

Walla Walla Community College

Climate & Needs Assessment Survey Report

Introduction

As part of its strategic planning process, Walla Walla Community College (WWCC) conducted a survey of current students and employees (faculty and staff) to assess levels of engagement and satisfaction and identify major issues, priorities, and concerns. The survey was deployed over email and the college's Learning Management System (Canvas) from January 11 to 15, 2021, i.e., the second week of classes in the winter 2021 term. All employees and all students other than those at Department of Corrections sites were invited to participate.

Major topics in the survey included:

- What are the issues that most concern the campus community?
- What are the elements of the campus that provide the most pride to the campus community?
- What are the top three priorities of the campus community?
- What are the priority goals of campus constituent groups?
- What about people's daily experience on the campus are they most satisfied with?
- What about people's daily experience on campus would they like to change?
- If there are tensions among groups on campus, what are those tensions?

Five-hundred, thirty-seven people responded to the survey, including 333 current students, 194 employees, and 10 former students and affiliated members of the college (e.g., Board of Trustees). The number of overall responses would be enough for a representative sample at a 95 percent level of confidence with a five percent margin of error in some cases. However, that is not the case for most individual questions, since many respondents skipped questions. Also, disaggregation among constituent groups quickly lowers the overall number in the sample.

A breakdown by respondents' relationship to the college appears on the next page along with an estimated response rate and needed sample sizes for a 95 percent confidence lever (derived from the number of people in the target populations).¹ No response rates have been calculated for former students or affiliated community members, who are not shown or included in the total because of the low numbers of respondents in those categories.

¹ Student counts are based on all students other than Dept. Corrections students as of 1/29/2021. Employee counts are based on all employees receiving paychecks as of 1/25/2021. Hourly and student workers are not included. It is possible that population figures might have differed somewhat during the period the survey was deployed; however, any differences in the counts would likely not be large enough to affect analysis.

| <i>Relationship to the College</i> | Number of Responses | Population | Response Rate | Required Representative Sample Size for 95% Confidence level |
|------------------------------------|----------------------------|-------------------|----------------------|---|
| <i>Current Students</i> | 333 | 2,314 | 14% | 330 |
| <i>Exempt Staff</i> | 49 | 88 | 56% | 72 |
| <i>Classified Staff</i> | 50 | 98 | 51% | 79 |
| <i>Full-time Faculty</i> | 71 | 110 | 65% | 86 |
| <i>Part-time Faculty</i> | 24 | 105 | 23% | 83 |
| TOTAL | 527 | 2,715 | 19% | 337 |

Demographics

The table below shows how the sample of survey respondents compared demographically to the larger population. Not all categories are shown (e.g., those who preferred not to answer the question, which for some was a large proportion). Percentages are rounded to the nearest whole number and totals may not equal 100%.

| | Current Students | | Classified Staff | | Exempt Staff | | Full-time Faculty | | Part-Time Faculty | |
|----------------------------------|-------------------------|--------|-------------------------|--------|---------------------|--------|--------------------------|--------|--------------------------|--------|
| | Population | Sample | Population | Sample | Population | Sample | Population | Sample | Population | Sample |
| <i>Sex</i> | | | | | | | | | | |
| Female | 63% | 71% | 61% | 45% | 65% | 54% | 48% | 42% | 65% | 74% |
| Male | 35% | 25% | 39% | 29% | 35% | 34% | 52% | 43% | 35% | 9% |
| <i>Age</i> | | | | | | | | | | |
| Under 20 | 31% | 27% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| 20-44 | 58% | 57% | 42% | 16% | 41% | 39% | 22% | 18% | 44% | 30% |
| 45 and above | 11% | 14% | 58% | 45% | 59% | 51% | 78% | 63% | 56% | 52% |
| <i>Race-Ethnicity</i> | | | | | | | | | | |
| African American or Black | 2% | 1% | 0% | 0% | 2% | 0% | 0% | 0% | 0% | 0% |
| Asian or Pacific Islander | 3% | 1% | 2% | 0% | 0% | 0% | 1% | 0% | 2% | 0% |
| Hispanic or Latinx | 25% | 17% | 18% | 4% | 14% | 6% | 4% | 4% | 5% | 8% |
| Native American or Alaska Native | 2% | 0% | 3% | 2% | 3% | 0% | 4% | 1% | 0% | 0% |
| White | 58% | 54% | 77% | 46% | 81% | 63% | 92% | 49% | 92% | 62% |

Results

Response rates are shown in percentages for each question along with the number of respondents and the number of those to skip the question. Likert scale questions follow convention in treating the scale as a continuous variable (1 to 4) to allow calculating a value for the mean. Where pertinent, results may be disaggregated according to the relationship to the college (Question 1) or location (Question 2); however, care should be taken not to generalize too much to the larger populations given the small sample sizes in most cases. Required questions are marked with an asterisk (*). Quantitative results for groups of less than 10 are not shown but are included in the totals. Counts and analysis of text responses to those questions that allowed them can be found in the Appendix. The text responses themselves are not displayed.

***Question 1: What is the nature of your relationship with Walla Walla Community College? Choose the one response that best describes you.**

| | Answered | 537 |
|---|------------------|-----|
| | Skipped | 0 |
| Answer Choices | Response Percent | |
| Current student | 62.01% | |
| Previous student | 0.37% | |
| Exempt staff | 9.12% | |
| Classified staff | 9.31% | |
| Full-time faculty | 13.22% | |
| Part-time faculty | 4.47% | |
| Affiliated community member (Board of Trustees, workforce advisory council, etc.) | 0.37% | |
| Other (please specify) | 1.12% | |

