JALC NTP Survey, Fall 2012

Non-Teaching Professionals (NTP) Survey Response Rate

Response Rate = 88%

137 NTP's

120 NTP Survey Respondents
JALC NTP Survey, Fall 2012

Non-Teaching Professionals (NTP) Respondents: Gender

Male: 48
Female: 69
JALC NTP Survey, Fall 2012

Non-Teaching Professionals (NTP) Respondents: Race / Ethnicity

- White: 107
- Non-White: 13
JALC NTP Survey, Fall 2012

Non-Teaching Professionals (NTP) Respondents: Age Grouping

- Below 21: 2
- 21-30: 5
- 31-40: 17
- 41-50: 39
- 51-60: 39
- Over 60: 15
### JALC NTP Survey, Fall 2012

**ALL NTP - Q1: What are you most proud of about JALC? (Select UP TO FIVE of the following qualities)**

<table>
<thead>
<tr>
<th>Quality</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1-I Our positive impact on the community</td>
<td>90</td>
</tr>
<tr>
<td>Q1-L The campus physical environment</td>
<td>69</td>
</tr>
<tr>
<td>Q1-A Our employees' dedication and commitment to student...</td>
<td>47</td>
</tr>
<tr>
<td>Q1-G The quality of our academic and career / technical programs</td>
<td>43</td>
</tr>
<tr>
<td>Q1-B JALC is a service oriented institution</td>
<td>41</td>
</tr>
<tr>
<td>Q1-M The quality of our academic and other campus facilities</td>
<td>40</td>
</tr>
<tr>
<td>Q1-K A commitment to continuous quality improvement across...</td>
<td>35</td>
</tr>
<tr>
<td>Q1-E The quality of our staff and administration</td>
<td>30</td>
</tr>
<tr>
<td>Q1-D The quality of our faculty</td>
<td>29</td>
</tr>
<tr>
<td>Q1-N JALC's commitment to the environment through...</td>
<td>26</td>
</tr>
<tr>
<td>Q1-F Capable leadership</td>
<td>18</td>
</tr>
<tr>
<td>Q1-C A &quot;can do&quot; attitude across the campus</td>
<td>17</td>
</tr>
<tr>
<td>Q1-O State-of-the-art technology and phone system</td>
<td>11</td>
</tr>
<tr>
<td>Q1-H The quality of our athletic programs</td>
<td>8</td>
</tr>
<tr>
<td>Q1-J Administrative and other functions are both effective and...</td>
<td>7</td>
</tr>
<tr>
<td>Q1-P Other</td>
<td>6</td>
</tr>
</tbody>
</table>
ALL NTP - Q3: Please "score" JALC's effectiveness in performing the following functions / activities.

- **Q3-1 Academic & Career / Technical Program Instruction**
  - Extremely Effective: 15%
  - Very Effective: 33%
  - Effective: 33%
  - Ineffective: 1%
  - Very Ineffective: 0%

- **Q3-2 Athletic programs**
  - Extremely Effective: 13%
  - Very Effective: 42%
  - Effective: 37%
  - Ineffective: 5%
  - Very Ineffective: 3%

- **Q3-3 Workforce training**
  - Extremely Effective: 33%
  - Very Effective: 21%
  - Effective: 0%
  - Ineffective: 1%
  - Very Ineffective: 0%
ALL NTP - Q3: Please "score" JALC's effectiveness in performing the following functions / activities.

- **Q3-4 Continuing education**
  - Extremely Effective: 25%
  - Very Effective: 44%
  - Effective: 31%
  - Ineffective: 0%
  - Very Ineffective: 0%

- **Q3-5 Fair & ethical hiring practices**
  - Extremely Effective: 13%
  - Very Effective: 24%
  - Effective: 32%
  - Ineffective: 31%

- **Q3-6 Employee training & professional development**
  - Extremely Effective: 5%
  - Very Effective: 23%
  - Effective: 19%
  - Ineffective: 6%
JALC NTP Survey, Fall 2012

ALL NTP - Q3: Please "score" JALC's effectiveness in performing the following functions/activities.

- Extremely Effective
- Very Effective
- Effective
- Ineffective
- Very Ineffective

Q3-7 Management of the College's finances:
- Extremely Effective: 17%
- Very Effective: 35%
- Effective: 39%
- Ineffective: 6%
- Very Ineffective: 3%

Q3-8 Institutional planning:
- Extremely Effective: 8%
- Very Effective: 24%
- Effective: 59%
- Ineffective: 9%
- Very Ineffective: 1%

Q3-9 Student services (registration, financial aid, bursar):
- Extremely Effective: 11%
- Very Effective: 29%
- Effective: 54%
- Ineffective: 11%
- Very Ineffective: 6%
ALL NTP - Q3: Please "score" JALC's effectiveness in performing the following functions / activities.

