

# John A. Logan College Follow-up Survey -- 2009

## RESULTS - NON-TEACHING PROFESSIONALS (n=111)

**Criterion 1d: The organization's governance and administrative structures promote effective leadership and support collaborative processes that enable the organization to fulfill its mission.**

**Criterion 1e: The organization upholds and protects its integrity.**

**1. Please indicate the classification of your current position.**

<input type="text"/> Full-time Faculty	<input type="text"/> Term Faculty
<input type="text" value="111"/> Non-Teaching Professional	<input type="text"/> Operational Staff

Please judge the following statements in regard to the aforementioned components of Criterion 1.

**2. Information is freely communicated from administrative leaders above you.**

<input type="text" value="33"/> Strongly Agree	<input type="text" value="9"/> Disagree
<input type="text" value="55"/> Agree	<input type="text" value="2"/> Strongly Disagree
<input type="text" value="8"/> Neutral	<input type="text" value="0"/> Not Applicable

*(Comments are attached)*

n = 107

**3. You are comfortable communicating information to administrative leaders above you.**

<input type="text" value="41"/> Strongly Agree	<input type="text" value="6"/> Disagree
<input type="text" value="46"/> Agree	<input type="text" value="2"/> Strongly Disagree
<input type="text" value="12"/> Neutral	<input type="text" value="0"/> Not Applicable

*(Comments are attached)*

n = 107

**4. An environment of cooperation and teamwork exists at the College.**

Strongly Agree

Disagree

Agree

Strongly Disagree

Neutral

Not Applicable

*(Comments are attached)*

*n = 107*

**5. The College Administration displays behavior that reflects integrity and is ethical and honest.**

Strongly Agree

Disagree

Agree

Strongly Disagree

Neutral

Not Applicable

*(Comments are attached)*

*n = 104*

**6. The College Administration acts in a manner that shows commitment to high academic standards.**

Strongly Agree

Disagree

Agree

Strongly Disagree

Neutral

Not Applicable

*(Comments are attached)*

*n = 105*

**7. The College Board of Trustees displays behavior that reflects integrity and is ethical and honest.**

Strongly Agree

Disagree

Agree

Strongly Disagree

Neutral

Not Applicable

*(Comments are attached)*

*n = 104*

**8. The College Board of Trustees acts in a manner that shows commitment to high academic standards.**

Strongly Agree

Disagree

Agree

Strongly Disagree

Neutral

Not Applicable

*(Comments are attached)*

*n = 103*

**9. Employees are treated with respect and in a professional manner.**

Strongly Agree

Disagree

Agree

Strongly Disagree

Neutral

Not Applicable

*(Comments are attached)*

*n = 104*

**10. The College clearly identifies authority for decision making about organizational goals.**

Strongly Agree

Disagree

Agree

Strongly Disagree

Neutral

Not Applicable

*(Comments are attached)*

*n = 104*

**11. Administrative decisions and actions are carried out in a manner consistent with written guidelines.**

Strongly Agree

Disagree

Agree

Strongly Disagree

Neutral

Not Applicable

*(Comments are attached)*

*n = 102*

**12. Provide any additional comments.**

*(Comments are attached)*

# John A. Logan College Follow-up Survey -- 2009

## RESULTS - NON-TEACHING PROFESSIONALS (n=111)

**Criterion 1d: The organization's governance and administrative structures promote effective leadership and support collaborative processes that enable the organization to fulfill its mission.**

**Criterion 1e: The organization upholds and protects its integrity.**

### 1. Please indicate the classification of your current position.

<input type="checkbox"/> 0.0%	Full-time Faculty	<input type="checkbox"/> 0.0%	Term Faculty
<input type="checkbox"/> 100.0%	Non-Teaching Professional	<input type="checkbox"/> 0.0%	Operational Staff

Please judge the following statements in regard to the aforementioned components of Criterion 1.