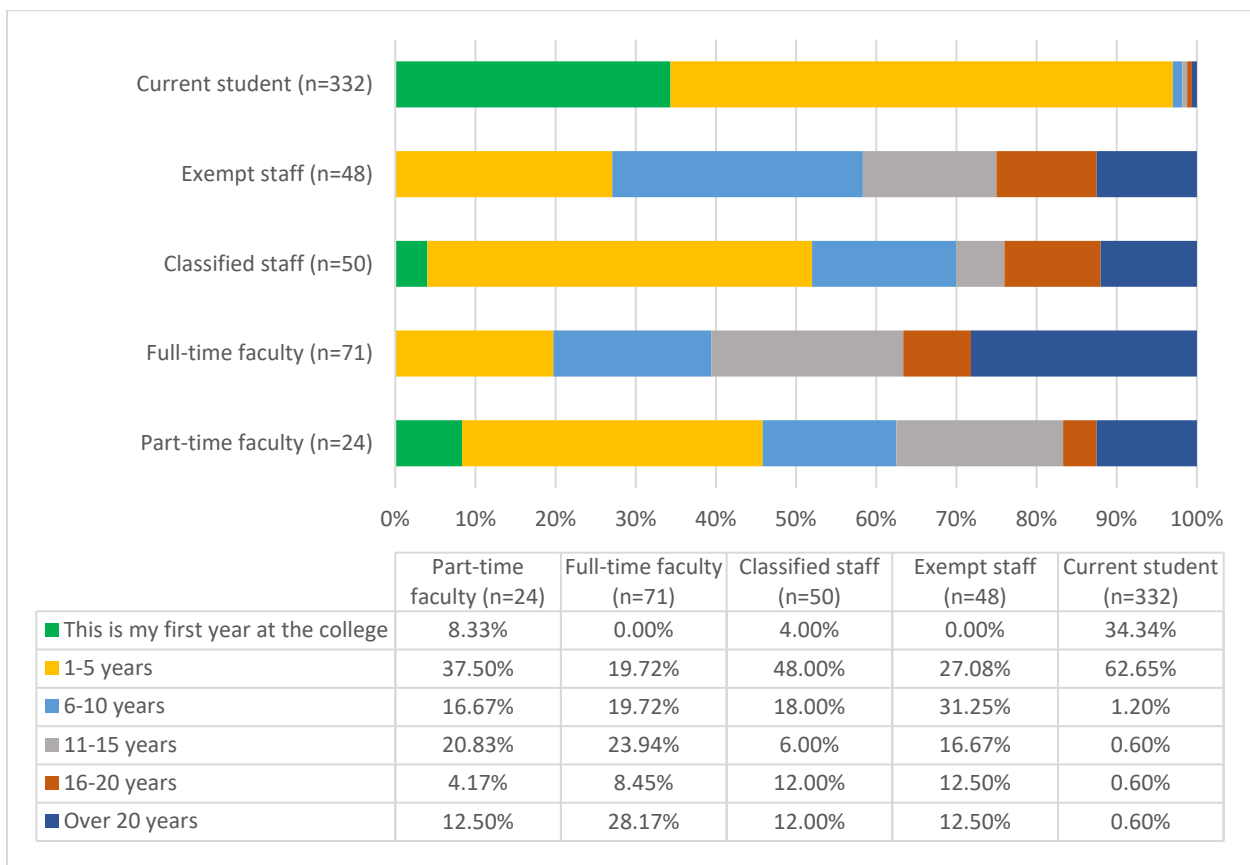
***Question 2: Where do you typically work or take classes at WWCC? If the way you connect with the college has changed during COVID-19, for example by having your classes now online, please select the one option that typifies how you would otherwise connect.**

| | Answered | 537 |
|--|------------------|-----|
| | Skipped | 0 |
| Answer Choices | Response Percent | |
| I work or take classes primarily online (not related to COVID) | 21.6% | |
| I work or take classes on the Walla Walla campus | 57.73% | |
| I work or take classes on the Clarkston campus | 12.66% | |
| I work or take classes at Washington State Petitionary | 1.68% | |
| I work or take classes at Coyote Ridge Correctional Center | 1.3% | |
| I do not work or take classes at the college | 1.86% | |
| Other (please specify) | 3.17% | |

Question 3: How long have you been connected with the college (enrolled, employed, etc.)?

Answered 534
Skipped 3

| Answer Choices | Response Percent |
|--------------------------------------|------------------|
| This is my first year at the college | 22.1% |
| 1-5 years | 51.5% |
| 6-10 years | 8.99% |
| 11-15 years | 6.55% |
| 16-20 years | 3.93% |
| Over 20 years | 6.93% |



Question 4: What would you rate as the three strongest aspects or services of the college? (Select up to three).

| | Answered | 457 |
|--|------------------|-----|
| | Skipped | 80 |
| Answer Choices | Response Percent | |
| None of the above | 2.84% | |
| Quality of instruction | 56.24% | |
| Your interactions with others at the college | 23.63% | |
| Student outreach and recruitment | 8.53% | |
| Use of college resources (money, staff time, facilities, etc.) | 16.85% | |
| Decision-making by college leadership | 3.06% | |
| The way decisions and issues are communicated | 8.75% | |
| Student supports (advising, financial aid, etc.) | 48.14% | |
| Student life (clubs, activities, etc.) | 8.32% | |
| Career counseling | 7.88% | |
| Tutoring | 17.51% | |
| Access to childcare | 1.31% | |
| Computers and Internet | 8.53% | |
| Sense of mission | 15.1% | |
| Preparing our students for employment or further education | 36.76% | |
| A feeling of belonging | 19.04% | |
| Other (please specify)* | 4.6% | |

*See Appendix for an analysis of narrative responses.

Top Selections by Relationship

| | |
|--|--------------|
| Current student | n=276 |
| Student supports (advising, financial aid, etc.) | 56.16% |
| Quality of instruction | 55.07% |
| Preparing our students for employment or further education | 26.09% |
| Classified Staff | n=44 |
| Student supports (advising, financial aid, etc.) | 36.36% |
| Preparing our students for employment or further education | 36.36% |
| Quality of instruction | 34.09% |
| Your interactions with others at the college | 34.09% |
| Exempt Staff | n=44 |
| Quality of instruction | 59.09% |
| Preparing our students for employment or further education | 50.00% |
| Student supports (advising, financial aid, etc.) | 43.18% |
| FT Faculty | n=62 |
| Quality of instruction | 85.48% |
| Preparing our students for employment or further education | 67.74% |
| Student supports (advising, financial aid, etc.) | 30.65% |

| | |
|--|-------------|
| PT Faculty | n=23 |
| Preparing our students for employment or further education | 52.17% |
| Your interactions with others at the college | 43.48% |
| Quality of instruction | 39.13% |

Question 5: What would you rate as the three weakest aspects or services of the college? (Select up to three).

| Answer Choices | Answered | 452 |
|--|------------------|-----|
| | Skipped | 85 |
| Answer Choices | Response Percent | |
| None of the above | 20.58% | |
| Quality of instruction | 7.08% | |
| Your interactions with others at the college | 14.82% | |
| Student outreach and recruitment | 17.92% | |
| Use of college resources (money, staff time, facilities, etc.) | 21.9% | |
| Decision-making by college leadership | 24.56% | |
| The way decisions and issues are communicated | 29.65% | |
| Student supports (advising, financial aid, etc.) | 10.4% | |
| Student life (clubs, activities, etc.) | 10.62% | |
| Career counseling | 15.27% | |
| Tutoring | 4.42% | |
| Access to childcare | 8.63% | |
| Computers and Internet | 5.09% | |
| Sense of mission | 8.19% | |
| Preparing our students for employment or further education | 7.96% | |
| A feeling of belonging | 11.73% | |
| Other (please specify)* | 8.41% | |

*See Appendix for an analysis of narrative responses.

