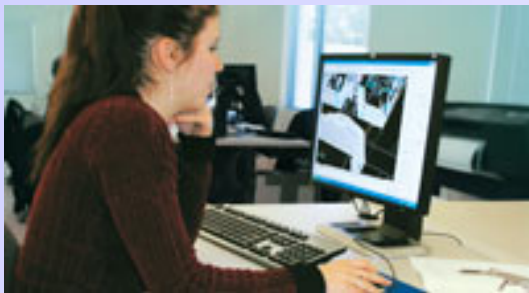


# Section 1: 2008 Pima Community College Executive Summary

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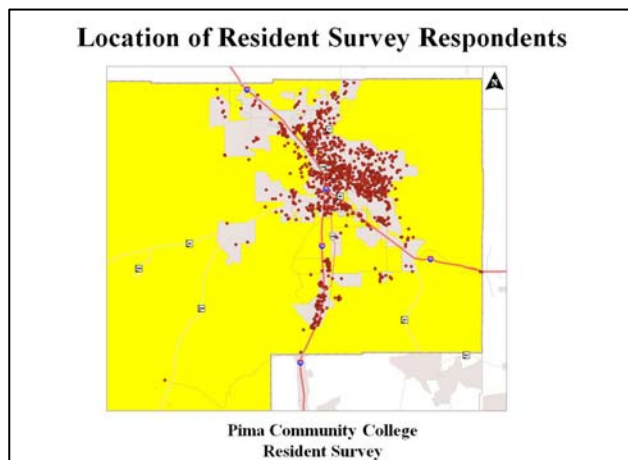
# Pima Community College 2008 Organizational Climate Survey Executive Summary

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## Purpose and Methodology

During the fall of 2008, ETC Institute conducted four surveys as part of a comprehensive organizational climate assessment for Pima Community College. The purpose of the surveys was to gather input from employees, students, community leaders and residents to objectively assess efforts to achieve the goals and objectives in the College's Strategic Plan. Each of the four surveys is briefly described below:

- **Resident Survey.** A survey of Pima County residents was conducted during October and November 2008 to objectively assess the image of the College and to identify opportunities for the College to serve the community better. The resident survey was administered to a random sample of 1,203 residents. The overall results of the survey have a precision of at least +/-2.8% at the 95% level of confidence. The map to the right shows the location of residents who responded to the survey.



- **Community Leader Survey.** A survey of community leaders was administered to a random sample of 203 people who influence decision-making in Pima County. The leaders who were selected to participate in the survey included government officials (elected and appointed), business leaders, educators, leaders of non-profit organizations, and others. The overall results of the community leader survey have a precision of at least +/-5% at the 95% level of confidence.
- **Employee Survey.** A survey of Pima Community College employees was conducted during October and November 2008. The purpose of the employee survey was to gather input from employees to help identify ways to improve the quality of the work environment for employees. All employees were given an opportunity to complete the survey. A total of 987 employees completed the survey. The overall results of the survey have a precision of at least +/-2% at the 95% level of confidence.
- **Student Survey.** A survey of Pima Community College students was conducted during November and December 2008. The purpose of the student survey was to gather input from students to help improve the quality of educational services that are provided by the College. The student survey was administered to a random sample of 1,233 students who were enrolled in the college during 2008. The overall results of the survey have a precision of at least +/-2% at the 95% level of confidence.

The major findings from the assessment are described on the following pages. Detailed results from each survey are provided in the subsequent sections to this report:

- Section 2: Community Leader Survey Findings
- Section 3: Resident Survey Findings
- Section 4: Employee Survey Findings
- Section 5: Student Survey Findings

The final report will be delivered to the College by ETC Institute on March 27, 2009

## Major Findings

### ***Pima Community College Services and Facilities Are Widely Used By the Community***

- More than 70% of the residents surveyed indicated that they knew someone who had used services or facilities provided by Pima Community College.

- Nearly two-thirds (65%) of the residents surveyed indicated that they had a friend or relative who had taken classes at Pima Community College.
- Nearly half (47%) of the residents surveyed indicated that they had personally taken classes at Pima Community College.
- Forty-two percent (42%) of the residents surveyed indicated that they had visited a Pima Community College campus during the past year.

***Pima County Community College Is Important to the Overall Quality of Life in Pima County***

- 96% of the residents surveyed thought that Pima Community College was important to the overall quality of life in Pima County; 3% did not have an opinion. Only 1% of the residents surveyed did not think the College was important to overall quality of life in Pima County.
- 100% of the community leaders surveyed thought that Pima Community College was important to the overall quality of life in Pima County.

***Pima Community College Provides Good Value for the Taxes Paid to Support the College***

- Almost all (97%) of the residents surveyed who had an opinion thought Pima Community College provides good value for the tax dollars residents and businesses pay to support the college; only 3% did not.
- Almost all (98%) of the community leaders surveyed who had an opinion thought Pima Community College provides good value for the tax dollars residents and businesses pay to support the college; only 2% did not.

