



Higher Education Partnership Satisfaction Survey

2017-2021 Summary Report

**Report Prepared:
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Purpose

The objective of this study was to evaluate Central Community College’s relationships with various affiliated partners. This survey was hosted by Eastern Arizona College, with other AQIP affiliated institutions administering the survey to their partners. In 2012 this study was created to align with the Higher Learning Commission’s AQIP (Academic Quality Improvement Program) Category Two: Meeting Student and Other Key Stakeholder Needs which addresses the key processes through which the institution serves its external stakeholders in support of its mission. In 2019 HLC discontinued AQIP and transitioned CCC into the Open Pathway. In the Open Pathway, this study will fall under Criterion 5. Institutional Effectiveness, Resources, and Planning.

After the pilot year in 2012, the scale for the benchmarking questions changed, so 2012 data is not comparable with 2013 data.

Participating Institutions

	2013	2014	2015	2016	2017	2018	2019	2020	2021
Aims Community College				X					
Central Arizona College	X	X	X	X	X	X	X	X	X
Central Community College	X	X	X	X	X	X	X	X	X
Colorado Mountain College	X	X							
Cuyahoga Community College		X							
Eastern Arizona College	X		X		X		X		X
Illinois Valley Community College	X	X	X	X	X	X	X		X
Lake Superior College	X	X		X		X			
Medicine Hat College					X	X	X		
Minneapolis Community and Technical College				X		X			
Missouri Western State University	X	X	X	X		X			
San Juan College	X	X	X	X					
Western New Mexico University	X	X	X						
TOTAL	9	9	7	8	5	7	5	2	4

Survey Participants

Individuals and organizations that associate with and/or collaborate with CCC were invited to participate in the survey. These partners were designated into one of five categories:

1. Educational organizations and other organizations from which you receive your students (9P1)
2. Educational organizations and employers that depend on the supply of your students (9P2)

3. Organizations that provide services to your students (9P3)
4. Organizations that supply materials and services to your organization (9P4)
5. Educational associations, external agencies, consortia partners, and the general community with whom you interact (9P5)

Survey Dates

Year	Start Date	End Date
2013	April 21	May 2
2014	April 15	April 26
2015	April 9	April 27
2016	April 25	May 6
2017	May 1	May 12
2018	April 16	April 27
2019	April 29	May 10
2020	May 4	May 23
2021	April 19	April 30

Methodology

- Participants were sent email invitations with a link to the web-based survey with follow-up reminders sent as well
- The survey was comprised of three sections
 - The first section consisted of four demographical questions with a multiple choice answer set
 - The second section consisted of 14 core benchmarking questions with a Likert answer set, multiple choices, and an open-ended comments box
 - The third section contained seven institution specific Central Community College questions, consisting of multiple choices, rating scale (Likert) questions, and an open-ended question. In 2017 three questions on employer satisfaction were added to assist Eastern Arizona College in testing phase.
- Participants were also able to provide comments on each specific question

Response Rates

	2013	2014	2015	2016	2017	2018	2019	2020	2021
Total responded	143	137	187	157	210	169	101	168	188
Total invited to participate	275	295	274	252	334	319	352	353	351
Response rate	52.0%	46.4%	68.2%	62.3%	62.9%	53.0%	28.7%	47.6%	53.56%

Analysis

- Data was analyzed per partner category and also in comparison to other participating institutions
- Descriptive data is provided for the survey items

Demographic Results

Survey participants were asked four demographic questions to provide an understanding of the type of relationship their organization has with Central Community College and the type and level of communication used. The following Charts 1 through 4 show the summary of results for each question over the last five years.

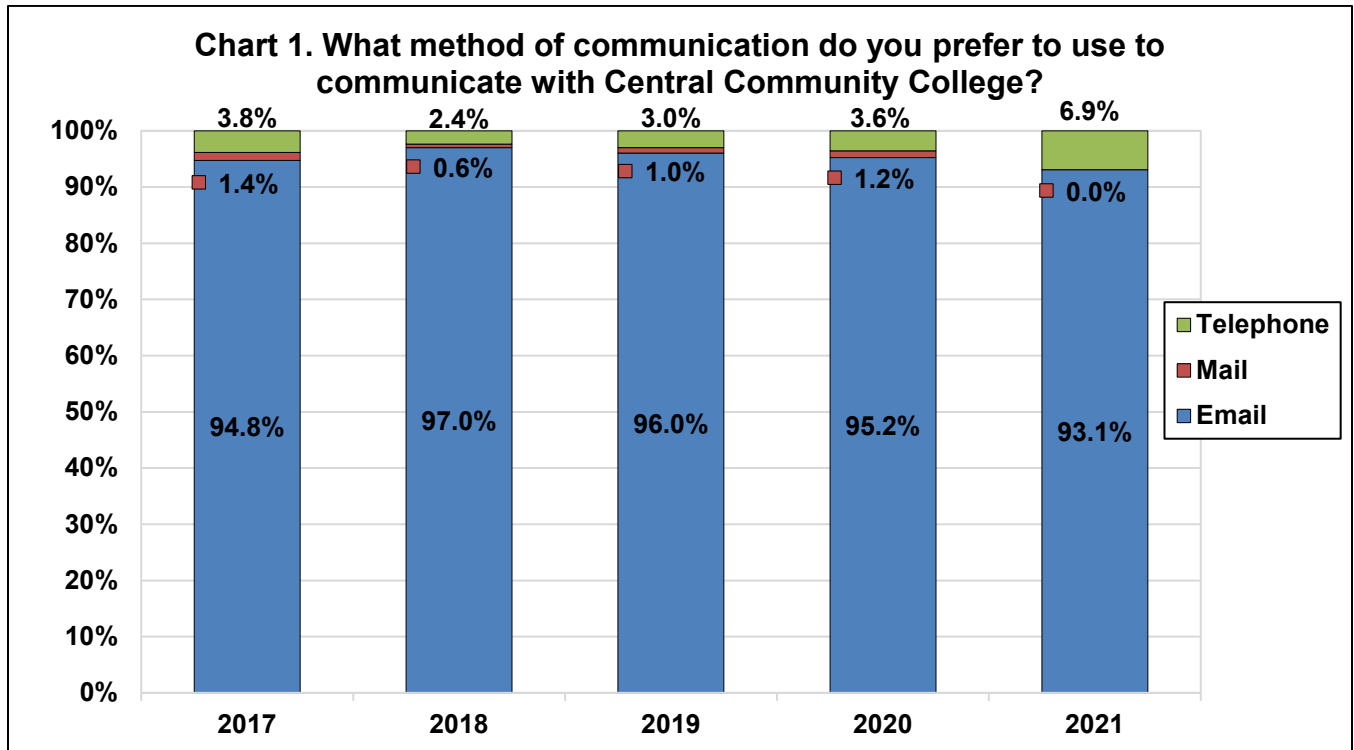


Chart 2. During the past 12 months, how often have you communicated with Central Community College?

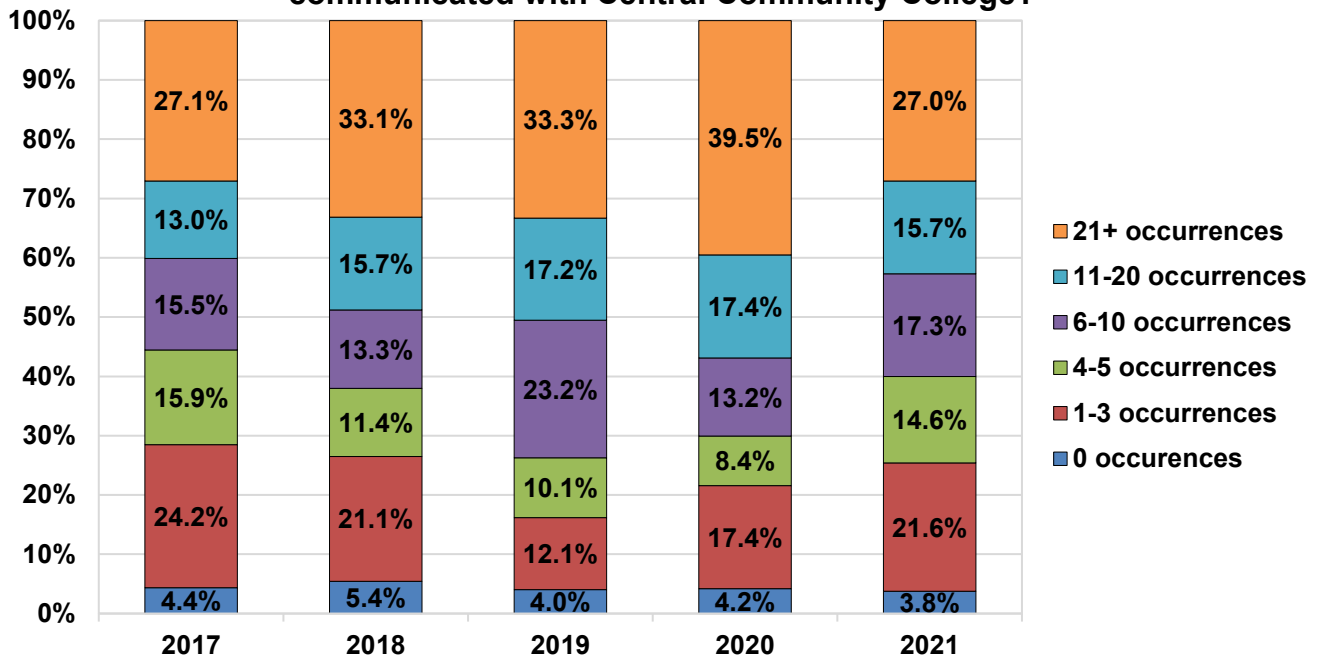


Chart 3. How long has your organization partnered with Central Community College?