### 2. Information is freely communicated from administrative leaders above you.

<input type="checkbox"/> 30.8%	Strongly Agree	<input type="checkbox"/> 8.4%	Disagree
<input type="checkbox"/> 51.4%	Agree	<input type="checkbox"/> 1.9%	Strongly Disagree
<input type="checkbox"/> 7.5%	Neutral	<input type="checkbox"/> 0.0%	Not Applicable

*(Comments are attached)*

n = 107

### 3. You are comfortable communicating information to administrative leaders above you.

<input type="checkbox"/> 38.3%	Strongly Agree	<input type="checkbox"/> 5.6%	Disagree
<input type="checkbox"/> 43.0%	Agree	<input type="checkbox"/> 1.9%	Strongly Disagree
<input type="checkbox"/> 11.2%	Neutral	<input type="checkbox"/> 0.0%	Not Applicable

*(Comments are attached)*

n = 107

**4. An environment of cooperation and teamwork exists at the College.**

<input type="checkbox"/> 30.8%	Strongly Agree	<input type="checkbox"/> 14.0%	Disagree
<input type="checkbox"/> 40.2%	Agree	<input type="checkbox"/> 0.0%	Strongly Disagree
<input type="checkbox"/> 15.0%	Neutral	<input type="checkbox"/> 0.0%	Not Applicable

*(Comments are attached)*

*n = 107*

**5. The College Administration displays behavior that reflects integrity and is ethical and honest.**

<input type="checkbox"/> 30.8%	Strongly Agree	<input type="checkbox"/> 5.8%	Disagree
<input type="checkbox"/> 47.1%	Agree	<input type="checkbox"/> 1.9%	Strongly Disagree
<input type="checkbox"/> 13.5%	Neutral	<input type="checkbox"/> 1.0%	Not Applicable

*(Comments are attached)*

*n = 104*

**6. The College Administration acts in a manner that shows commitment to high academic standards.**

<input type="checkbox"/> 41.9%	Strongly Agree	<input type="checkbox"/> 2.9%	Disagree
<input type="checkbox"/> 44.8%	Agree	<input type="checkbox"/> 1.0%	Strongly Disagree
<input type="checkbox"/> 7.6%	Neutral	<input type="checkbox"/> 1.9%	Not Applicable

*(Comments are attached)*

*n = 105*

**7. The College Board of Trustees displays behavior that reflects integrity and is ethical and honest.**

<input type="checkbox"/> 19.2%	Strongly Agree	<input type="checkbox"/> 8.7%	Disagree
<input type="checkbox"/> 41.3%	Agree	<input type="checkbox"/> 3.8%	Strongly Disagree
<input type="checkbox"/> 25.0%	Neutral	<input type="checkbox"/> 1.9%	Not Applicable

*(Comments are attached)*

*n = 104*

**8. The College Board of Trustees acts in a manner that shows commitment to high academic standards.**

<input type="checkbox"/> 33.0%	Strongly Agree	<input type="checkbox"/> 1.9%	Disagree
<input type="checkbox"/> 38.8%	Agree	<input type="checkbox"/> 1.0%	Strongly Disagree
<input type="checkbox"/> 20.4%	Neutral	<input type="checkbox"/> 4.9%	Not Applicable

*(Comments are attached)*

*n = 103*

**9. Employees are treated with respect and in a professional manner.**

<input type="checkbox"/> 38.5%	Strongly Agree	<input type="checkbox"/> 3.8%	Disagree
<input type="checkbox"/> 43.3%	Agree	<input type="checkbox"/> 1.0%	Strongly Disagree
<input type="checkbox"/> 13.5%	Neutral	<input type="checkbox"/> 0.0%	Not Applicable

*(Comments are attached)*

*n = 104*

**10. The College clearly identifies authority for decision making about organizational goals.**

<input type="checkbox"/> 26.0%	Strongly Agree	<input type="checkbox"/> 2.9%	Disagree
<input type="checkbox"/> 55.8%	Agree	<input type="checkbox"/> 0.0%	Strongly Disagree
<input type="checkbox"/> 15.4%	Neutral	<input type="checkbox"/> 0.0%	Not Applicable

