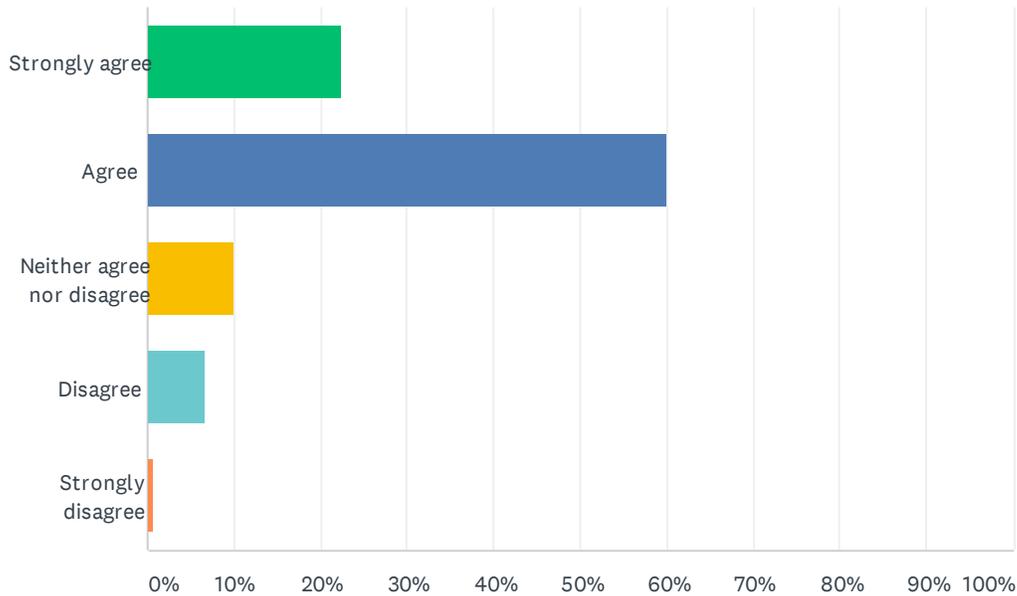
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES
Strongly agree	19.66% 35
Agree	56.74% 101
Neither agree nor disagree	15.17% 27
Disagree	7.87% 14
Strongly disagree	0.56% 1
TOTAL	178

Q23 Individuals are encouraged to take personal responsibility for delivering quality service and spend time discussing how we can provide better customer service.

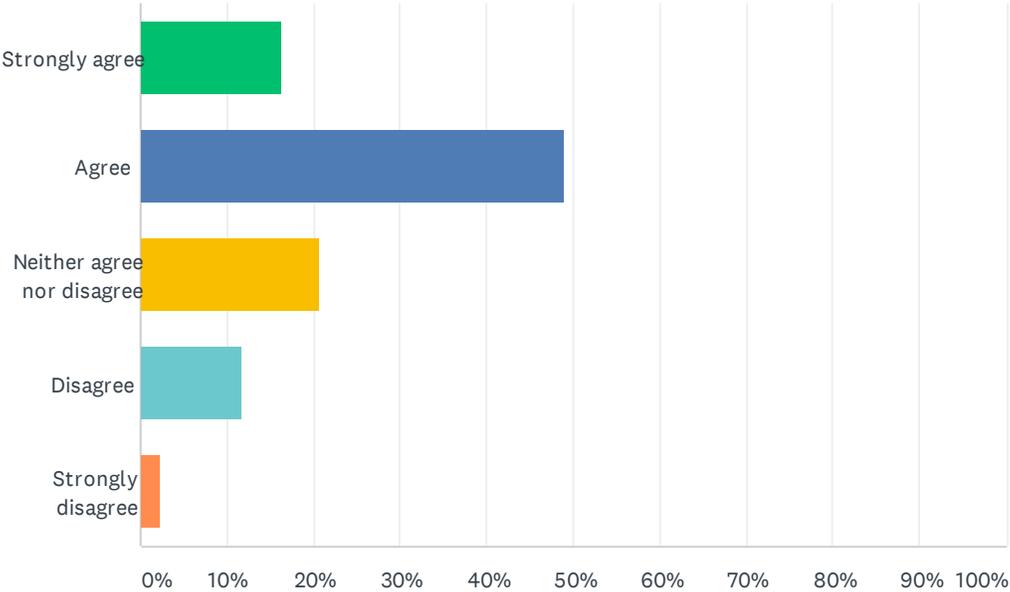
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	22.47%	40
Agree	60.11%	107
Neither agree nor disagree	10.11%	18
Disagree	6.74%	12
Strongly disagree	0.56%	1
TOTAL		178

Q24 We routinely and purposefully use systematic problem-solving techniques and experiment with new approaches to our work; we try new ideas and discuss and analyze our work processes.