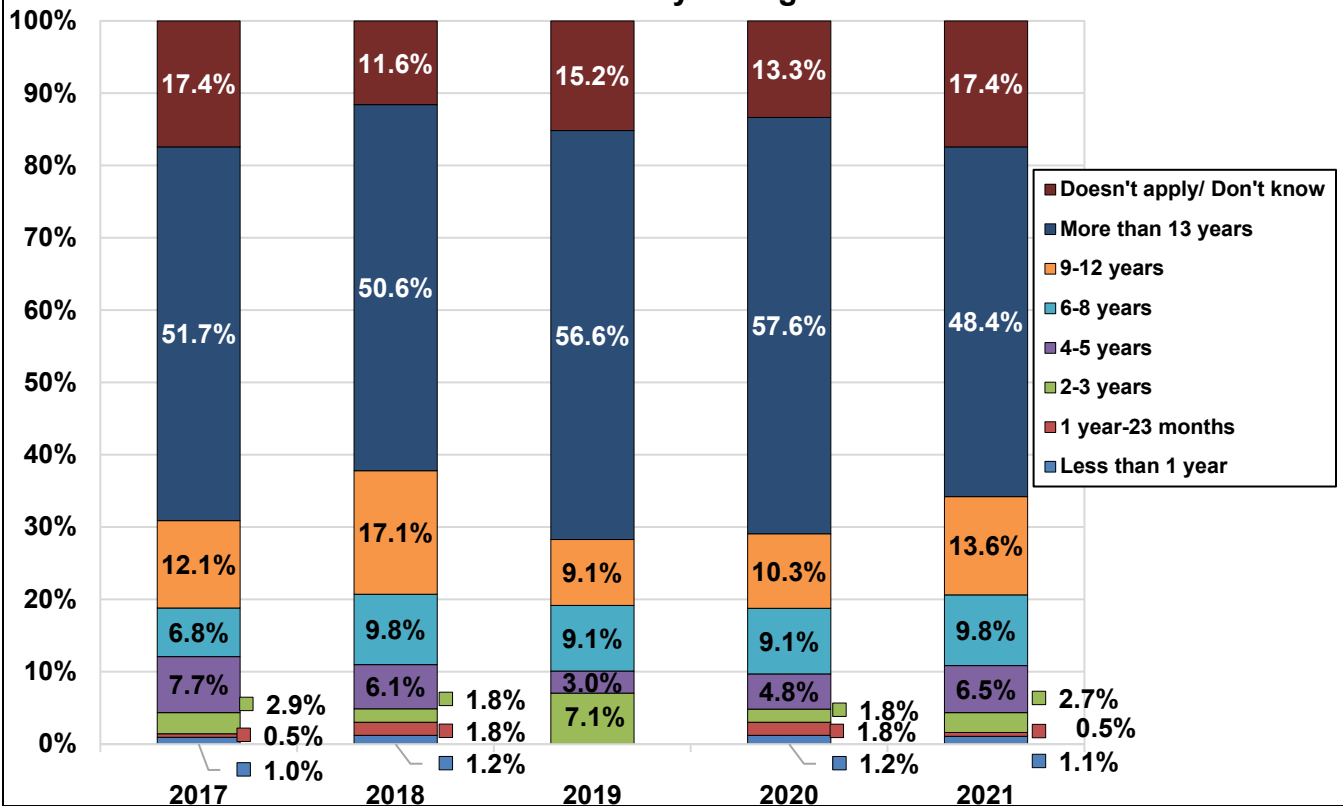
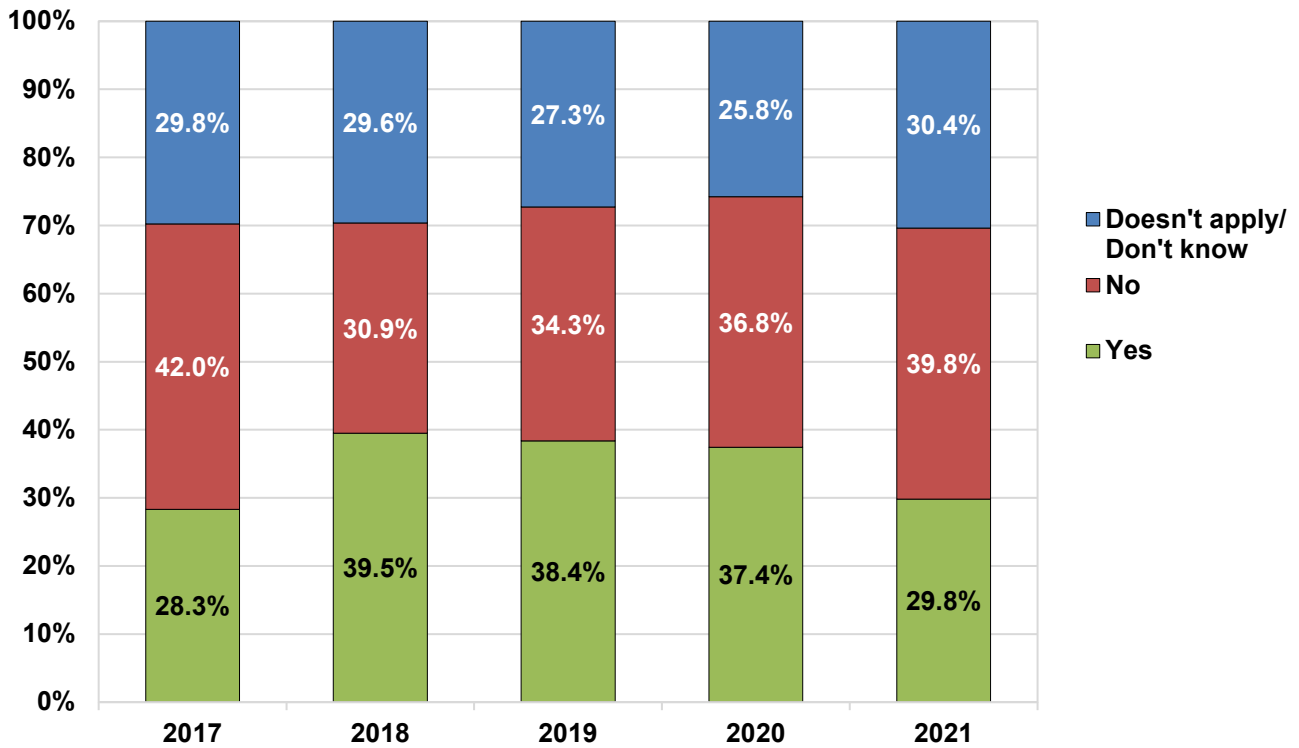


Chart 4. Does the partnership between your organization and Central Community College include a formal governing document (i.e. contract, memoranda of understanding (MOUs), intergovernmental agreements (IGAs), etc.)?



Benchmarking Results

Survey respondents were asked 13 benchmarking questions to ascertain the type and quality of relationship that they had with Central Community College. Participants ranked each of the statements on a Likert scale selecting either “Strongly agree,” “Agree,” “Neutral,” “Disagree,” “Strongly disagree,” or “Doesn’t apply/ Don’t know”. Each answer was awarded a point value on a sliding scale, 5 points for “Strongly agree” to 0 points for “Doesn’t apply/ Don’t know”. Means for each question were determined and analyzed. Charts 5 through 17 on the following pages show the Central Community College mean for the last five years.

Chart 5. A relationship of mutual trust exists between Central Community College and our organization.

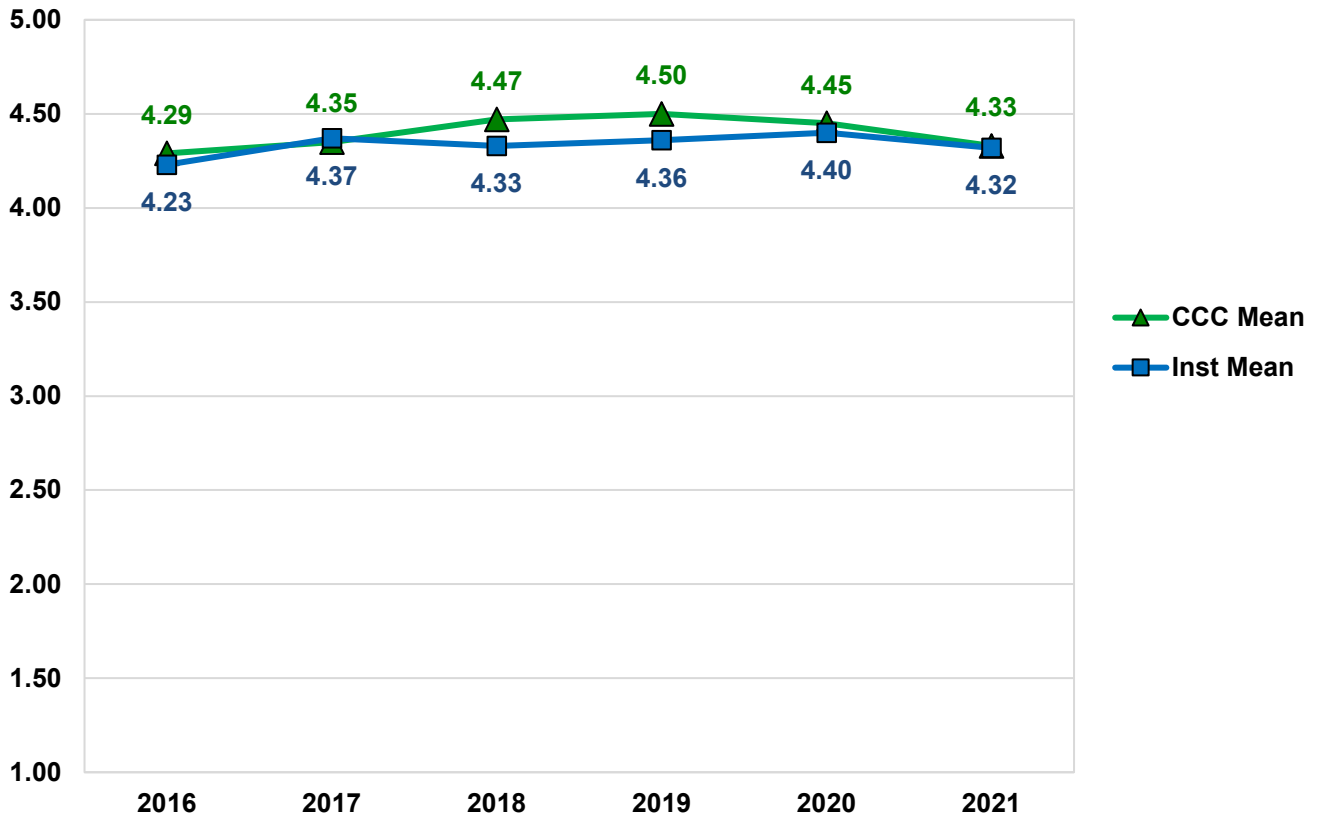


Chart 6. Our organization plans to continue the relationship with Central Community College for the foreseeable future.