- Extremely Effective
- Very Effective
- Effective
- Ineffective
- Very Ineffective

Q3-10 Student support services (advising, disability, Student Support Center, etc.):
- Extremely Effective: 19%
- Very Effective: 42%
- Effective: 32%
- Ineffective: 6%
- Very Ineffective: 1%

Q3-11 Student Life activities & services:
- Extremely Effective: 11%
- Very Effective: 35%
- Effective: 49%
- Ineffective: 6%
- Very Ineffective: 0%

Q3-12 Setting College goals & priorities:
- Extremely Effective: 6%
- Very Effective: 19%
- Effective: 59%
- Ineffective: 14%
- Very Ineffective: 2%
JALC NTP Survey, Fall 2012

ALL NTP - Q3: Please "score" JALC's effectiveness in performing the following functions / activities.

- Very Effective
- Effective
- Ineffective
- Very Ineffective

Q3-13 Recognizing & rewarding good performance:
- Extremely Effective: 4%
- Very Effective: 12%
- Effective: 33%
- Ineffective: 40%
- Very Ineffective: 12%

Q3-14 Holding employees accountable for poor performance:
- Extremely Effective: 3%
- Very Effective: 8%
- Effective: 23%
- Ineffective: 28%
- Very Ineffective: 1%

Q3-15 Community outreach and services:
- Extremely Effective: 31%
- Very Effective: 31%
- Effective: 31%
- Ineffective: 1%
- Very Ineffective: 0%
JALC NTP Survey, Fall 2012

ALL NTP - Q3: Please "score" JALC's effectiveness in performing the following functions / activities.

- Extremely Effective
- Very Effective
- Effective
- Ineffective
- Very Ineffective

<table>
<thead>
<tr>
<th>Function</th>
<th>Extremely Effective</th>
<th>Very Effective</th>
<th>Effective</th>
<th>Ineffective</th>
<th>Very Ineffective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3-16 Fundraising</td>
<td>13%</td>
<td>45%</td>
<td>30%</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>Q3-17 Grant development / grant writing</td>
<td>6%</td>
<td>26%</td>
<td>42%</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>Q3-18 Public relations &amp; marketing</td>
<td>9%</td>
<td>35%</td>
<td>39%</td>
<td>15%</td>
<td>1%</td>
</tr>
</tbody>
</table>
ALL NTP - Q3: Please "score" JALC's effectiveness in performing the following functions / activities.

- **Q3-19 Employing creative & innovative practices**
  - Extremely Effective: 5%
  - Very Effective: 25%
  - Effective: 15%
  - Ineffective: 3%
  - Very Ineffective: 52%

- **Q3-20 Use of advanced technologies**
  - Extremely Effective: 8%
  - Very Effective: 36%
  - Effective: 13%
  - Ineffective: 2%
  - Very Ineffective: 42%

- **Q3-21 Faculty support services (scheduling, rosters, grade posting, etc.)**
  - Extremely Effective: 4%
  - Very Effective: 31%
  - Effective: 8%
  - Ineffective: 0%
  - Very Ineffective: 57%
ALL NTP - Q3: Please "score" JALC's effectiveness in performing the following functions / activities.

- Extremely Effective
- Very Effective
- Effective
- Ineffective
- Very Ineffective

Q3-22 Learning Resource Center services:
- Extremely Effective: 8%
- Very Effective: 35%
- Effective: 51%
- Ineffective: 3%
- Very Ineffective: 2%

Q3-23 Library services:
- Extremely Effective: 8%
- Very Effective: 41%
- Effective: 46%
- Ineffective: 0%
- Very Ineffective: 1%
ALL NTP - Q5: The core values that I most associate with JALC as an institution are (select UP TO FIVE)

- Service: 89
- Responsibility: 69
- Compassion: 52
- Integrity: 39
- Respect: 34
- Honesty: 19
- Fairness: 16
- Openness: 15
- Truth: 14
ALL NTP - Q7: Please indicate your level of agreement with the following statements:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q7-1 Communications between Admin & the rest of the College is very good

- 39% Agree
- 20% Neutral
- 23% Disagree
- 10% Strongly Disagree
- 8% Strongly Agree
JALC NTP Survey, Fall 2012

ALL NTP - Q7: Please indicate your level of agreement with the following statements:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q7-2 Communications between Admin & Faculty is very good

41% Neutral
31% Agree
8% Strongly Agree
14% Disagree
7% Strongly Disagree
ALL NTP - Q7: Please indicate your level of agreement with the following statements:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q7-3 Communications within my program area (among my peers) is very good

- Strongly Agree: 23%
- Agree: 50%
- Neutral: 15%
- Disagree: 9%
- Strongly Disagree: 3%
ALL NTP - Q7: Please indicate your level of agreement with the following statements:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q7-4 I am a part of the decision-making process within my program area

- 46% Agree
- 20% Strongly Agree
- 15% Neutral
- 13% Disagree
- 6% Strongly Disagree
ALL NTP - Q7: Please indicate your level of agreement with the following statements:

- **Strongly Agree**
- **Agree**
- **Neutral**
- **Disagree**
- **Strongly Disagree**

Q7-5 I am a part of the decision-making process among my peers

- **45%** Agree
- **21%** Strongly Agree
- **19%** Neutral
- **9%** Disagree
- **5%** Strongly Disagree
JALC NTP Survey, Fall 2012

ALL NTP - Q7: Please indicate your level of agreement with the following statements:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q7-6 I am a part of the decision-making process at JALC overall

- **Strongly Agree**: 5%
- **Agree**: 24%
- **Neutral**: 28%
- **Disagree**: 28%
- **Strongly Disagree**: 15%
ALL NTP - Q7: Please indicate your level of agreement with the following statements:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q7-7 The College Admin displays behavior that reflects integrity and is ethical and honest.