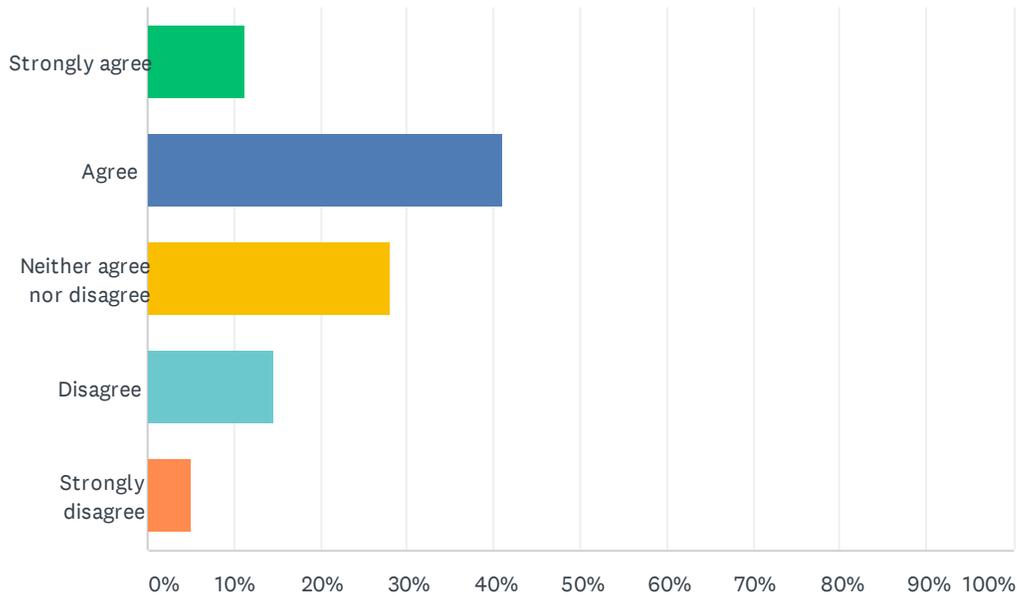
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	16.29%	29
Agree	48.88%	87
Neither agree nor disagree	20.79%	37
Disagree	11.80%	21
Strongly disagree	2.25%	4
TOTAL		178

Q25 When we engage in problem solving, we consider the "ripple" effect that various solutions and/or actions may have throughout the organization.

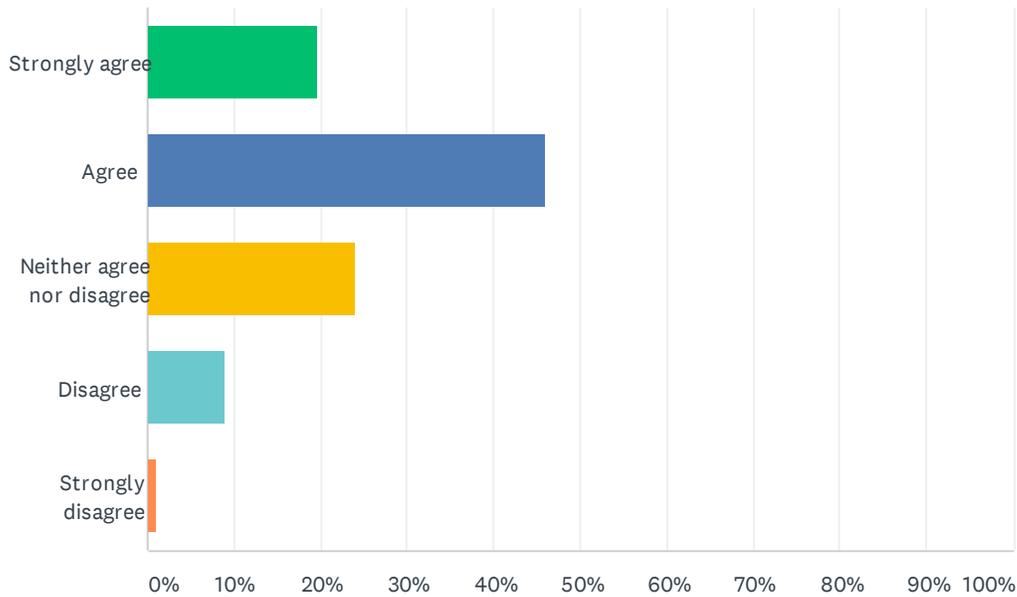
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	11.24%	20
Agree	41.01%	73
Neither agree nor disagree	28.09%	50
Disagree	14.61%	26
Strongly disagree	5.06%	9
TOTAL		178