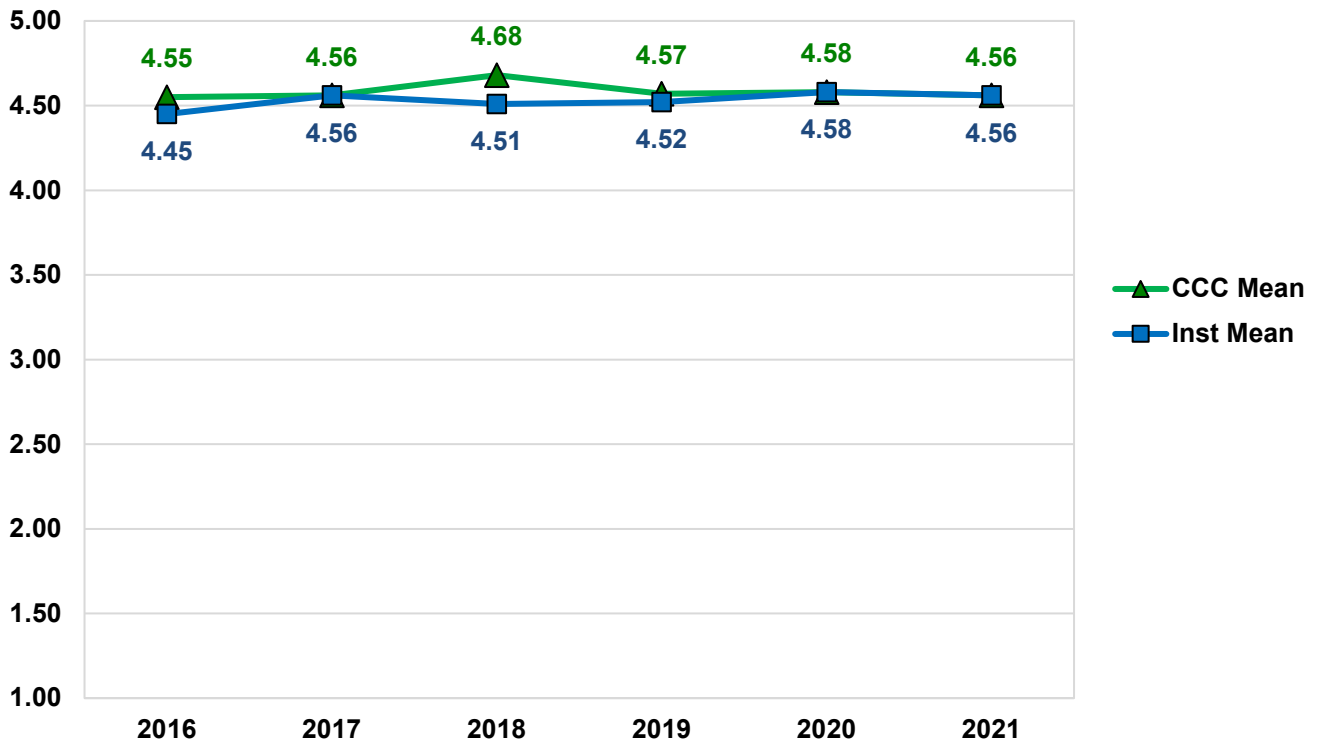


Chart 7. This relationship meets the established needs and expectations of our organization.

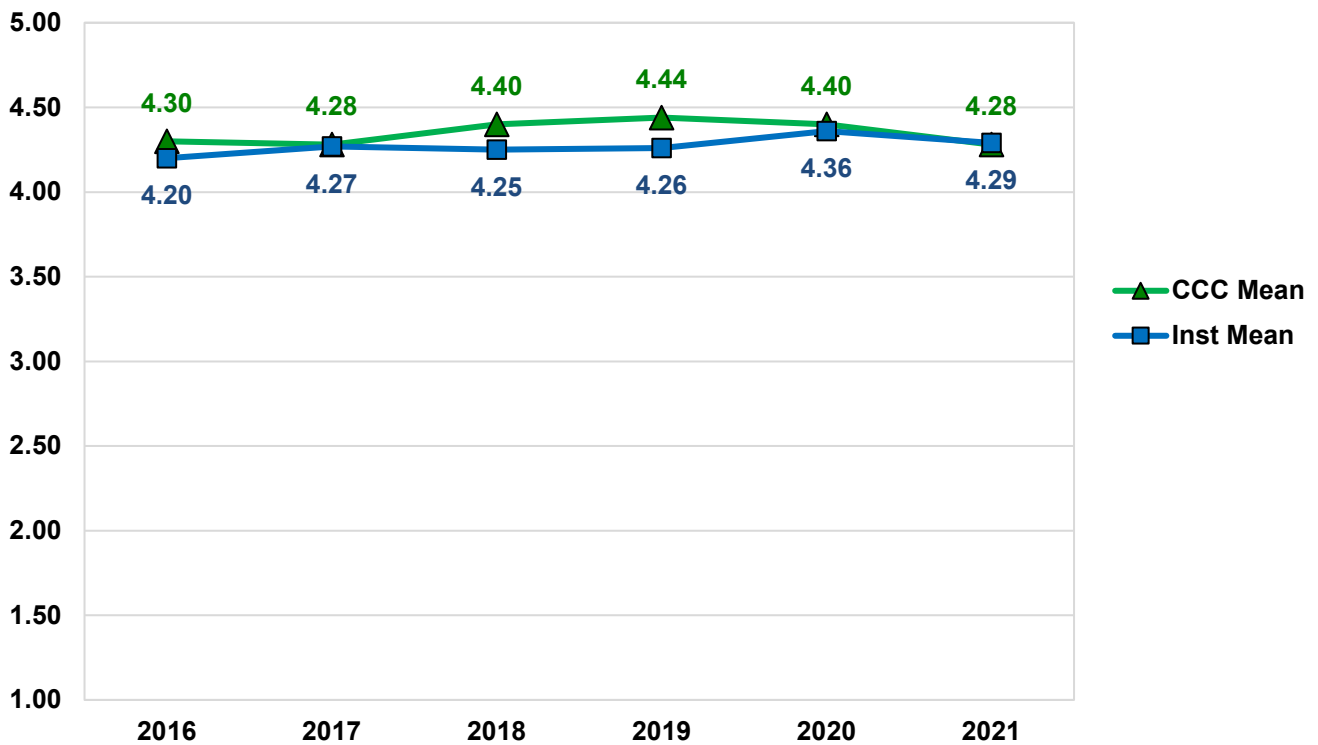


Chart 8. Our organization feels comfortable contacting Central Community College with questions or concerns.

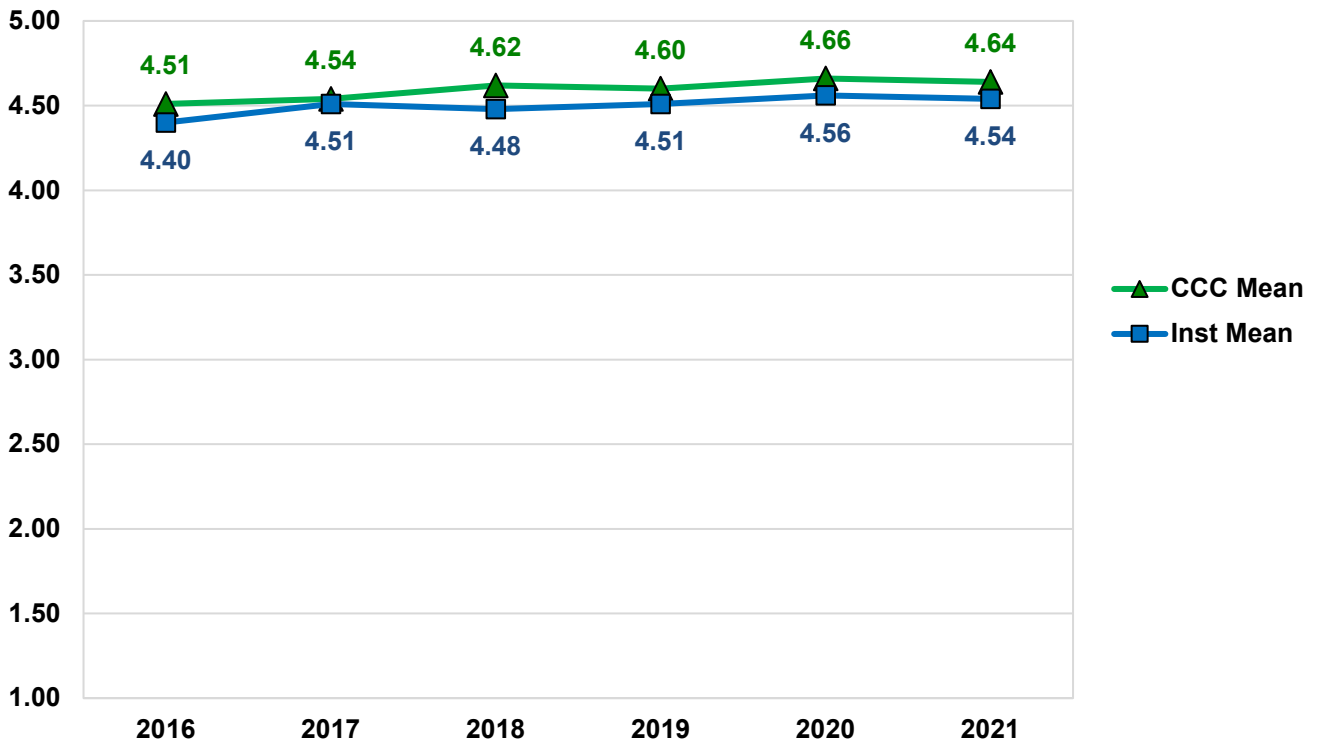


Chart 9. Our organization's opinions and recommendations are respected by Central Community College.