Top Selections by Relationship

| | |
|--|--------------|
| Current student | n=272 |
| None of the above | 30.15% |
| Your interactions with others at the college | 18.38% |
| Decision-making by college leadership | 15.81% |
| Classified Staff | n=42 |
| The way decisions and issues are communicated | 66.67% |
| Decision-making by college leadership | 52.38% |
| Use of college resources (money, staff time, facilities, etc.) | 42.86% |
| Exempt Staff | n=44 |
| The way decisions and issues are communicated | 59.09% |
| Decision-making by college leadership | 40.91% |
| Use of college resources (money, staff time, facilities, etc.) | 38.64% |

| | |
|---|-------------|
| FT Faculty | n=63 |
| The way decisions and issues are communicated | 47.62% |
| Student outreach and recruitment | 39.68% |
| Decision-making by college leadership | 33.33% |
| PT Faculty | n=23 |
| Student outreach and recruitment | 39.13% |
| The way decisions and issues are communicated | 34.78% |
| Decision-making by college leadership | 21.74% |
| A feeling of belonging | 21.74% |

Q6. Please describe those aspects of the college you would most like to see changed and why (can include more than what's marked above).

Answered 326
Skipped 211

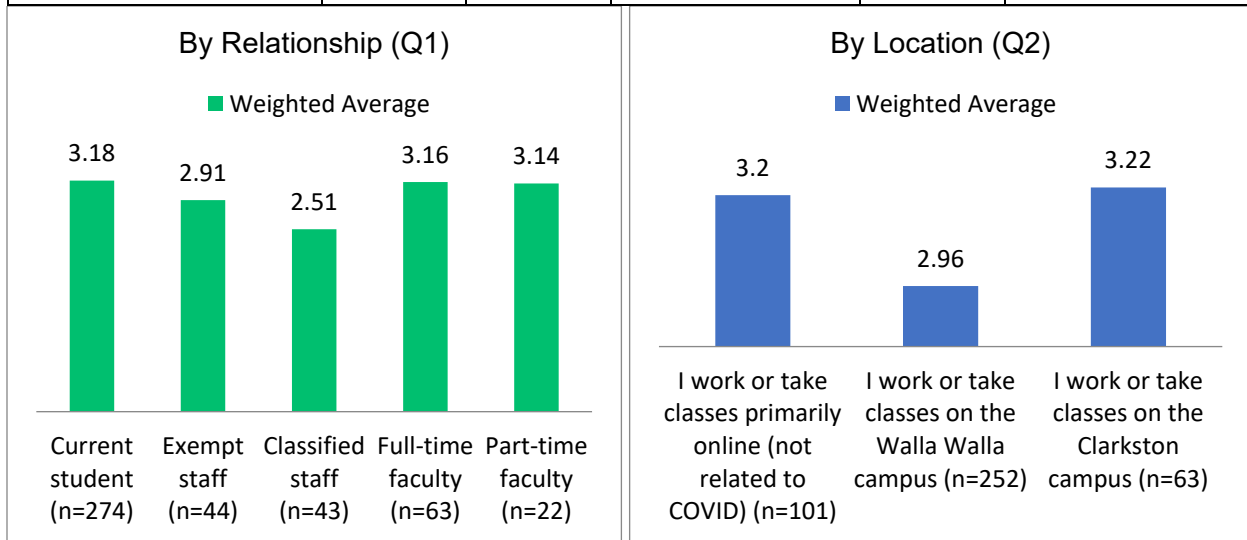
See Appendix for an analysis of narrative responses.

Q7. How well do you think WWCC fulfills its vision and mission? Please rate on a scale between 1 to 4, 1 being the worst.

OUR VISION: to be the catalyst that transforms our students' lives and the communities we serve. OUR MISSION: to inspire all students to discover their potential and achieve their goals by providing relevant, equitable, and innovative learning opportunities and services.

Answered 453
Skipped 84

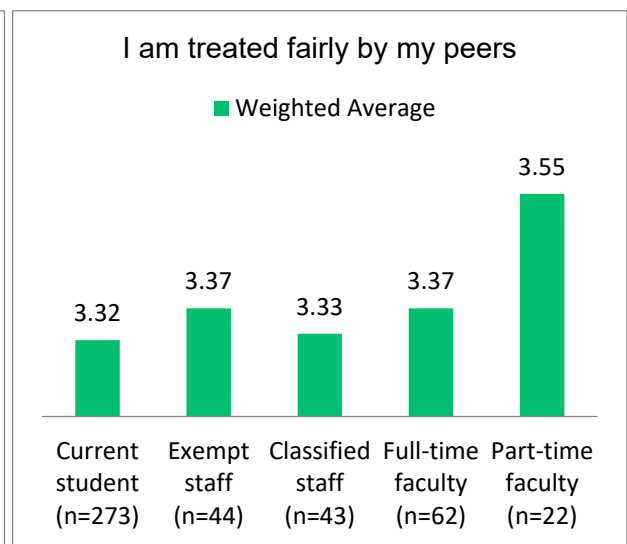
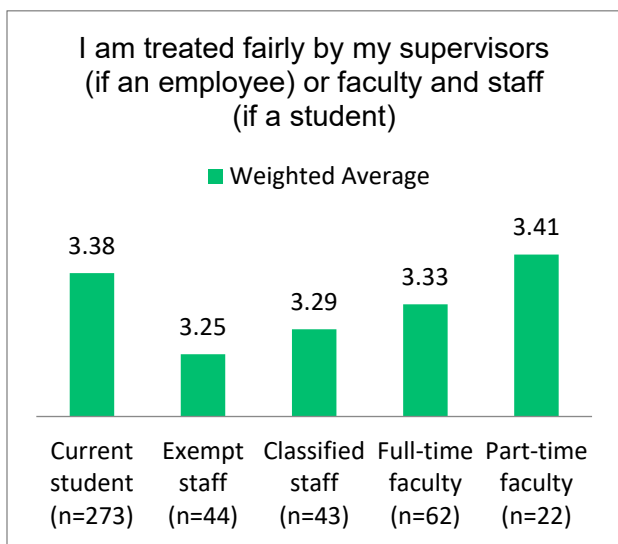
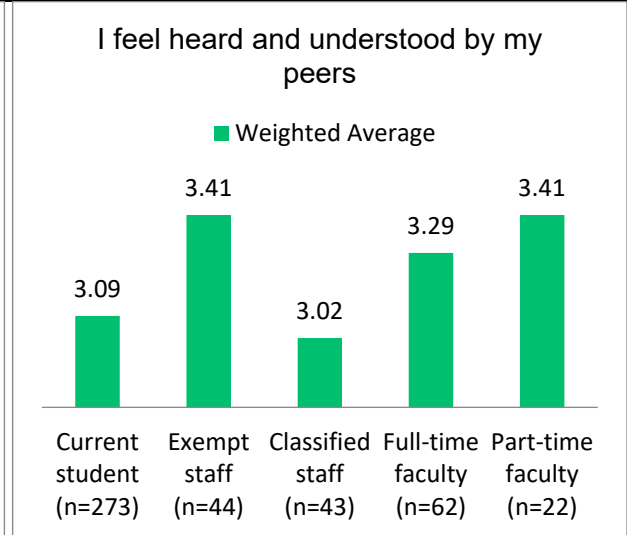
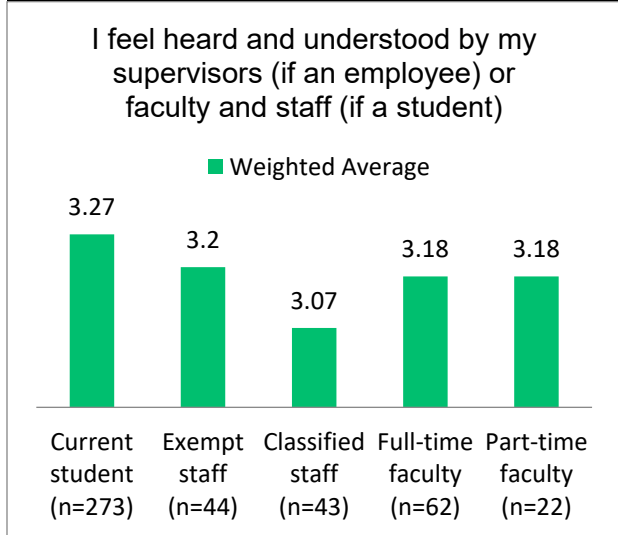
| 1 - we don't do this well | 2 | 3 | 4 - we excel at this | Total | Weighted Average |
|---------------------------|----|-----|----------------------|-------|------------------|
| 12 | 60 | 263 | 118 | 453 | 3.08 |