- 36% Strongly Agree
- 23% Agree
- 18% Disagree
- 10% Strongly Disagree
- 14% Neutral
ALL NTP - Q7: Please indicate your level of agreement with the following statements:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q7-8 The College BOT displays behavior that reflects integrity & is ethical and honest
JALC NTP Survey, Fall 2012

ALL NTP - Q7: Please indicate your level of agreement with the following statements:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Q7-9 The relationship between Admin & the BOT is one of mutual trust & confidence
JALC NTP Survey, Fall 2012

ALL NTP - Q8: Please rate your satisfaction with the following campus services:

1. Building maintenance
   - Very Satisfied: 43%
   - Satisfied: 52%
   - Neutral: 3%
   - Unsatisfied: 2%
   - Very Unsatisfied: 0%

2. Parking availability & maintenance
   - Very Satisfied: 41%
   - Satisfied: 54%
   - Neutral: 4%
   - Unsatisfied: 1%
   - Very Unsatisfied: 0%

3. Campus grounds, walkways, and landscaping
   - Very Satisfied: 68%
   - Satisfied: 30%
   - Neutral: 0%
   - Unsatisfied: 0%
   - Very Unsatisfied: 2%
ALL NTP - Q8: Please rate your satisfaction with the following campus services:

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

4. Custodial services:
- Very Satisfied: 36%
- Satisfied: 39%
- Neutral: 14%
- Unsatisfied: 9%
- Very Unsatisfied: 2%

5. Food services / cafeteria:
- Very Satisfied: 28%
- Satisfied: 32%
- Neutral: 19%
- Unsatisfied: 12%
- Very Unsatisfied: 2%

6. Mail services:
- Very Satisfied: 23%
- Satisfied: 12%
- Neutral: 12%
- Unsatisfied: 2%
- Very Unsatisfied: 0%
ALL NTP - Q8: Please rate your satisfaction with the following campus services:

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Athletic / sports facilities</td>
<td>24%</td>
<td>54%</td>
<td>4%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>8. Recreational / exercise facilities</td>
<td>16%</td>
<td>38%</td>
<td>4%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>9. HR Services</td>
<td>14%</td>
<td>36%</td>
<td>19%</td>
<td>17%</td>
<td>14%</td>
</tr>
</tbody>
</table>
ALL NTP - Q8: Please rate your satisfaction with the following campus services:

10. Payroll & fringe benefits services
   - Very Satisfied: 36%
   - Satisfied: 51%
   - Neutral: 9%
   - Unsatisfied: 3%
   - Very Unsatisfied: 1%

11. Business Office services
   - Very Satisfied: 33%
   - Satisfied: 33%
   - Neutral: 8%
   - Unsatisfied: 2%
   - Very Unsatisfied: 0%

12. Security
   - Very Satisfied: 24%
   - Satisfied: 17%
   - Neutral: 8%
   - Unsatisfied: 17%
   - Very Unsatisfied: 8%
ALL NTP - Q8: Please rate your satisfaction with the following campus services:

- **13. Bookstore**
  - Very Satisfied: 17%
  - Satisfied: 23%
  - Neutral: 11%
  - Unsatisfied: 4%
  - Very Unsatisfied: 2%

- **14. Library**
  - Very Satisfied: 36%
  - Satisfied: 55%
  - Neutral: 9%
  - Unsatisfied: 0%
  - Very Unsatisfied: 0%

- **15. Phone services**
  - Very Satisfied: 16%
  - Satisfied: 14%
  - Neutral: 7%
  - Unsatisfied: 2%
  - Very Unsatisfied: 2%
JALC NTP Survey, Fall 2012

ALL NTP - Q8: Please rate your satisfaction with the following campus services:

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

16. IT Support: PC replacement/upgrades
- Very Satisfied: 23%
- Satisfied: 18%
- Neutral: 6%
- Unsatisfied: 2%
- Very Unsatisfied: 2%

17. IT Support: PC's, network, email
- Very Satisfied: 54%
- Satisfied: 25%
- Neutral: 12%
- Unsatisfied: 8%
- Very Unsatisfied: 2%

18. IT Support: Classroom/lab technology
- Very Satisfied: 51%
- Satisfied: 21%
- Neutral: 21%
- Unsatisfied: 7%
- Very Unsatisfied: 1%
JALC NTP Survey, Fall 2012

ALL NTP - Q8: Please rate your satisfaction with the following campus services:

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

19. IT Support: Meetings & conferences
- Very Satisfied: 23%
- Satisfied: 49%
- Neutral: 16%
- Unsatisfied: 10%
- Very Unsatisfied: 2%

20. IT Support: Print & copier services
- Very Satisfied: 23%
- Satisfied: 60%
- Neutral: 13%
- Unsatisfied: 5%
- Very Unsatisfied: 0%