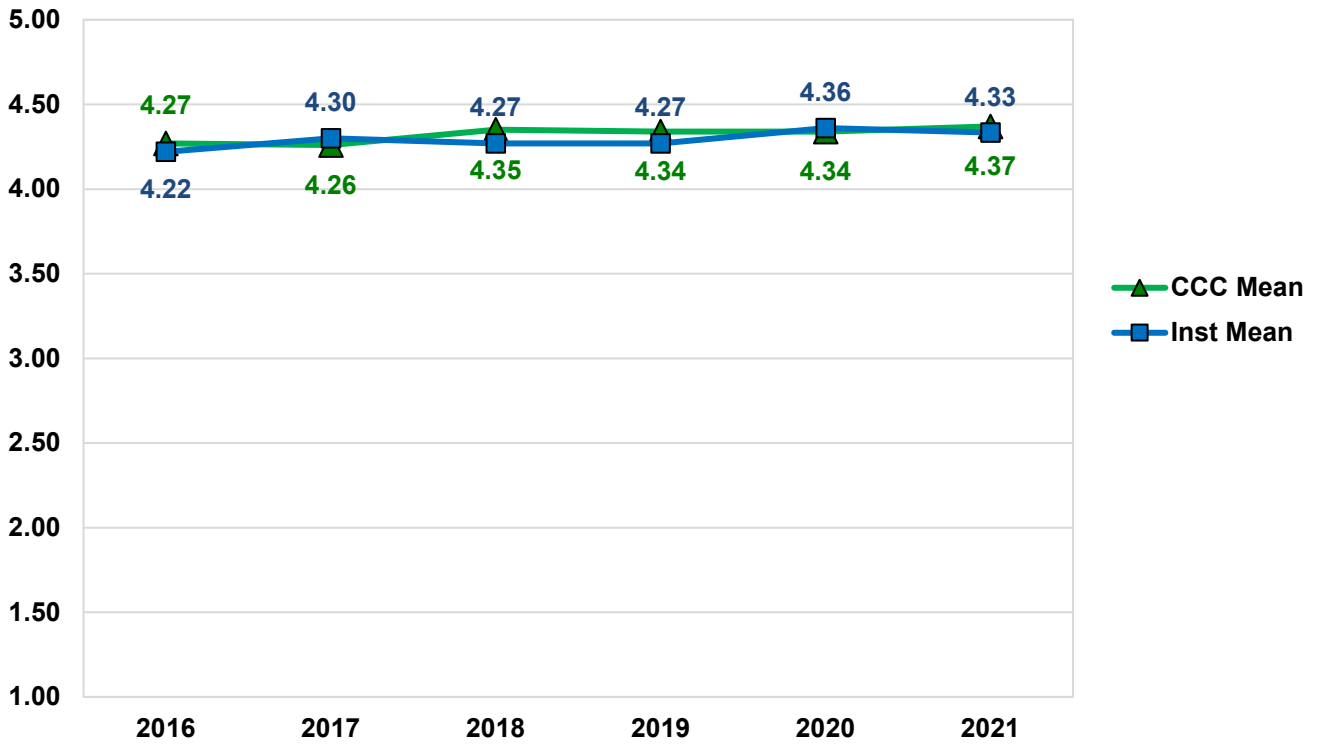


Chart 10. Central Community College gives our organization adequate lead time when requesting information or reports.

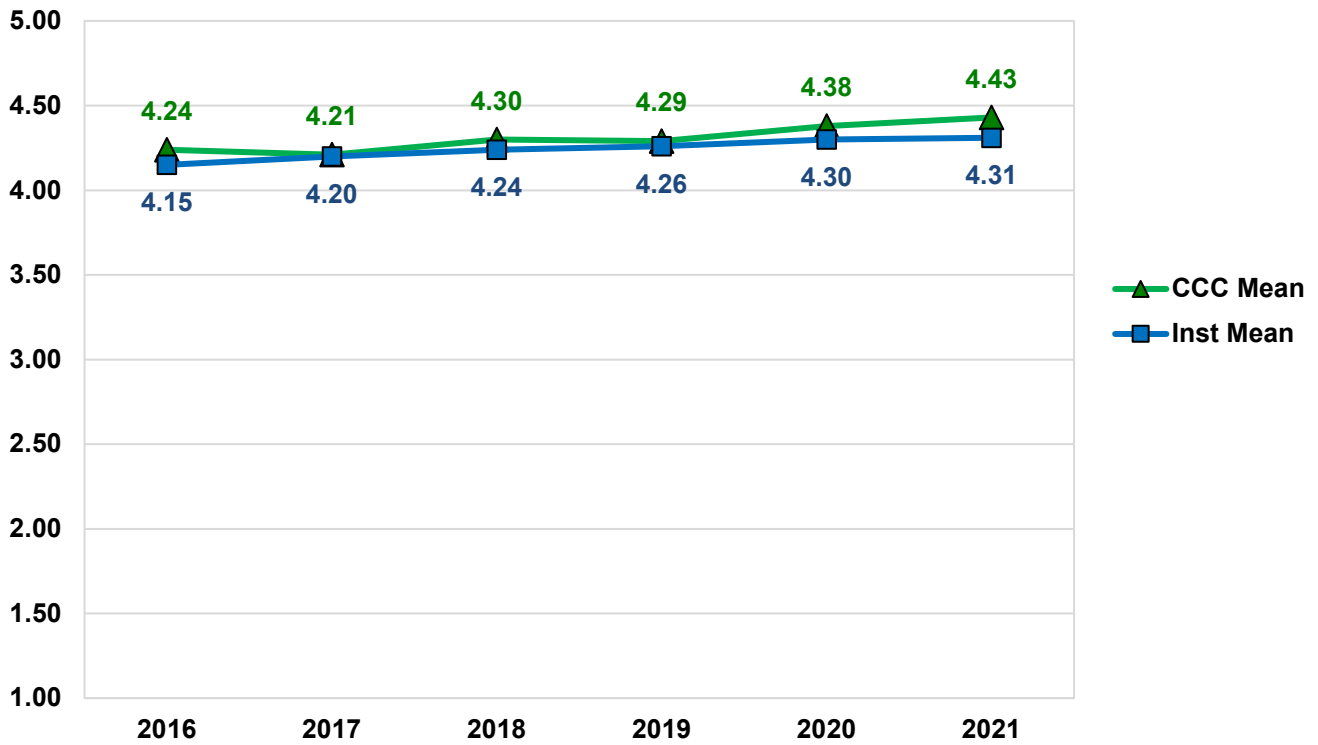


Chart 11. When requesting information from Central Community College, our organization receives it in a timely manner and information is accurate.

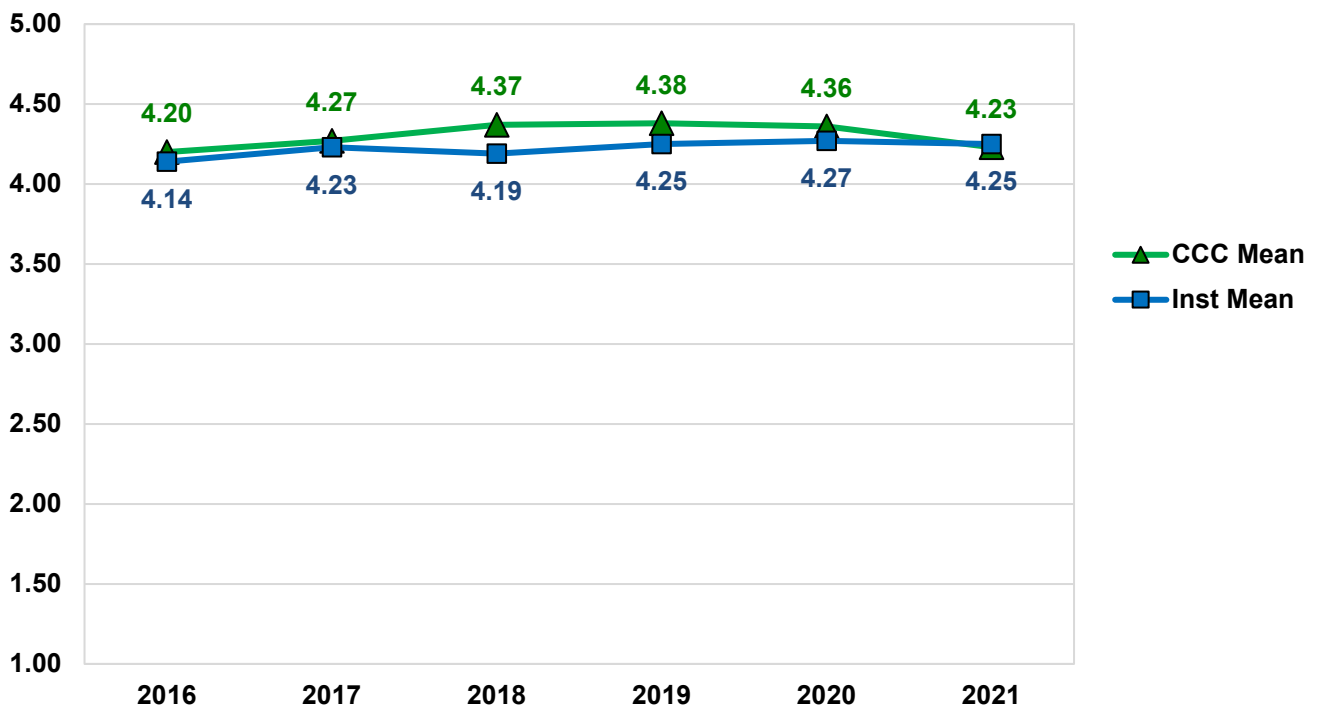


Chart 12. The purposes of the partnership are well defined.

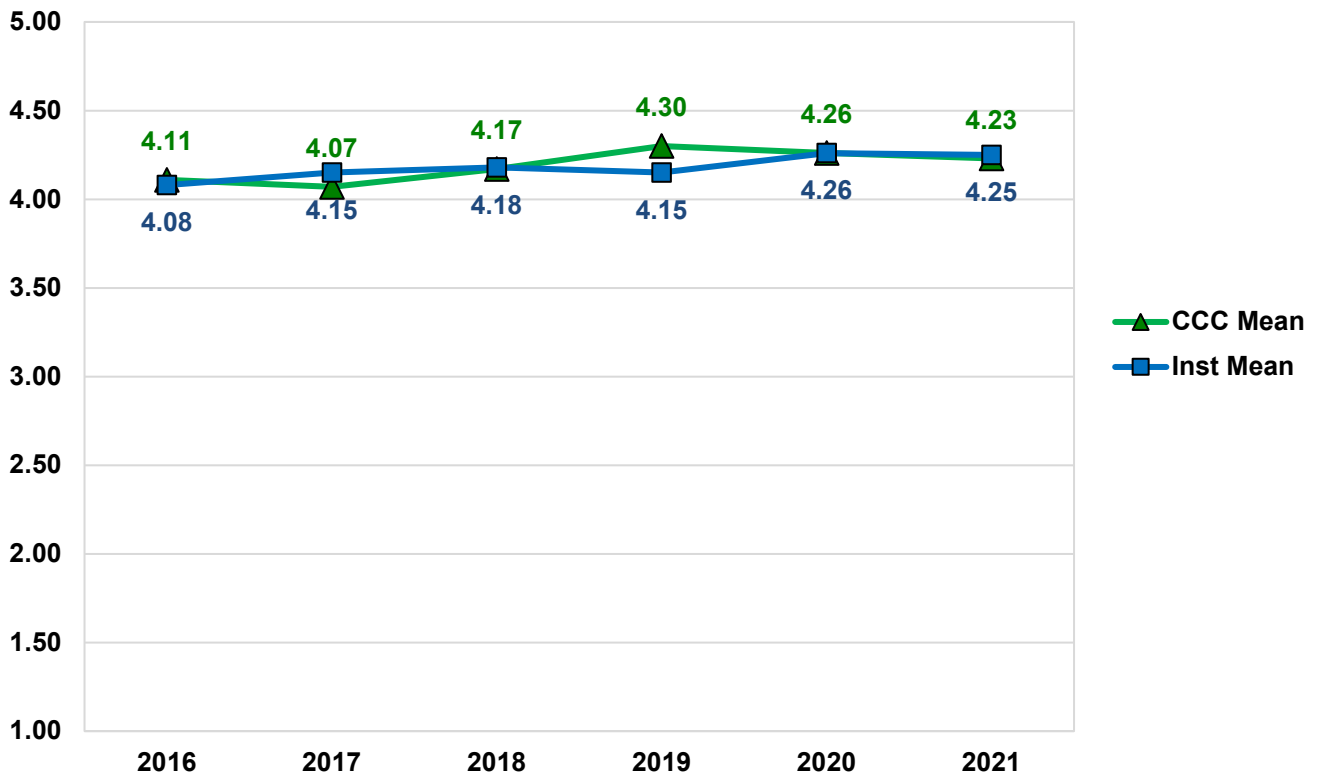


Chart 13. The responsibilities of each party are well defined.