Q8. To what extent do you agree with each of the following statements about your personal interactions at the college?

Answered 452
Skipped 85

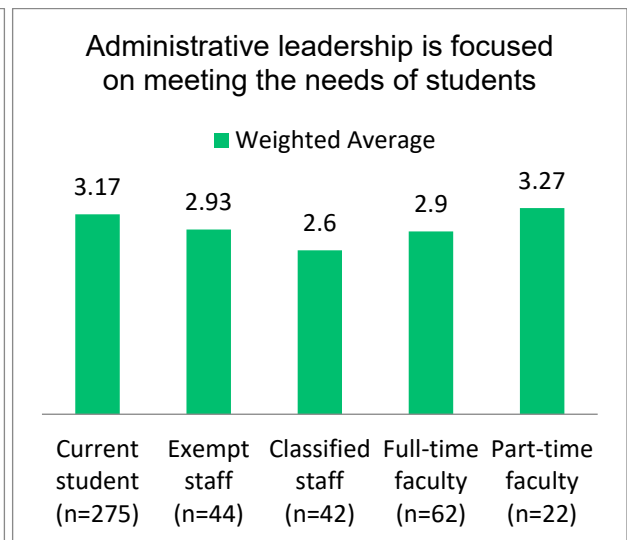
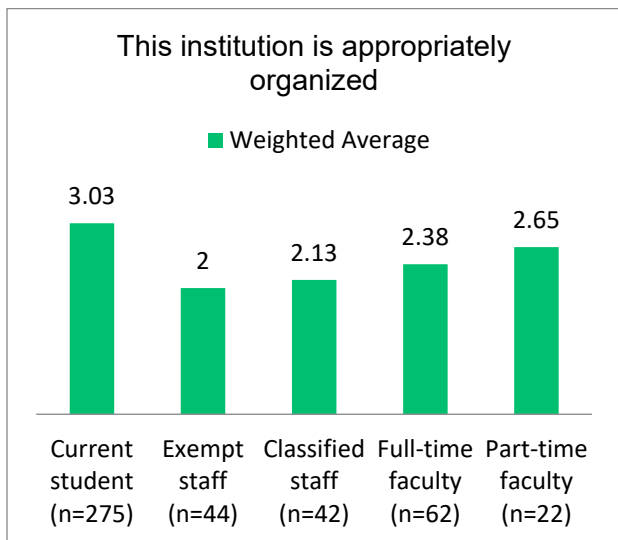
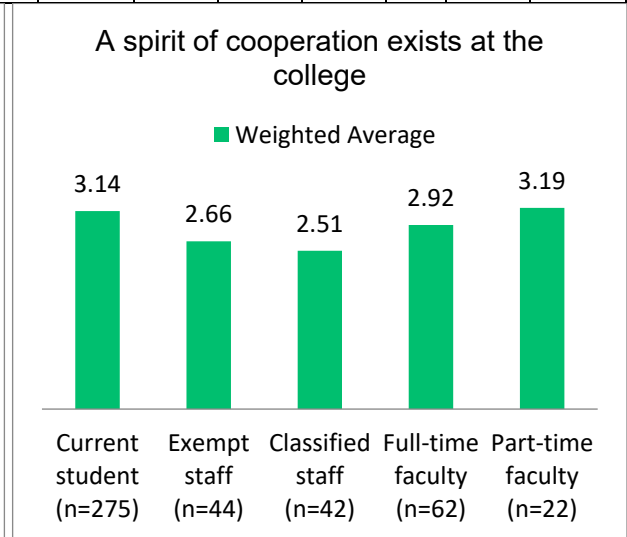
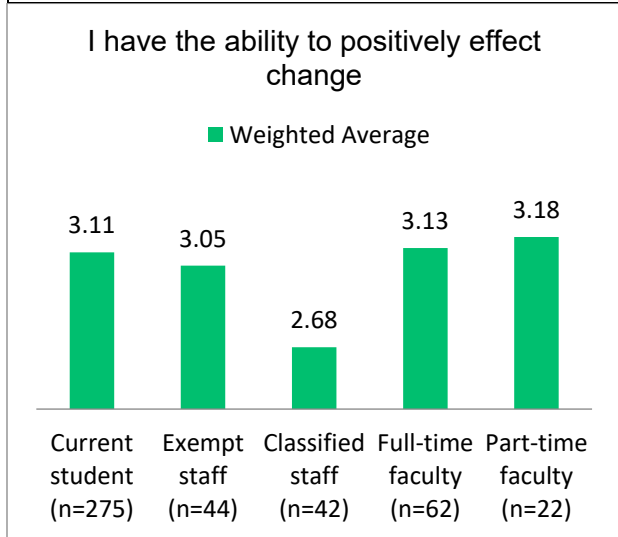
| Answer Choices | I strongly disagree | I disagree | I agree | I strongly agree | NA | Total | Weighted Average |
|--|---------------------|------------|---------|------------------|----|-------|------------------|
| I feel heard and understood by my supervisors (if an employee) or faculty and staff (if a student) | 22 | 50 | 176 | 193 | 10 | 451 | 3.22 |
| I feel heard and understood by my peers | 16 | 50 | 199 | 152 | 33 | 450 | 3.17 |
| I am treated fairly by my supervisors (if an employee) or faculty and staff (if a student) | 19 | 30 | 167 | 223 | 10 | 449 | 3.35 |
| I am treated fairly by my peers | 7 | 25 | 200 | 187 | 31 | 450 | 3.35 |