**SETTING THE STANDARD**

*The percentage of residents who thought they receive good value for the taxes they pay to support Pima Community College was significantly above the national average. According to a national survey conducted by ETC Institute in 2007, only 47% of U.S. residents thought they received good value for the taxes they pay to support local governmental organizations. Pima Community College rated 50% above the national average.*

### ***Pima Community College Has a Reputation for Providing Quality Education***

- 86% of the residents surveyed who had an opinion rated the quality of education provided by Pima Community College as good or excellent; 13% rated it as average, only 1% thought it was poor.
- 89% of the community leaders surveyed who had an opinion rated the quality of education provided by Pima Community College as good or excellent; 10% rated it as average; only 1% thought it was poor.
- 80% of the student surveyed rated the quality of teaching at Pima Community College as “excellent”.

### ***Overall Satisfaction Among Students Is High***

- 84% of the students surveyed were satisfied with their overall experience at Pima Community College; only 9% were not satisfied; 7% gave a neutral rating or did not have an opinion
- The 10 highest rated areas in the student survey were:
  - How well-maintained the College keeps its campuses
  - The variety of courses offered
  - The quality of library resources and services
  - The College’s reputation in the community
  - How enjoyable it is to be a student on campus
  - Quality of service provided at the bookstore
  - How convenient it is for students to pay bills
  - How welcome students are made to feel on campus
  - The number of campus study areas
  - How knowledgeable faculty members are in their field
- The 10 lowest rated areas in the student survey were:
  - How promptly students are notified when they are doing poorly
  - The hours child care facilities are open
  - The number of internships available
  - How informed students are about what is happening on campus
  - How timely financial awards are announced
  - The availability of channels for student complaints
  - The availability of financial aid
  - The availability of child care facilities on campus
  - How well the career services office helps students get jobs
  - The level of interest faculty show when a student has academic problems

### ***Pima Community College Is Exceeding Student Expectations***

- Students were five times more likely to think Pima Community College exceeded their expectations than they were to think the college did not meet expectations. More than half (55%) of the students surveyed thought Pima Community College had exceeded their expectations; 34% thought it met their expectations; only 11% thought it did not meet their expectations.

### ***The Perceived Quality of Education, Programs, and Services Provided By Pima Community College Is Improving***

- 72% of the residents surveyed who had an opinion thought the quality of education and programs provided by Pima Community College was getting better; 24% thought it was staying the same, only 4% thought it was getting worse.
- 74% of the community leaders surveyed who had an opinion thought the quality of education and programs provided by Pima Community College was getting better; 22% thought it was staying the same, only 4% thought it was getting worse.

### ***Most Community Leaders Think Pima Community College is a Good Partner with the Community***

- 82% of the community leaders surveyed thought Pima Community College was doing a good job of collaborating with businesses in Pima County; only 6% did not; 12% had a neutral opinion
- 78% of the community leaders surveyed thought Pima Community College was doing a good job of collaborating with local schools in Pima County; only 4% did not; 18% had a neutral opinion
- 77% of the community leaders surveyed thought Pima Community College was doing a good job of collaborating with governmental organizations; only 7% did not; 16% had a neutral opinion

### ***Educational Needs In the Community***

- Respondents to the resident survey were asked if they had a need for a wide range of programs that could be offered by Community College. The programs with the greatest need in the community were:
  - international studies
  - banking/mortgage services
  - nutrition careers
  - professional bookkeeping

### ***Employees Are Generally Satisfied with Their Employment at Pima Community College***

- 82% of the employees surveyed who had an opinion were satisfied with their employment at Pima Community College
- 83% of the employees surveyed would recommend employment at the College to a friend or relative
- The highest rated areas on the employee survey included:
  - The level of respect shown by co-workers to other employees
  - How well the College supports diversity in the workplace
  - The number of opportunities employees have to use a wide range of skills
  - How well supervisors treat their employees
  - The level of enjoyment employees get from their work
  - The amount of freedom employees are given when determining how to do their work
  - The level of support employees have for the College's Strategic Plan
  - The sense of teamwork employees feel with others in their work group

- Some of the opportunities for improvement that were identified in the employee survey included:
  - Ensuring employees have adequate space to do their jobs
  - Helping ensure that good employees are prepared when opportunities for promotions become available
  - Ensuring that rewards and recognition are fairly distributed to employees
  - Letting employees know their work is appreciated by the College
  - Ensuring employees understand the vision of the College
  - Improving the effectiveness of communication with employees
  - Emphasizing integrity at all levels of the organization
  - Continuing to enhance the quality of the College's performance appraisal systems
  - Ensuring that the College adequately plans for new projects
  - Improving the way the College deals with poor job performance by employees
  - Ensuring employees have the time, freedom, and resources to identify key problems and to make improvements.

### ***Conclusion***

The results of the survey strongly indicate that Pima Community College is moving in the right direction. Overall satisfaction among students and employees is high, and residents and community leaders have very favorable opinions about the College.

While the results of this assessment are favorable, there are opportunities for improvement. There are still unmet needs for educational programs in the community. The quality of student services and educational programs can still be improved, and there are opportunities to enhance the working environment for employees.

In addition to identifying opportunities for improvement, the results of the 2008 Organization Climate Survey should be used as a baseline for assessing the College's long-term efforts to achieve the goals and objectives in the current College Plan, the upcoming reaccreditation Self-Study, and the next College Plan that is under development. Copies of the entire analyses will be available at the six Campus libraries, in the Chancellor's Office, and in the office of Institutional Planning and Research for anyone to read no later than Monday, **March 30, 2009**. The College should continue to administer an organizational climate survey every five years. The next study should be conducted in 2013.