Q26 The satisfaction of our internal and external customer is important, and we use customer feedback to improve what we do.

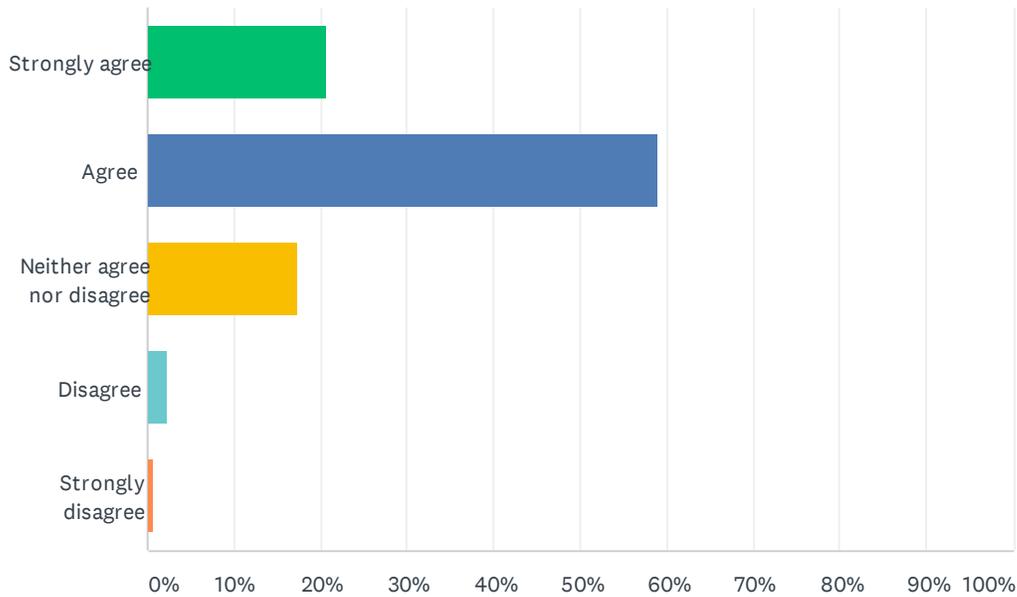
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	19.66%	35
Agree	46.07%	82
Neither agree nor disagree	24.16%	43
Disagree	8.99%	16
Strongly disagree	1.12%	2
TOTAL		178

Q27 Department and division outcomes are established to meet the needs of those we serve.