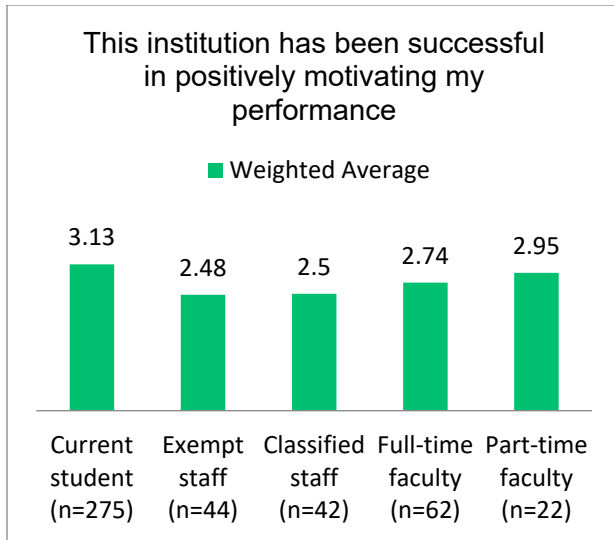


Q9. To what extent do you agree with each of the following statements related to college structures and climate?

Answered 453
Skipped 84

| Answer Choices | I strongly disagree | I disagree | I agree | I strongly agree | NA | Total | Weighted Average |
|--|---------------------|------------|---------|------------------|----|-------|------------------|
| I have the ability to positively effect change | 13 | 61 | 245 | 119 | 14 | 452 | 3.07 |
| A spirit of cooperation exists at the college | 18 | 73 | 234 | 110 | 16 | 451 | 3 |
| This institution is appropriately organized | 34 | 119 | 206 | 73 | 16 | 448 | 2.74 |
| Administrative leadership is focused on meeting the needs of students | 18 | 65 | 223 | 128 | 17 | 451 | 3.06 |
| This institution has been successful in positively motivating my performance | 31 | 82 | 208 | 118 | 12 | 451 | 2.94 |





Q10. Is there anything about interactions you've had with people at the college you'd like us to know?

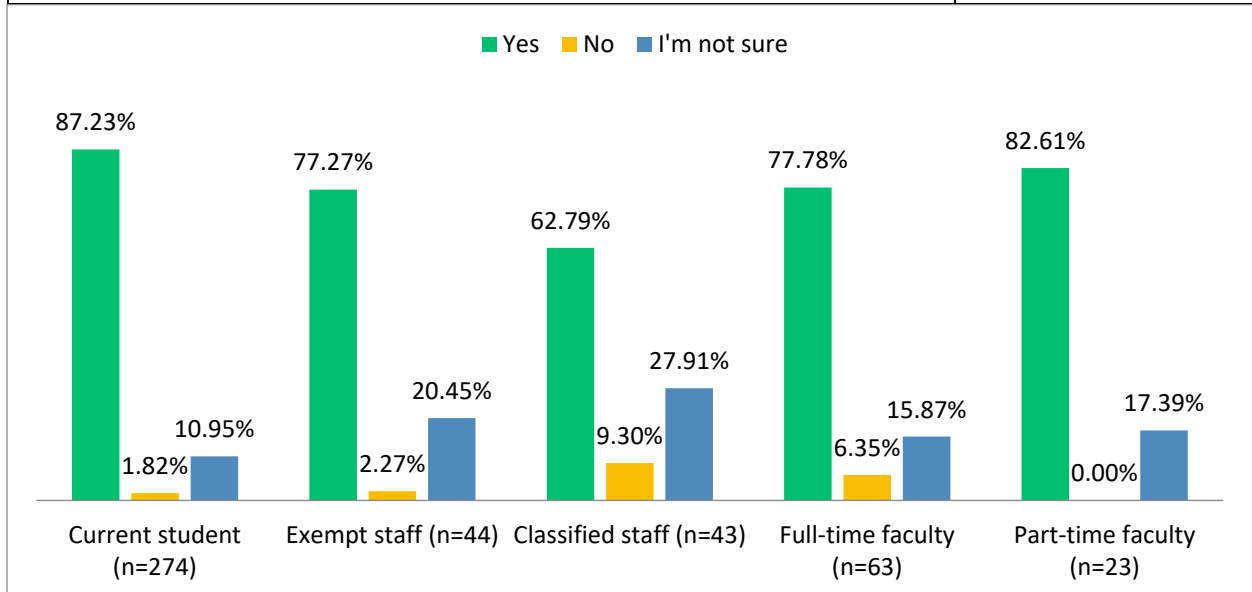
Answered 292
Skipped 245

See Appendix for an analysis of narrative responses.

Q11. Would you recommend WWCC as a place to work or go to school? Why?

Answered 454
Skipped 83

| Answer Choices | Response Percent |
|----------------|------------------|
| Yes | 81.94% |
| No | 3.08% |
| I'm not sure | 14.98% |



**Q12. What do you think are the most important issues the college will face in the next three years?
(Select up to three)**

Answered 440
Skipped 97

| Answer Choices | Response Percent |
|---|------------------|
| None of the above | 6.82% |
| Addressing challenges of equity | 16.14% |
| The college's finances and budget | 67.73% |
| Governance | 9.77% |
| Transparency and decision-making | 28.41% |
| The way decisions and issues are communicated | 22.27% |
| Declining enrollment | 53.18% |
| Development of systems to support students through graduation | 26.82% |
| Other (please specify)* | 11.14% |

*See Appendix for an analysis of narrative responses.