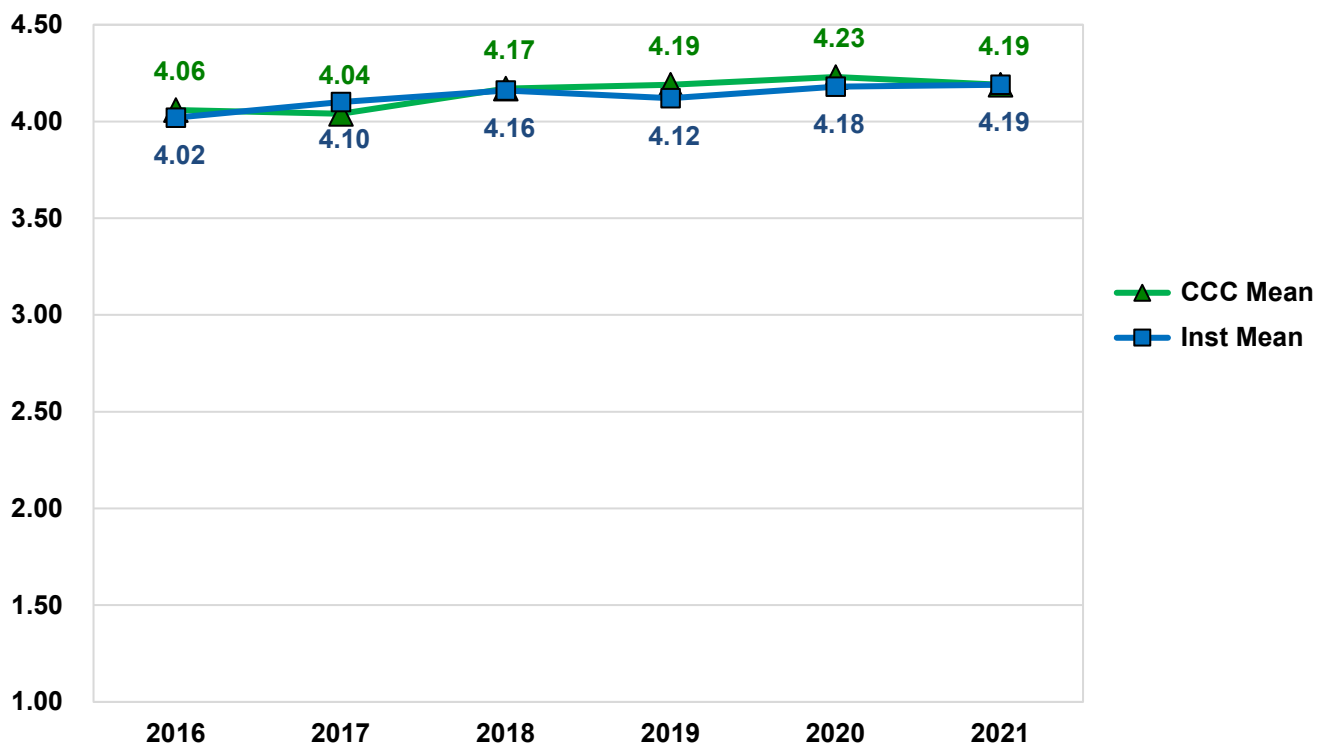


Chart 14. Our organization receives a return on our investment of time and money into this partnership.

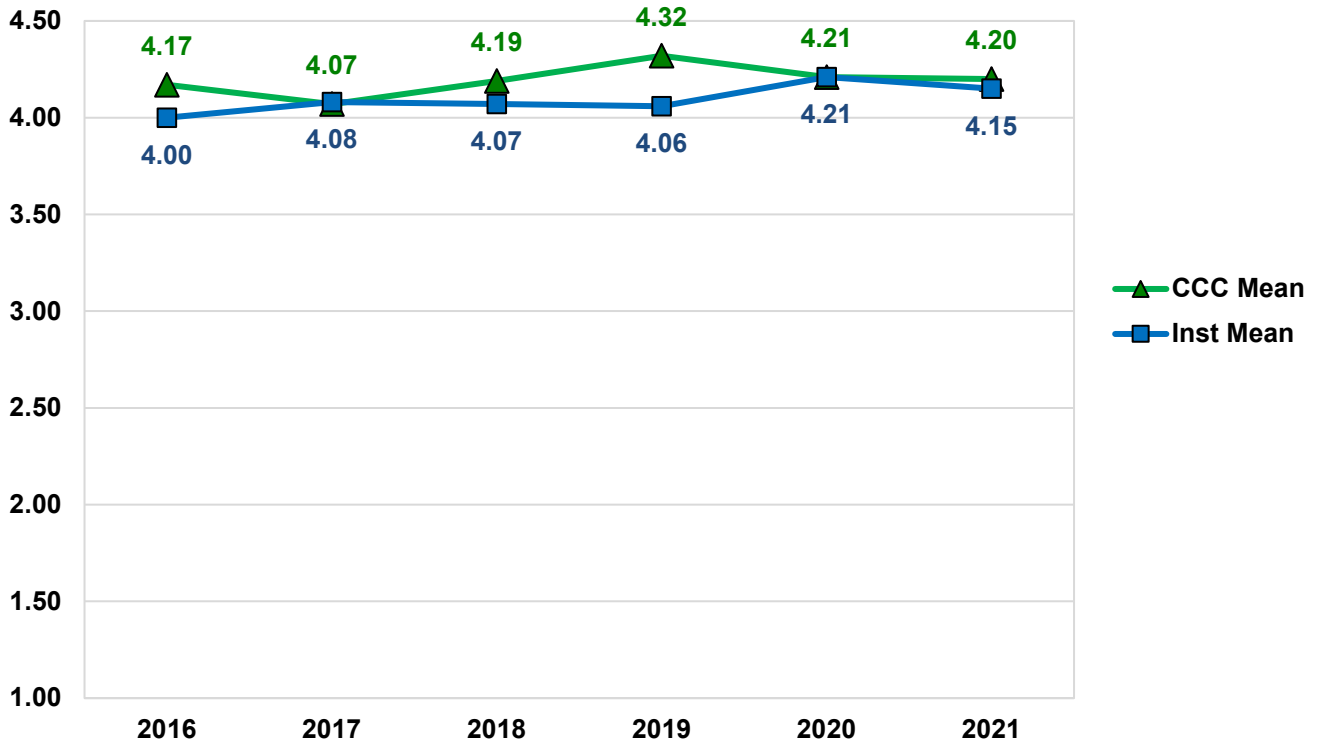


Chart 15. Overall, our organization is satisfied with the relationship between Central Community College and our organization.

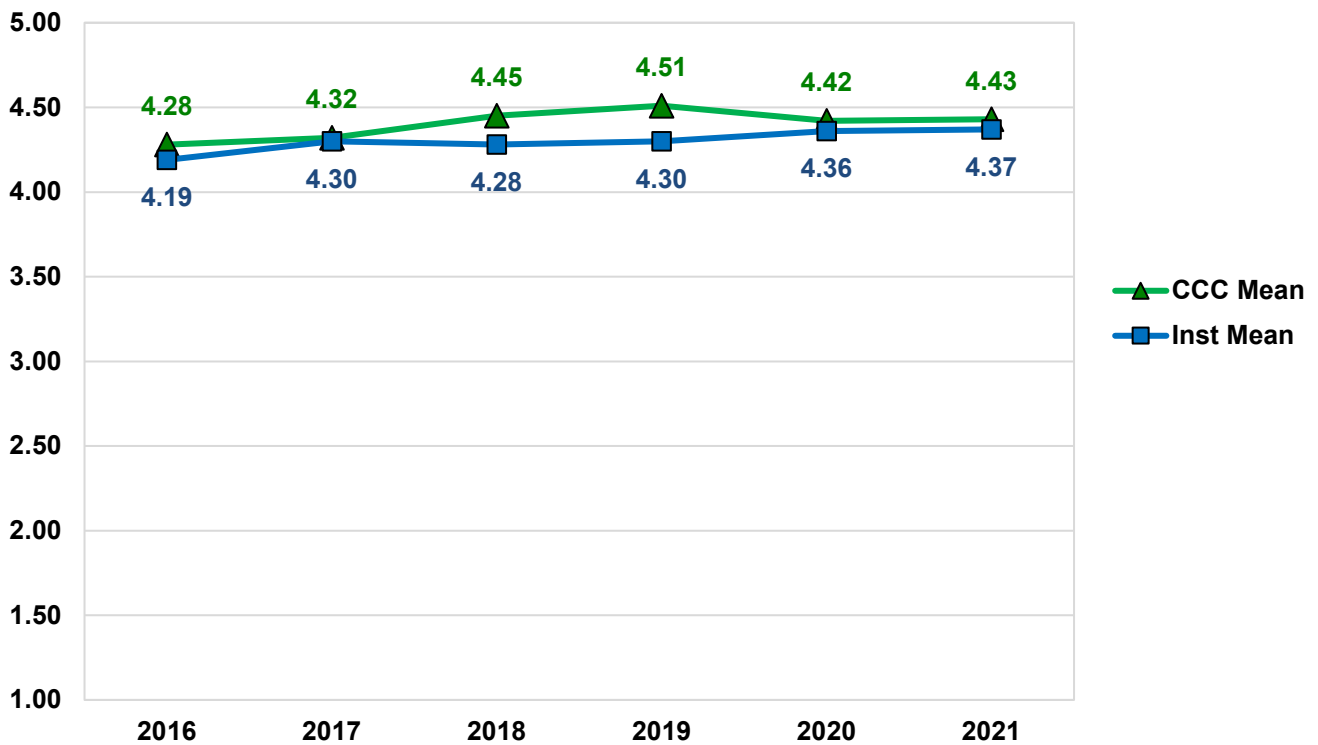


Chart 16. Our organization is likely to recommend that others form partnerships with Central Community College.