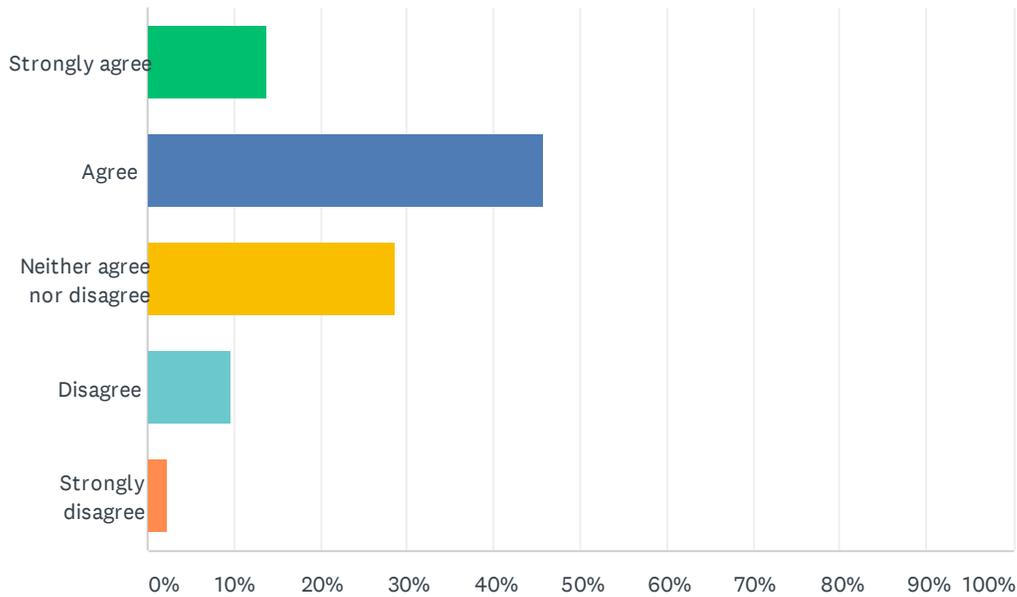
Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	20.79%	37
Agree	58.99%	105
Neither agree nor disagree	17.42%	31
Disagree	2.25%	4
Strongly disagree	0.56%	1
TOTAL		178

Q28 Staff development programs include training on how to meet customer needs and expectations, and enhance our performance.

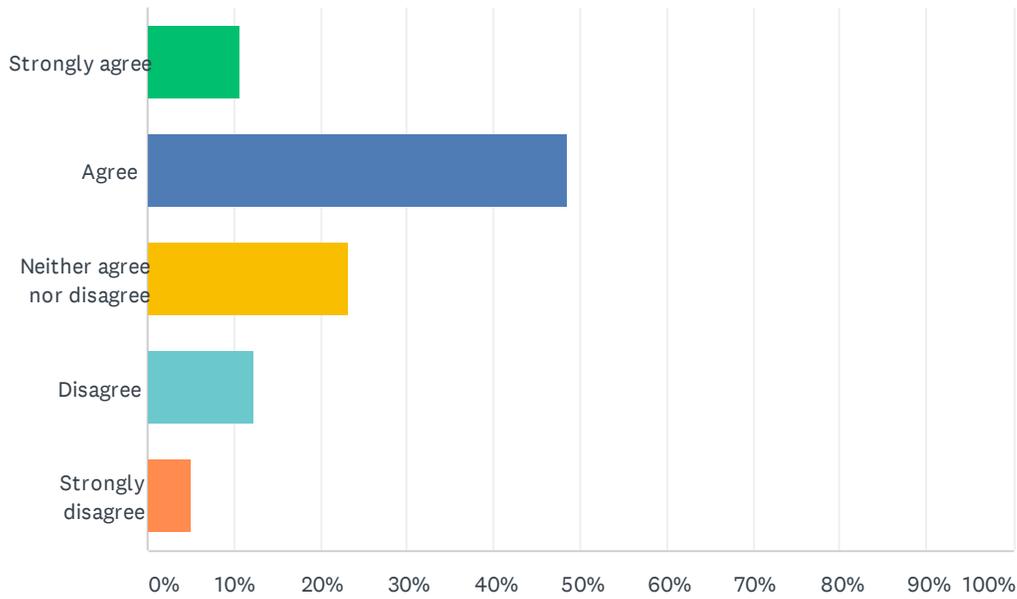
Answered: 175 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly agree	13.71%	24
Agree	45.71%	80
Neither agree nor disagree	28.57%	50
Disagree	9.71%	17
Strongly disagree	2.29%	4
TOTAL		175

Q29 Time and support are provided to accomplish individual and team projects.