Top Selections by Relationship

| | |
|---|--------------|
| Current student | n=264 |
| The college's finances and budget | 53.79% |
| Declining enrollment | 35.61% |
| Development of systems to support students through graduation | 33.71% |
| Classified Staff | n=41 |
| Declining enrollment | 93.02% |
| The college's finances and budget | 90.70% |
| Transparency and decision-making | 34.88% |
| Exempt Staff | n=43 |
| The college's finances and budget | 92.68% |
| Declining enrollment | 68.29% |
| Transparency and decision-making | 48.78% |
| FT Faculty | n=62 |
| The college's finances and budget | 83.87% |
| Declining enrollment | 75.81% |
| Transparency and decision-making | 33.87% |
| PT Faculty | n=23 |
| The college's finances and budget | 91.30% |
| Declining enrollment | 82.61% |
| The way decisions and issues are communicated | 26.09% |

Q13. What are the most concerning personal issues for you at this moment? (Select up to three)

Answered 440
Skipped 97

| Answer Choices | Response Percent |
|---|------------------|
| None of the above | 11.14% |
| Being treated fairly | 17.27% |
| Your finances | 53.41% |
| Job security | 32.73% |
| Physical safety | 6.36% |
| The quality of your education | 20.45% |
| Your ability to progress in your studies and graduate | 30.45% |
| Access to childcare | 4.09% |
| Mental and/or emotional health | 39.77% |
| Access to food or housing | 3.86% |
| Other (please specify)* | 9.09% |

*See Appendix for an analysis of narrative responses.

Top Selections by Relationship

| | |
|---|--------------|
| Current student | n=268 |
| Your finances | 63.43% |
| Your ability to progress in your studies and graduate | 49.25% |
| Mental and/emotional health | 45.15% |
| Classified Staff | n=41 |
| Job security | 60.98% |
| Mental and/or emotional health | 36.59% |
| Being treated fairly | 31.71% |
| Your finances | 31.71% |
| Exempt Staff | n=40 |
| Job security | 60.00% |
| Mental and/or emotional health | 40.00% |
| Being treated fairly | 35.00% |
| FT Faculty | n=62 |
| Job security | 46.77% |
| Your finances | 35.48% |
| Being treated fairly | 29.03% |
| PT Faculty | n=23 |
| Job security | 82.61% |
| Your finances | 60.87% |
| Mental and/or emotional health | 39.13% |

Q14. Please use the space below to say anything else about your concerns you'd like us to know.

Answered 202
Skipped 335

See Appendix for an analysis of narrative responses.

Q15. What do you think the college should prioritize during its strategic planning?

Answered 316
Skipped 221

See Appendix for an analysis of narrative responses.

Q16. What about the college do you value or gives you pride? (check all that apply)

Answered 438
Skipped 99

| Answer Choices | Response Percent |
|--|------------------|
| None of the above | 3.65% |
| Quality of instruction | 58.9% |
| Your interactions with others at the college | 35.16% |
| Student outreach and recruitment | 14.61% |
| Use of college resources (money, staff time, facilities, etc.) | 13.93% |
| Decision-making by college leadership | 7.99% |
| The way decisions and issues are communicated | 10.5% |
| Student supports (advising, financial aid, etc.) | 44.06% |
| Student life (clubs, activities, etc.) | 17.35% |
| Career counseling | 13.93% |
| Tutoring | 23.29% |
| Access to childcare | 4.57% |
| Computers and Internet | 13.01% |
| Sense of mission | 24.43% |
| Preparing our students for employment or further education | 40.41% |
| A feeling of belonging | 29.68% |
| Other (please specify)* | 5.94% |

*See Appendix for an analysis of narrative responses.

Top Selections by Relationship

| | |
|--|--------------|
| Current student | n=265 |
| Quality of instruction | 55.09% |
| Student supports (advising, financial aid, etc.) | 49.06% |
| Preparing our students for employment or further education | 32.08% |
| Classified Staff | n=40 |
| Your interactions with others at the college | 52.50% |
| Quality of instruction | 35.00% |
| Sense of mission | 32.50% |
| Exempt Staff | n=43 |
| Quality of instruction | 69.77% |

| | |
|--|--------------|
| Preparing our students for employment or further education | 60.47% |
| Student supports (advising, financial aid, etc.) | 48.84% |
| FT Faculty | n=61 |
| Quality of instruction | 83.61% |
| Preparing our students for employment or further education | 59.02% |
| A feeling of belonging | 37.30% |
| PT Faculty | n=23 |
| Preparing our students for employment or further education | 69.57% |
| Quality of instruction | 60.87% |
| Your interactions with others at the college | 56.52% |
| Current student | n=265 |

Q17. Please use the space below to say anything else about value and pride you'd like us to know.

Answered 154
 Skipped 383

See Appendix for an analysis of narrative responses.

Demographic Questions

Rates here may differ from those listed earlier in the Introduction as the rates here reflect only those respondents to answer the question, whereas the sample demographics in the Introduction used to compare to populations were recalculated to reflect all survey takers.

Q18. Which term best describes you?

Answered 428
Skipped 109

| Answer Choices | Response Percent |
|---------------------|------------------|
| Female | 63.55% |
| Male | 27.34% |
| Gender nonbinary | 0.7% |
| Other | 0.47% |
| I prefer not to say | 7.94% |

Q19. Are you of Hispanic, Latinx, or Spanish origin?

Answered 429
Skipped 108

| Answer Choices | Response Percent |
|---------------------|------------------|
| Yes | 15.62% |
| No | 74.83% |
| I prefer not to say | 9.56% |

Q20. How would you describe yourself? (check all that apply)

Answered 428
Skipped 109

| Answer Choices | Response Percent |
|--|------------------|
| None of the above | 5.84% |
| African American or Black | 1.4% |
| Asian | 1.64% |
| Native American (e.g., American Indian or Alaska Native) | 2.8% |
| Pacific Islander or Native Hawai'ian | 1.17% |
| White or Caucasian | 75.23% |
| I prefer not to say | 10.75% |
| Other (please specify) | 6.07% |

Q21. In which age group do you fall?²

Answered 431
Skipped 106

| Answer Choices | Response Percent |
|---------------------|------------------|
| Under 20 | 16.47% |
| 20-24 | 15.78% |
| 25-29 | 7.19% |
| 30-34 | 8.58% |
| 35-39 | 6.73% |
| 40-44 | 6.03% |
| 45-54 | 12.53% |
| 55-54 | 2.78% |
| 55-59 | 5.8% |
| 60-64 | 5.8% |
| 65 and above | 2.55% |
| I prefer not to say | 9.74% |

² A typographical error in the age categories may have created confusion for some respondents. The options included 45-54 and 55-54 instead of 45-49 and 50-54. As a results, age comparisons were restricted to under 20, 20-44, and 45 and above.

Appendix

About Analyzing Narrative Comments

Conducting a survey of the campus is a snapshot in time. It allows the campus to see what people are thinking about. That's what this overall survey process provides. Within the survey, we've asked people to include narrative comments that will help generate a fuller picture.