*(Comments are attached)*

*n = 104*

**11. Administrative decisions and actions are carried out in a manner consistent with written guidelines.**

<input type="checkbox"/> 23.5%	Strongly Agree	<input type="checkbox"/> 6.9%	Disagree
<input type="checkbox"/> 54.9%	Agree	<input type="checkbox"/> 0.0%	Strongly Disagree
<input type="checkbox"/> 14.7%	Neutral	<input type="checkbox"/> 0.0%	Not Applicable

*(Comments are attached)*

*n = 102*

**12. Provide any additional comments.**

*(Comments are attached)*

## Comments

### **2. Information is freely communicated from administrative leaders above you.**

*Excellent sharing of information. My problem is having enough time to read, discuss and absorb it all.*

*At times--too much information!*

*General information is commonly shared and often repetitive. If I want details, all I have to do is ask and I get it. If people are complaining about not being provided with information, I have a feeling they have an unrealistic expectation and are not taking any responsibility upon themselves to ask when there is something they want to know.*

*great improvement from senior leadership team*

*I am impressed with the information that is shared with all employees. I usually do not feel as if I am in the dark about what is going on. I believe the doors of communication are open to all.*

*I feel the process has gotten better and the upper administration is no longer actively keeping information from employees below them. I understand that there are times when information must be kept in confidence from employees.*

*I really think that the admin is making great efforts in this area.*

*Information seems to be dispensed on a need to know basis. For example, we've been told that our budget will be in part rescinded, and that there are three levels of cutbacks that have been proposed. We have only been informed of the first level of cutbacks as that is the level we're being asked to follow. I think it would be responsible to at least present the other levels so that those of us who may be in danger of losing our jobs in the future can at least begin the search process.*

*Information tends to flow very slowly for negative situation items. For example, the hiring "chill" was not sent out College wide for some time after it was known by certain areas of campus.*

*Progress has been made in this area.*

*The administration tries to relay information to us but is not always successful.*

*This area has improved a GREAT deal. However, there are still times when specific requests for communication are not fulfilled without constant reminding.*

*Very pleased with information sharing between administration and staff.*

### **3. You are comfortable communicating information to administrative leaders above you.**

*I feel it is now somewhat easier to communicate with my superiors, due to a change in leadership.*

*I feel that the communications channels are open and working well.*

*In the past I have gone to people in positions above me with communication and feel that some of that communication was used later to hold me back or keep me in line. Some of those persons have since retired or moved on but there are still many of those persons here at the college.*

*In the past there has been a strong emphasis placed on following the chain of command, and to my knowledge we have not been given any directives to the contrary. In addition there seem to be topics that are to one degree or another taboo and there seems to be an ethos of not talking about the elephant in the room, much like a dysfunctional family.*

**3. You are comfortable communicating information to administrative leaders above you. (Continued)**

*The administration at John A. Logan College is very approachable and willing to listen to ideas and problems within departments. I have had previous college experience at another community college and was unable to say that.*

*The administration only wants to hear the positive items, not realistic information, on the state of the operations of the College.*

*There is no more intimidation; in fact, our opinions are actively pursued and considered.*

**4. An environment of cooperation and teamwork exists at the College.**

*Ann Spencer is indispensable.*

*Cooperation and teamwork exists for some employees in some of the departments, but not all employees in all departments.*

*I agree to some extent, but some departments spend money like water while others can barely afford paper for their 15 year old printer. I think part of teamwork is a more equitable distribution of funds.*

*I feel this has improved greatly with the two new vice-presidents and the change in the make-up of the Board of Trustees which occurred in 2007*

*Individuals and groups of individuals are starting to become more aware of activities and programs throughout the college but I think there is some still room for improvement in this area.*

*instruction division seems to dictate everything.*

*The College tends to have the "squeaky wheel" syndrome - those "offices" that are the squeaky wheel tend to get oiled. For example, offices that complain that they should not be doing a task are rewarded with these items being moved. These items are then moved to offices who have less staff, less time and are expected to finish these items in less than half the time the other offices had to complete the same task. This process makes operational and professional staff members bitter that the process is so one sided. This does not lead to cooperation or teamwork. To compensate for these situations, staff should be allocated to the offices that are having an increase in work load or work load already in place in the receiving department should be decreased to compensate for the new duties. Those offices receiving the reduction of duties should have staff reduced to reflect this reduction.*