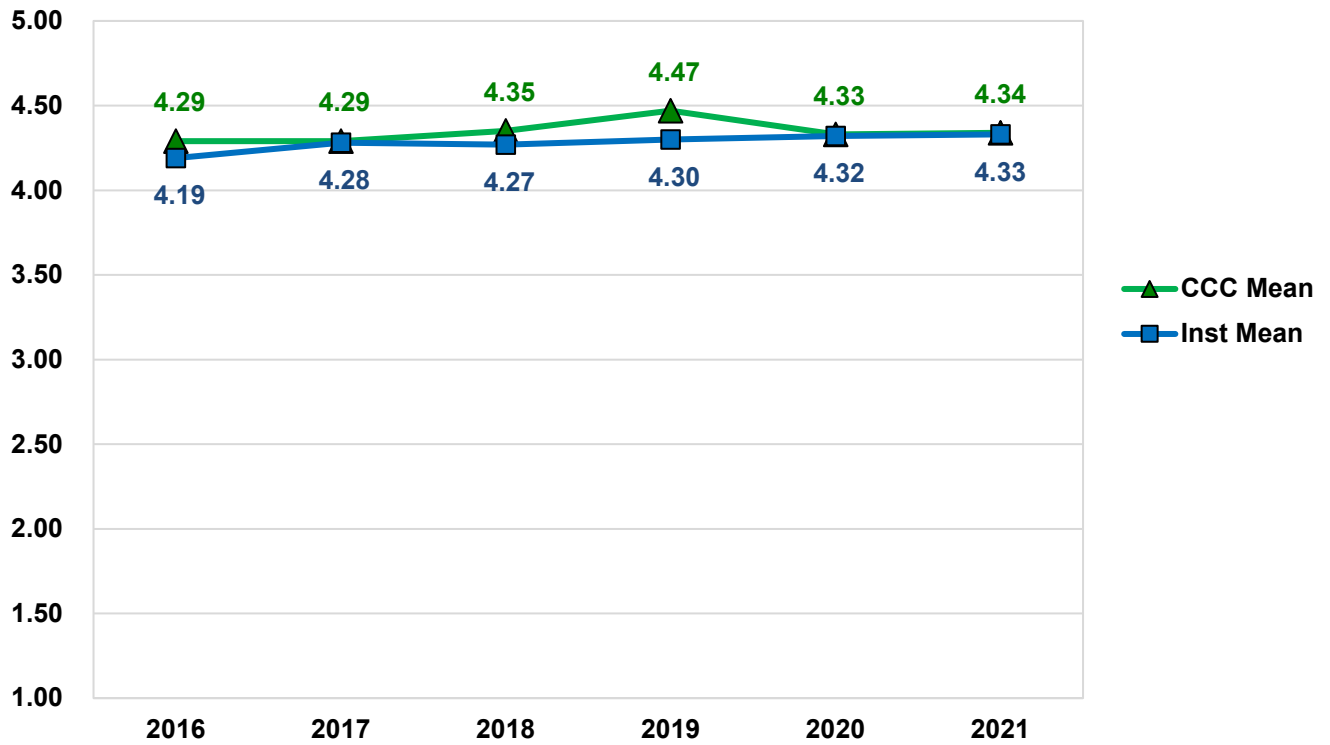
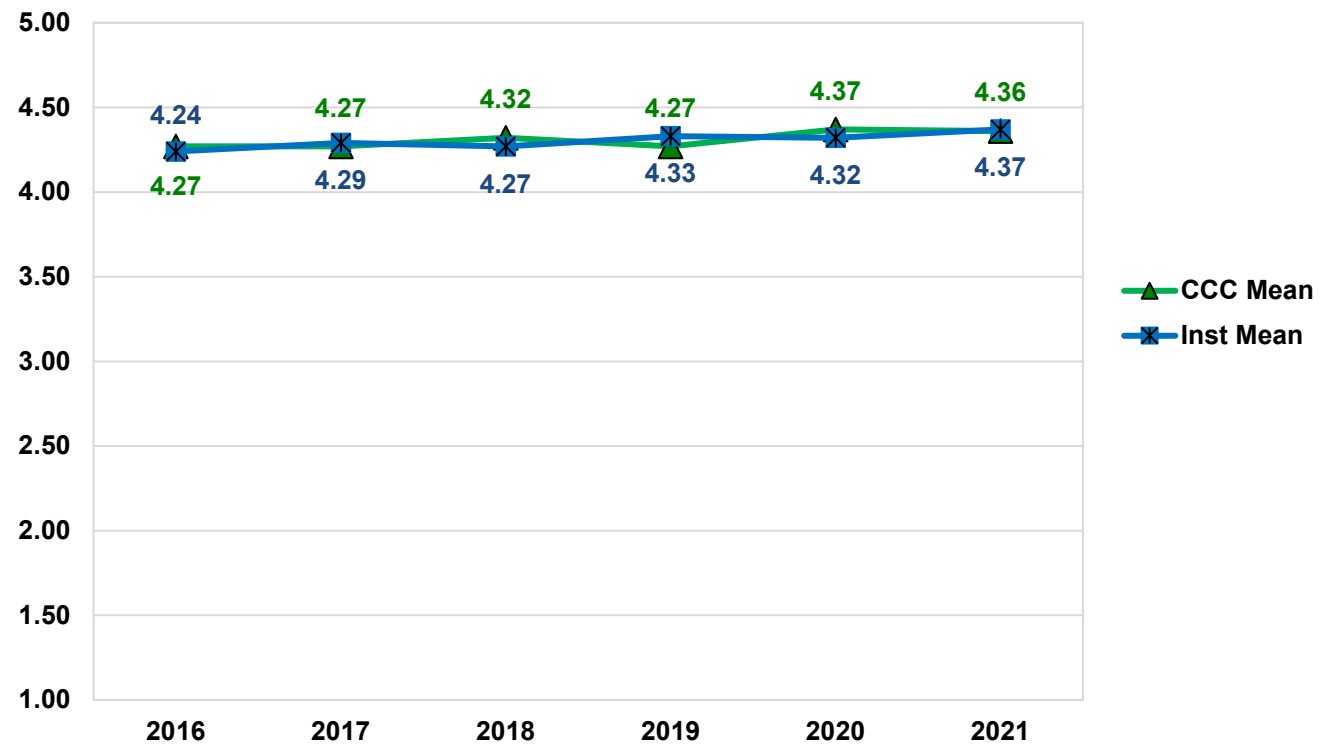


Chart 17. Students receive a high quality education at Central Community College.



Central Community College Specific Results

Survey participants were subsequently asked Central Community College specific questions. Charts 18 through 25 on the following pages summarize each question for the last five years.

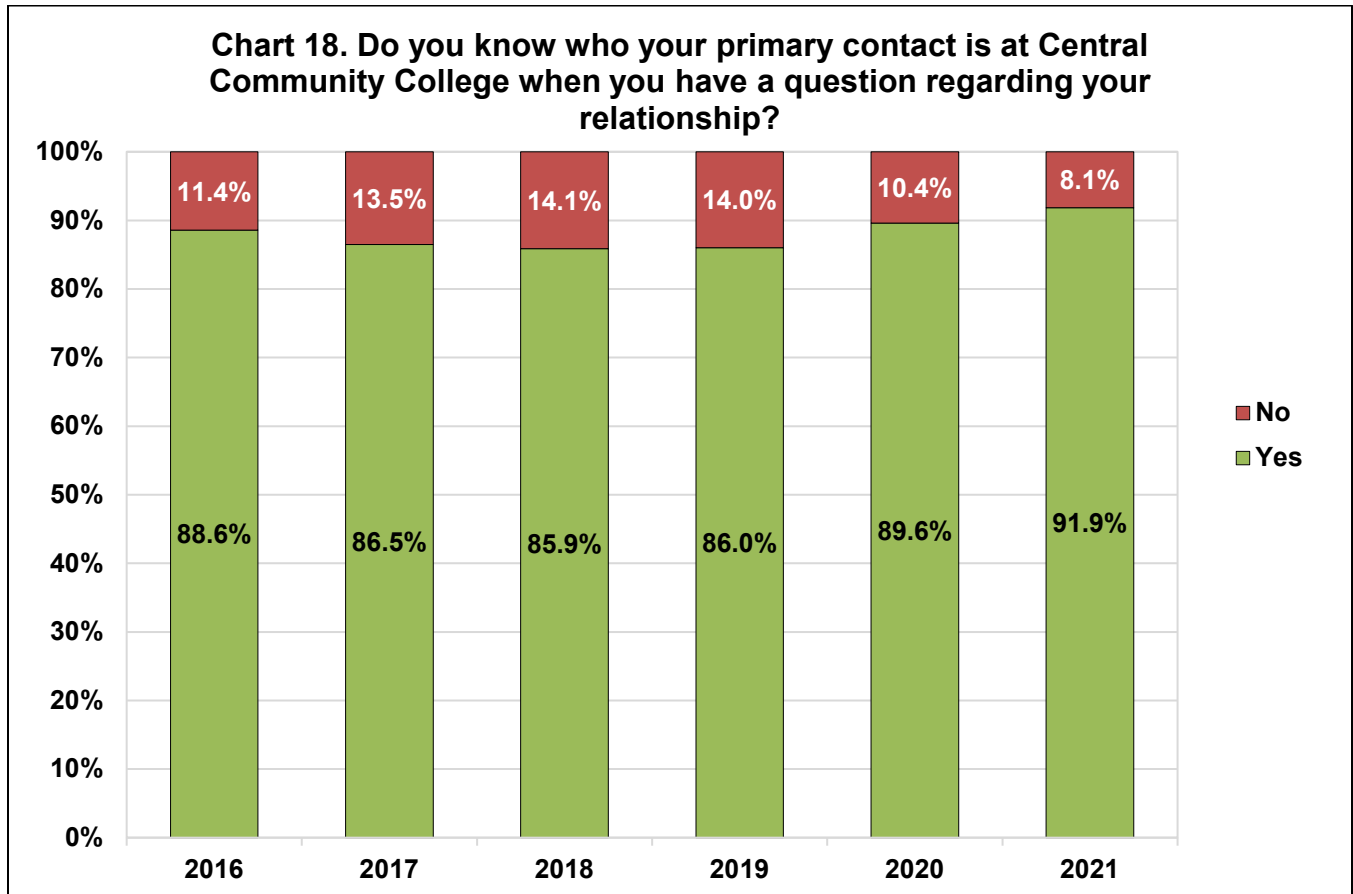


Chart 19. If you are on one of our program advisory committees, do we contact the appropriate staff in your organization?