One strength of people adding narrative comments as they respond to a survey is that these comments can allow for additional topics and themes to emerge from the data. Each person responding has a unique experience that's shared in the survey. The narrative comments can amplify and help to clarify their numerical responses. Therefore, because narrative comments allow for varied and unique replies, it's important to understand what looking at them can provide – and what these comments don't provide.

The narrative responses below are categorized into themes and trends that emerged from what people wrote. Because there are hundreds of comments, it's impractical to include each one, and the value of doing so isn't clear. Comments provide insight into the thoughts of people within the campus community, but it is by grouping them thematically that their true value manifests. By looking at the themes that emerge from those thoughts, it's possible to see what ideas need to be paid attention. It's helpful to see, for example, within all of the narrative comments, how much people are thinking about the theme of "communications" and the theme of "enrollment and recruitment."

As the strategic planning process progresses, it's helpful to know that these themes exist within the college. If you think of the strategic planning process as a continuing improvement cycle where you're constantly examining what and how the college is doing, these narrative themes are even more important. As the college moves beyond the data collection and goals & outcomes phases of the process (phases one and two), these themes will be vital in having conversations about the strategic action planning process (phase three) that continues the continuous improvement cycle.

The pages that follow have a table for each question. Each table identifies the responses by categories of respondent. To account for small numbers, exempt and classified staff have been grouped as "Staff," while full-time and part-time faculty have been grouped as "Faculty."

A Note About Counts (n): Counts are of those to comment, with the Grand Total representing the aggregate of groups listed, and may not match the total who responded to other parts of the question. Many comments may amount to "no comment." These have been omitted when possible.

A Note About Questions 2, 4, 5, 12, 13, and 16: These questions asked for narrative replies. However, for these questions, there aren't enough narrative responses in any respondent category and that suggest a coherent theme for analysis. In reviewing those responses, though, there weren't any unique potential themes that aren't expressed in other narrative responses.

A Note About "Personal Statements": There are times when a response is about the personal experience of the respondent. Some of these statements name specific people on campus, and some are individualized and apply only to the respondent. Rather than eliminating these statements, they are categorized as "personal statements."

Response to Question 6: Please describe those aspects of the college you would most like to see changed and why (can include more than what's marked above).

| Emergent Themes | Faculty | Staff | Student | Grand Total |
|-------------------------------|----------------|--------------|----------------|--------------------|
| budget prioritization | 2% | 0% | 0% | 0% |
| communication processes | 12% | 23% | 12% | 15% |
| community engagement | 0% | 5% | 0% | 1% |
| cost of attendance | 0% | 0% | 3% | 2% |
| course offerings | 0% | 0% | 4% | 2% |
| employee equity | 2% | 0% | 0% | 0% |
| enrollment and recruitment | 22% | 6% | 4% | 8% |
| equity and inclusion | 0% | 3% | 1% | 1% |
| facilities maintenance | 2% | 0% | 0% | 0% |
| hiring processes | 2% | 6% | 0% | 2% |
| impacts of online instruction | 2% | 0% | 15% | 8% |
| Instruction | 8% | 5% | 8% | 7% |
| internal community building | 0% | 2% | 11% | 7% |
| IT services | 2% | 3% | 2% | 2% |
| organizational priorities | 7% | 9% | 1% | 4% |
| organizational structure | 0% | 20% | 1% | 6% |
| personal statement | 8% | 2% | 5% | 5% |
| resource allocation | 2% | 3% | 5% | 4% |
| salaries | 2% | 0% | 0% | 0% |
| student support | 25% | 11% | 24% | 21% |
| web site improvement | 2% | 0% | 0% | 0% |
| workload | 2% | 0% | 0% | 0% |
| reviews of programs | 0% | 3% | 3% | 2% |
| Grand Total | 100% | 100% | 100% | 100% |
| | n=59 | n=65 | n=148 | n=272 |

Response to Question 10: Is there anything about interactions you've had with people at the college you'd like us to know?

| Overall Responses | Faculty | Staff | Student | Grand Total |
|--------------------|-------------|-------------|-------------|--------------|
| concern expressed | 78% | 85% | 39% | 58% |
| positive | 22% | 15% | 61% | 42% |
| Grand Total | 100% | 100% | 100% | 100% |
| | n=32 | n=39 | n=92 | n=163 |

Further Detail of Response Categories

| Emergent Themes (Q.10) | Faculty | Staff | Student | Grand Total |
|-----------------------------|------------|------------|------------|-------------|
| concern expressed | 78% | 85% | 39% | 58% |
| campus conflicts | 16% | 18% | 1% | 8% |
| communications | 0% | 3% | 9% | 6% |
| employee equity | 3% | 26% | 0% | 7% |
| equity and inclusion | 3% | 3% | 1% | 2% |
| exhaustion | 3% | 0% | 0% | 1% |
| faculty interactions | 0% | 0% | 5% | 3% |
| health and safety | 3% | 0% | 0% | 1% |
| impacts of online | 3% | 0% | 5% | 4% |
| instructional practices | 3% | 0% | 0% | 1% |
| interactions with some | 6% | 0% | 0% | 1% |
| internal community building | 6% | 3% | 0% | 2% |
| job security | 6% | 0% | 0% | 1% |
| organizational structure | 9% | 21% | 0% | 7% |
| personal statement | 6% | 5% | 8% | 7% |
| perspective not valued | 6% | 0% | 0% | 1% |
| student services | 3% | 8% | 10% | 8% |
| positive | 22% | 15% | 61% | 42% |
| college leadership | 0% | 3% | 0% | 1% |

| Emergent Themes (Q.10) | Faculty | Staff | Student | Grand Total |
|--------------------------------|----------------|--------------|----------------|--------------------|
| communications | 0% | 0% | 1% | 1% |
| everyone | 6% | 5% | 21% | 14% |
| faculty | 0% | 0% | 1% | 1% |
| faculty interactions | 0% | 0% | 14% | 8% |
| internal community building | 6% | 8% | 0% | 3% |
| IT services | 3% | 0% | 1% | 1% |
| most interactions are positive | 0% | 0% | 2% | 1% |
| staff | 3% | 0% | 0% | 1% |
| student services | 3% | 0% | 21% | 12% |
| Grand Total | 100% | 100% | 100% | 100% |
| | n=32 | n=39 | n=92 | n=163 |

Response to Question 11: Would you recommend WWCC as a place to work or go to school? Why?