*The days of the "silos" between divisions seem to be over.*

*The instructional division has always had a lot of teamwork, but continues to work on improvements in all areas. The other divisions seem to have more teamwork taking place with changes that have occurred.*

*There is more cooperation and team work than in the past few years. Departments of the college still clash occasionally but the goals they are trying to achieve may differ.*

*This is a completely different environment that my previous community college experience. There has never been a time when, as a new employee trying to get a new program off the ground, that everyone has been more than helpful in answering my questions and offering assistance.*

**5. The College Administration displays behavior that reflects integrity and is ethical and honest.**

*Greatly improved in this area.*

*I am proud to say I have been an employee of John A. Logan College! I strongly agree and am impressed with the honesty and ethical integrity of our college administration. Thank you, administration.*

*I feel that most of the administration reflects integrity and proper ethics. Some exceptions are: the college president should not have retired then continued working here, there is at least one other employee doing a similar thing of retiring but still working here in a near full-time capacity.*

*I feel things have improved in this area.*

*In most areas this is the case, which is a great improvement.*

*The leadership team appears to work well together at this point.*

*This has certainly improved since the last accreditation visit, though there is still certainly room for improvement.*

*This is true of the present Administration.*

**6. The College Administration acts in a manner that shows commitment to high academic standards.**

*Most of the time.*

*This is one of the goals of instruction to improve quality throughout the division.*

*Too much emphasis on enrollment numbers; not enough on educational quality*

**7. The College Board of Trustees displays behavior that reflects integrity and is ethical and honest.**

*greatly improved-*

*Hiring committee has been an improvement.*

*It seems to be better in most areas.*

*Some do, some don't.*

*The College is expected to cut back costs where ever possible yet the Board seems to continue to be above these same rules. For example, the Board Christmas party cost was extravagant knowing that the funding decrease from the state was most likely coming. Knowing this, the Board should have taken it upon themselves to lead by example and selected a less expensive option for their party. By choosing a better option, the Board would appear to have the integrity that is expected of our Board. The College Christmas party is a very nice event but in light of the funding issues this too could be scaled back.*

*The college president should not have retired then continued working here, how could the board allowed this and back it! The hiring process is still not correct. Why are 3 names sent to the board for a position but not ranked for the top, second, and third preferences? Look at the last names of many employees in high positions, are they all more qualified than the other employees, look how quickly they moved up the administrative ladder and look at the raises they got compared to other employees or starting salaries! Outside investigation and not by the lapdog guy from Benton a totally independent look.*

*There is still some occasional micromanaging and stepping outside the role of a board member, but the intention is generally good and honest.*

**7. The College Board of Trustees displays behavior that reflects integrity and is ethical and honest. (Continued)**

*They are definitely improving since the nepotism issue have been resolved.  
Though they have made certain overtures in response to the last round of surveys and accreditation,  
they still have miles to go before they're behavior can be construed as ethical and honest.  
While it seems there are always some political agendas, this has improved greatly since 2007*

**8. The College Board of Trustees acts in a manner that shows commitment to high academic standards.**

*Am not sure that the Board insufficiently aware of the impact that certain decisions have on  
educational quality  
They hire quality faculty and encourage quality programs.*

**9. Employees are treated with respect and in a professional manner.**

*Depends on which employees  
I don't know if this is the case in all departments, but outside of board members (that is in terms of  
other employees) this seems to be true in my experience.  
John A. Logan College should be commended on the respect and professional manner that employees  
are treated.  
some more than others  
This area has also GREATLY improved. The days of put-downs and condescension seem to be over.  
This depends on who the employee is and what family they come from.*

**10. The College clearly identifies authority for decision making about organizational goals.**

*College would benefit by adapting a TQM model that allows more input into decision making and the  
general direction of the campus; not just operational details  
I am unsure what goals are decided upon at what level of administration.  
I don't have enough information to make a determination about this.*