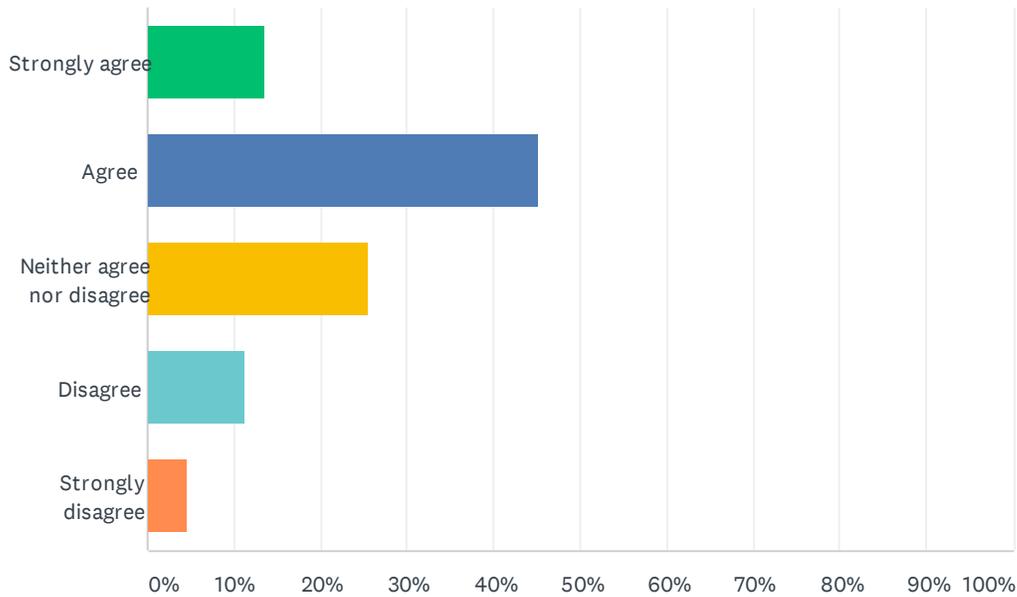
Answered: 177 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	10.73%	19
Agree	48.59%	86
Neither agree nor disagree	23.16%	41
Disagree	12.43%	22
Strongly disagree	5.08%	9
TOTAL		177

Q30 The college fosters a climate that encourages experimentation, risk-taking, and continuous improvement.

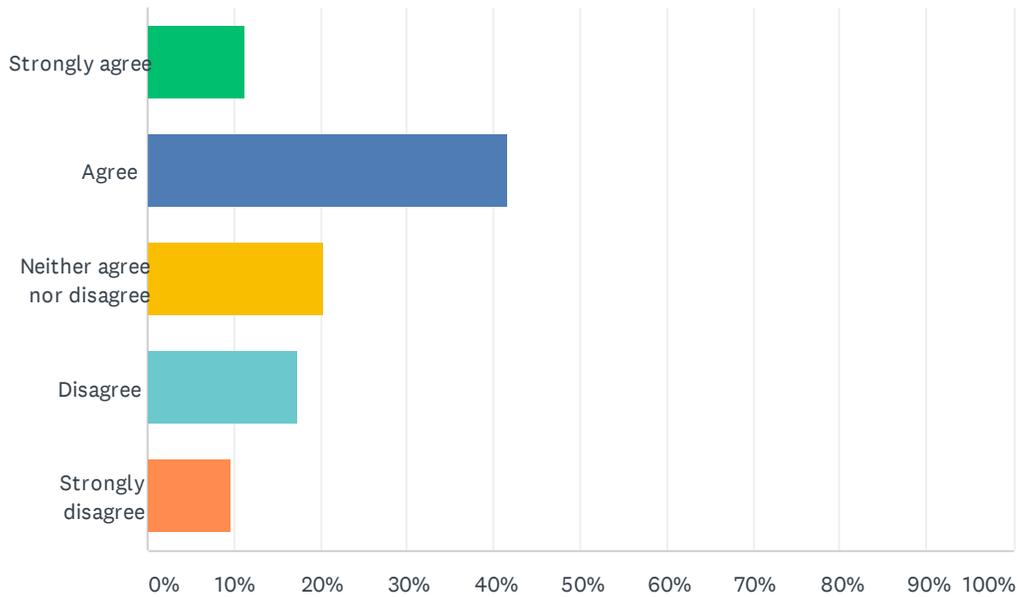
Answered: 177 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	13.56%	24
Agree	45.20%	80
Neither agree nor disagree	25.42%	45
Disagree	11.30%	20
Strongly disagree	4.52%	8
TOTAL		177

Q31 We, as individuals, are recognized for delivering quality service, continuous improvement, and successfully meeting challenges.

Answered: 178 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	11.24%	20
Agree	41.57%	74
Neither agree nor disagree	20.22%	36
Disagree	17.42%	31
Strongly disagree	9.55%	17
TOTAL		178

Q32 Do you have anything else to add that was not addressed in this survey?

Answered: 39 Skipped: 139