The narrative responses to this question are organized by the relationship of the respondent to the college and further distinguished by how they answered the question (“yes,” “no”, or “I’m not sure”).

| Themes by answer according to relationship | Percentage of response |
|---|-------------------------------|
| Faculty (n=30) | 100% |
| I'm not sure | 23% |
| budget prioritization | 3% |
| employee equity | 3% |
| Instruction | 3% |
| not being valued | 3% |
| salaries | 3% |
| staff turnover | 3% |
| support for doing work | 3% |
| No | 10% |
| employee equity | 7% |
| internal relations | 3% |

| | |
|-----------------------------|-------------|
| Yes | 67% |
| community engagement | 3% |
| Instruction | 20% |
| internal community building | 20% |
| opportunity for growth | 3% |
| student support | 13% |
| Students | 7% |
| Staff (n=38) | 100% |
| I'm not sure | 24% |
| employee equity | 5% |
| impact of online | 3% |
| morale | 3% |
| not being valued | 3% |
| personal statement | 5% |
| Programs | 3% |
| Students | 3% |
| No | 11% |
| failure of leadership | 3% |
| internal relations | 3% |
| leadership | 3% |
| resource allocation | 3% |
| Yes | 66% |
| community engagement | 3% |
| cost of attendance | 3% |
| Instruction | 13% |
| internal community building | 24% |
| leadership | 3% |
| personal statement | 8% |

| | |
|-----------------------------|--------------|
| student support | 13% |
| Student (n=90) | 100% |
| I'm not sure | 3% |
| communications | 1% |
| programs | 1% |
| student support | 1% |
| No | 2% |
| programs | 1% |
| student support | 1% |
| Yes | 94% |
| community engagement | 1% |
| cost of attendance | 9% |
| equity and inclusion | 1% |
| fair decision making | 1% |
| impact of online | 1% |
| Instruction | 29% |
| internal community building | 22% |
| personal statement | 1% |
| preparation for future | 9% |
| programs | 6% |
| student activities | 1% |
| student support | 13% |
| Grand Total | n=158 |

Response to Question 14: Please use the space below to say anything else about your concerns you'd like us to know.

| Emergent Themes | Faculty | Staff | Student | Grand Total |
|--|----------------|--------------|----------------|--------------------|
| communications | 0% | 4% | 2% | 2% |
| community engagement | 0% | 4% | 0% | 1% |
| cost | 0% | 0% | 18% | 9% |
| employee equity | 4% | 8% | 0% | 3% |
| enrollment and recruitment | 4% | 0% | 0% | 1% |
| equity and inclusion | 4% | 4% | 4% | 4% |
| ergonomics | 0% | 4% | 0% | 1% |
| health and safety | 4% | 0% | 8% | 5% |
| impacts of online instruction | 0% | 4% | 31% | 17% |
| instruction | 0% | 0% | 2% | 1% |
| internal community building | 9% | 4% | 0% | 3% |
| IT Services | 0% | 0% | 2% | 1% |
| job stability | 13% | 4% | 0% | 4% |
| organizational priorities | 9% | 0% | 2% | 3% |
| organizational structure | 0% | 25% | 0% | 6% |
| personal statement | 35% | 4% | 18% | 18% |
| professional development for employees | 4% | 13% | 0% | 4% |
| recognition of employees | 0% | 13% | 0% | 3% |
| resource allocation | 0% | 4% | 2% | 2% |
| review of programs | 0% | 0% | 2% | 1% |
| salaries | 9% | 0% | 0% | 2% |
| student services | 4% | 0% | 10% | 6% |
| workload equity | 0% | 4% | 0% | 1% |
| Grand Total | 100% | 100% | 100% | 100% |
| | n=23 | n=24 | n=51 | n=98 |

Response to Question 15: What do you think the college should prioritize during its strategic planning?

| Emergent Themes | Faculty | Staff | Student | Grand Total |
|-------------------------------|----------------|--------------|----------------|--------------------|
| budget prioritization | 8% | 1% | 0% | 3% |
| communications | 2% | 3% | 7% | 5% |
| community engagement | 4% | 5% | 0% | 3% |
| cost of attendance | 0% | 0% | 2% | 1% |
| employee support | 0% | 0% | 1% | 0% |
| employment stability | 2% | 0% | 0% | 1% |
| enrollment and recruitment | 20% | 18% | 3% | 12% |
| environmental sustainability | 2% | 0% | 0% | 1% |
| equity and inclusion | 5% | 3% | 1% | 3% |
| facilities | 0% | 0% | 1% | 1% |
| health and safety | 4% | 0% | 18% | 9% |
| hiring processes | 2% | 1% | 0% | 1% |
| impacts of online instruction | 5% | 1% | 16% | 9% |
| instruction | 7% | 2% | 12% | 8% |
| internal community building | 2% | 3% | 3% | 3% |
| IT services | 0% | 0% | 2% | 1% |
| morale and college culture | 2% | 2% | 0% | 1% |
| organizational priorities | 1% | 6% | 0% | 2% |
| organizational structure | 7% | 5% | 1% | 4% |
| personal statement | 0% | 1% | 0% | 0% |
| resource allocation | 5% | 14% | 2% | 6% |
| reviews of programs | 9% | 12% | 1% | 6% |
| salaries | 1% | 2% | 0% | 1% |
| staff development | 0% | 3% | 0% | 1% |
| student support | 10% | 15% | 29% | 20% |
| workload | 0% | 1% | 0% | 0% |

| | | | | |
|--------------------|-------------|-------------|--------------|--------------|
| Grand Total | 100% | 100% | 100% | 100% |
| | n=97 | n=94 | n=161 | n=352 |

Response to Question 17: Please use the space below to say anything else about value and pride you'd like us to know.

| Emergent Themes | Faculty | Staff | Student | Grand Total |
|-------------------------------|----------------|--------------|----------------|--------------------|
| being a community college | 0% | 0% | 5% | 3% |
| campus | 0% | 0% | 3% | 1% |
| campus people | 13% | 29% | 15% | 17% |
| commitment to work | 6% | 21% | 0% | 6% |
| communications | 6% | 0% | 0% | 1% |
| community engagement | 0% | 7% | 0% | 1% |
| faculty | 13% | 0% | 26% | 17% |
| instruction | 6% | 0% | 3% | 3% |
| internal community building | 19% | 7% | 5% | 9% |
| legacy | 6% | 0% | 0% | 1% |
| opportunity to be heard | 0% | 0% | 3% | 1% |
| preparing students for future | 6% | 7% | 5% | 6% |
| programs | 0% | 0% | 5% | 3% |
| response to pandemic | 0% | 14% | 8% | 7% |
| student support | 19% | 14% | 23% | 20% |
| students | 6% | 0% | 0% | 1% |
| Grand Total | 100% | 100% | 100% | 100% |
| | n=16 | n=14 | n=39 | n=69 |