**11. Administrative decisions and actions are carried out in a manner consistent with written guidelines.**

*Efforts to update Board Policies and Administrative Procedures through the Board Policy Committee  
are excellent steps being taken to insure this.  
Guidelines are consistently sought but are sometimes overlooked, because those guidelines  
(particularly Board Policy and Administrative Procedures) need to be more user-friendly so  
the information can be found easier. Cross referencing and redundancy would help.  
It depends. If a squeaky wheel is complaining (or has connections), guidelines are routinely ignored.  
Not always  
Thanks to Brad for working to make sure policies are updated and more relevant to the times.  
The effort to review and change policies is helping to keep people looking at written guidelines.*

## 12. Provide any additional comments.

*A great deal of effort seems to have been made in order to make employees feel more involved in decision making. In addition, a number of changes have been made to instill more fairness in the treatment of employees, particularly those not covered by union agreements.*

*Area for improvement is consistency within and among divisions and positions regarding work schedules, hours allowed for lunch breaks, work loads, and improved interdivisional communication.*

*Communication has improved greatly over the past year. I hope we continue to see positive changes. John A. Logan College is a great place to work!*

*During the time I have been employed at John A. Logan College, I have never dreaded to come to work. Each day is rewarded with something new or interesting and co-workers and administration have treated me with respect and dignity. The associate dean of my department is wonderful and a great person to work alongside of. My grant program will be ending in March. I only hope I will have another opportunity to work with this great college!*

*Great improvements in the last year.*

*I feel the major sources of negativity, counter-productivity, and lack of character -- both on the board and in upper administration -- having left the college, the integrity of the board and administration has seen MARKED improvement since 2007. I see the overall College climate as more trusting, and more focused on what we are here for instead of having to deal with all the negative distractions that previously existed.*

*I have only been here for about a year and a couple of months and I really enjoy working here. Everybody is very nice and helpful I feel like everybody is family. You don't get that very many places anymore. I am very thankful.*

*I see the college as a unified educational organization with all divisions in a unique position to cooperate and collaborate for the good of the college as a whole. It would be beneficial to the whole for college leadership to encourage this functional unification, even if the parts must remain technically separate.*

*I think this is a much better place to work with JP and Larry Peterson gone!*

*John A Logan College has grown by leaps and bounds until now we are the largest community college in the south. But we have so emphasized size--enrollment--that I fear our educational quality has deteriorated. We rely much too heavily on term faculty. Some do a great job. Others do a poor job. There is little consistency in grading and evaluation between sections of the same course. Financial aid needs to be delivered in a much more timely manner and where discretion is permitted, it should be exercised to the student's benefit and not their detriment.*

*John A. Logan College is a great place to work!*

*Over the last couple of years the college's communication and overall professionalism has improved.*

*Continue to treat your employee's with respect, that will go a long way. Proud to work here!*

*The addition of Brad McCormick and Dr. Tim Daugherty has greatly improved morale due to their open communication style and ethical decision making. They make an effort to work with Dr. Schroeder and not against her, which is refreshing and only helps the entire College. The anti-nepotism policy is helpful and demonstrates the Board's commitment to address that problem.*

*The Board of Trustees is held in too high esteem. For instance, their ultimate decision in the hiring process gives them too much power over the choice. They are currently given 3 unranked names. This defeats the purpose of having a 5 person hiring committee.*

**12. Provide any additional comments. (Continued)**

*The college administration needs to focus more on improving diversity in the hiring process and in diversifying its faculty and staff.*

*The college is a great place to work. We are lucky to have our current leadership in the various divisions. Dr. Mees does an outstanding job of representing the college and recognizing all for their hard work.*

*There has been a large improvement in the communication process.*

*There has been a significant improvement in communication the past year.*

*There has definitely been improvement in the communication at the college over the last couple of years and has been reflected in the morale of employees here at the college.*

*Things have greatly improved- thanks for the hard work in getting things back on track.*