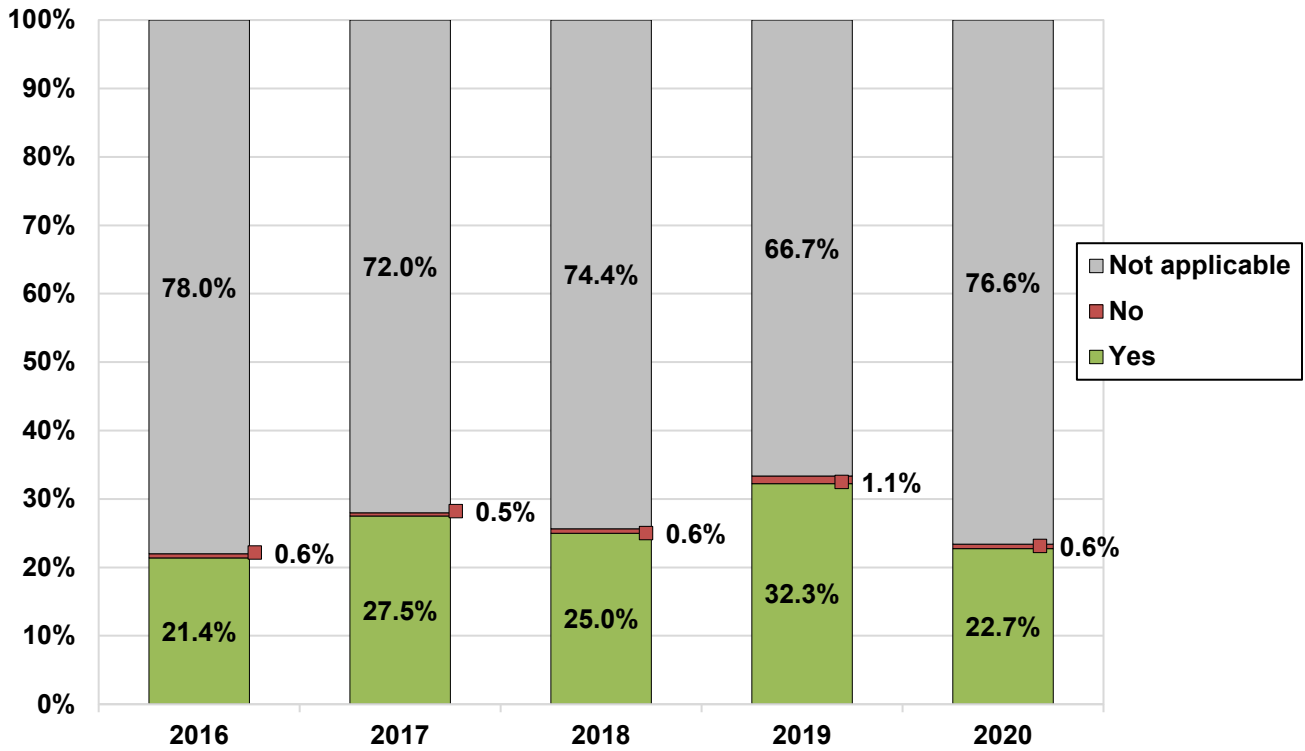


Chart 20. The level of communication and the type of communication I have with my Central Community College representative is appropriate for my needs.

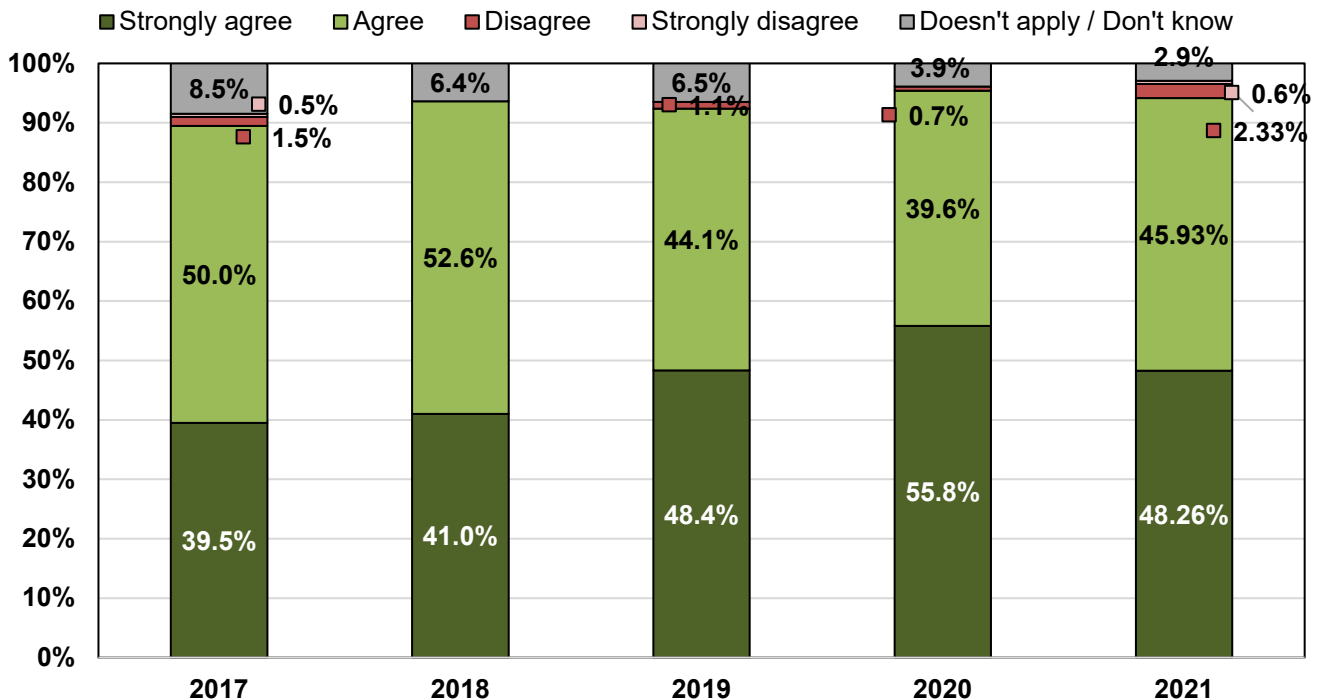


Chart 21. I feel that my opinion and any recommendations given by me are valued by Central Community College.

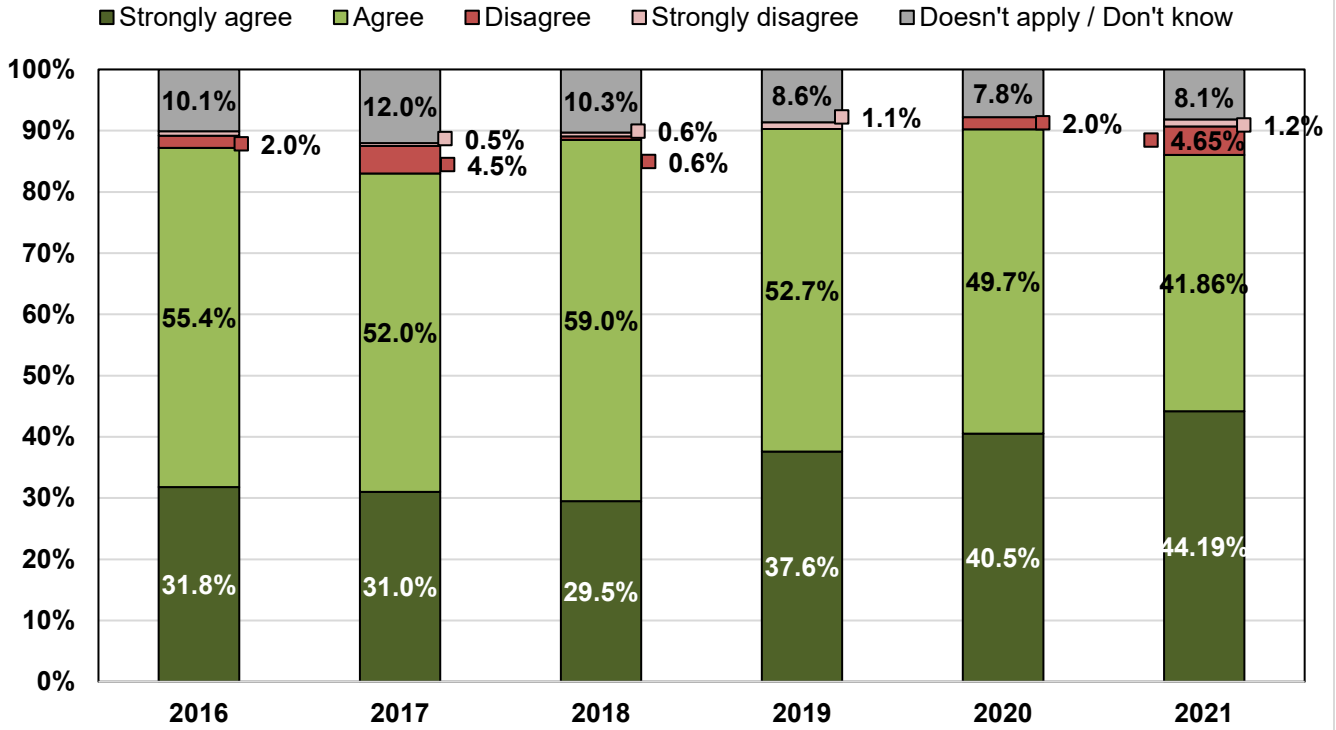


Chart 22. Central Community College's website provides me with the majority of the information that I require.

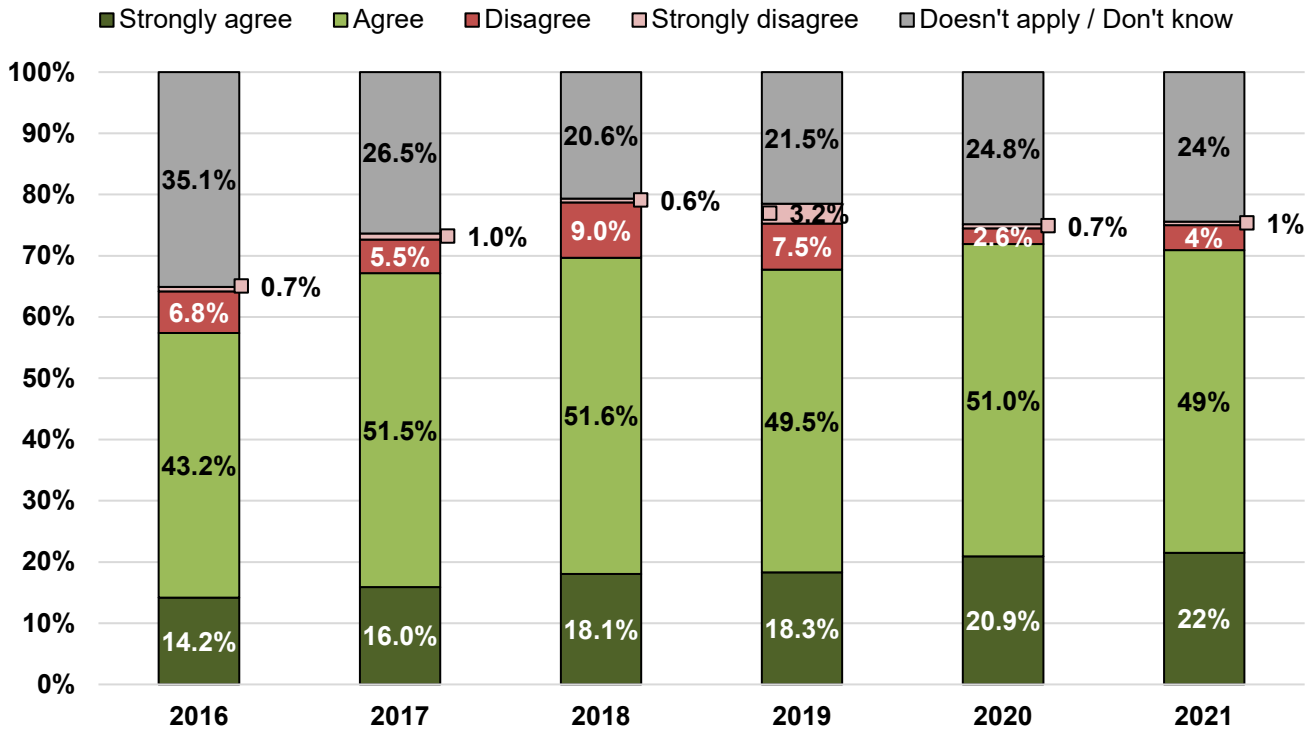


Chart 23. Would you like to be contacted by a Central Community College representative to discuss in person any concerns and or suggestions that you have raised?

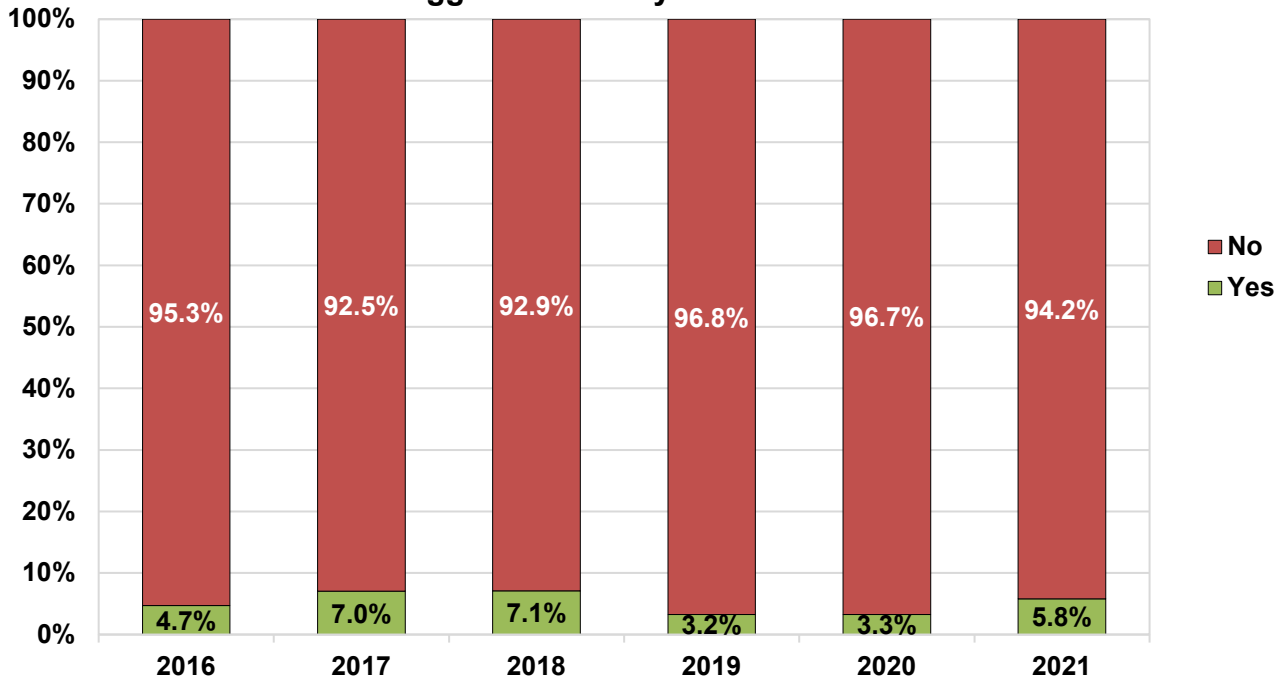
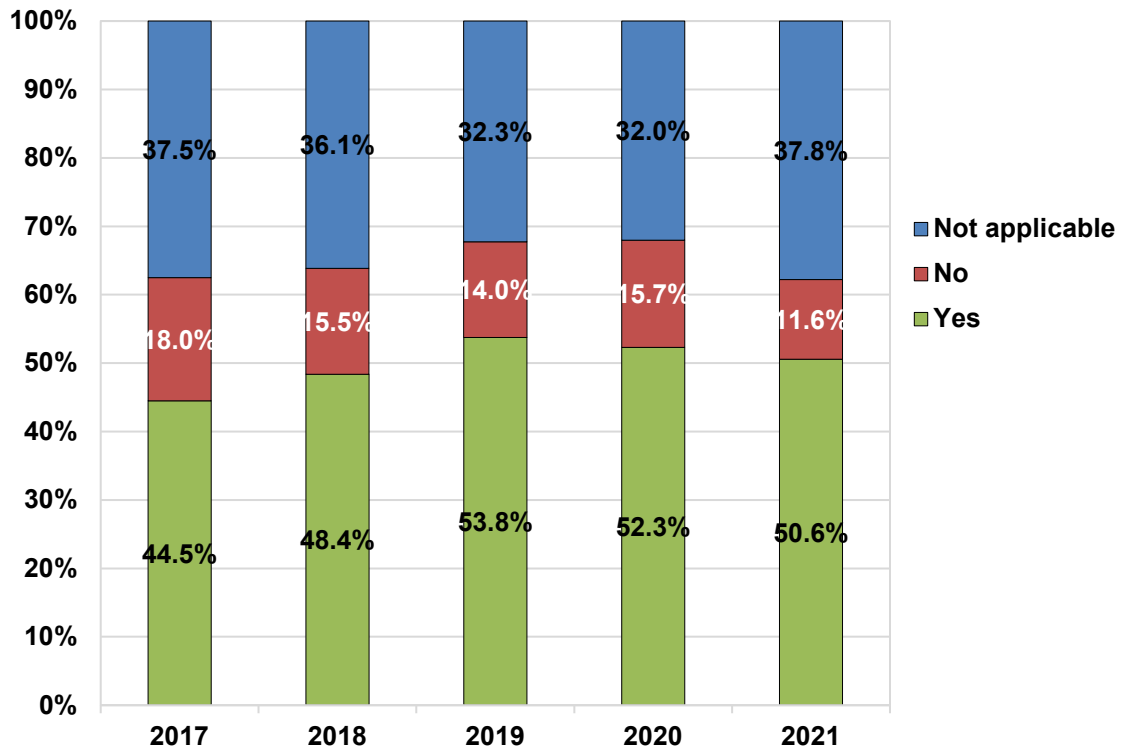
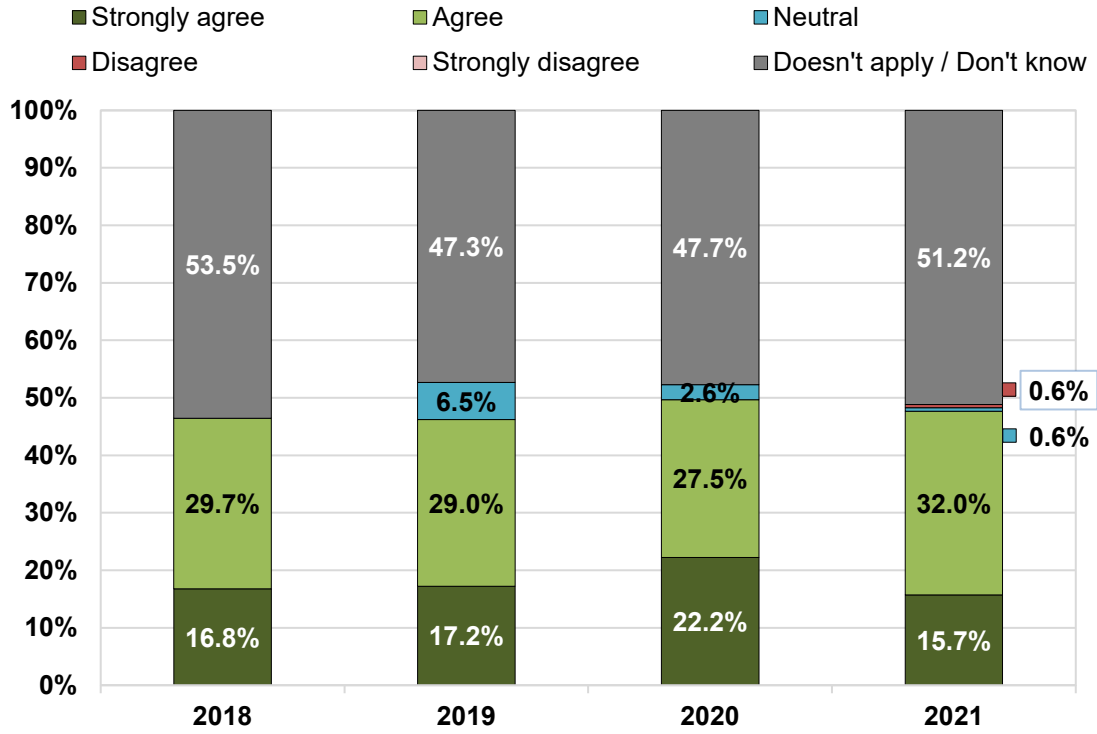


Chart 24. Does your organization employ former CCC students?



Note: This question was new in 2017.

Chart 25. If your organization employs former CCC students: I am satisfied with their level of preparedness.



Note: This question was new in 2017.