

# **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						
<b>TOTAL</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>4</b>

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

## 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

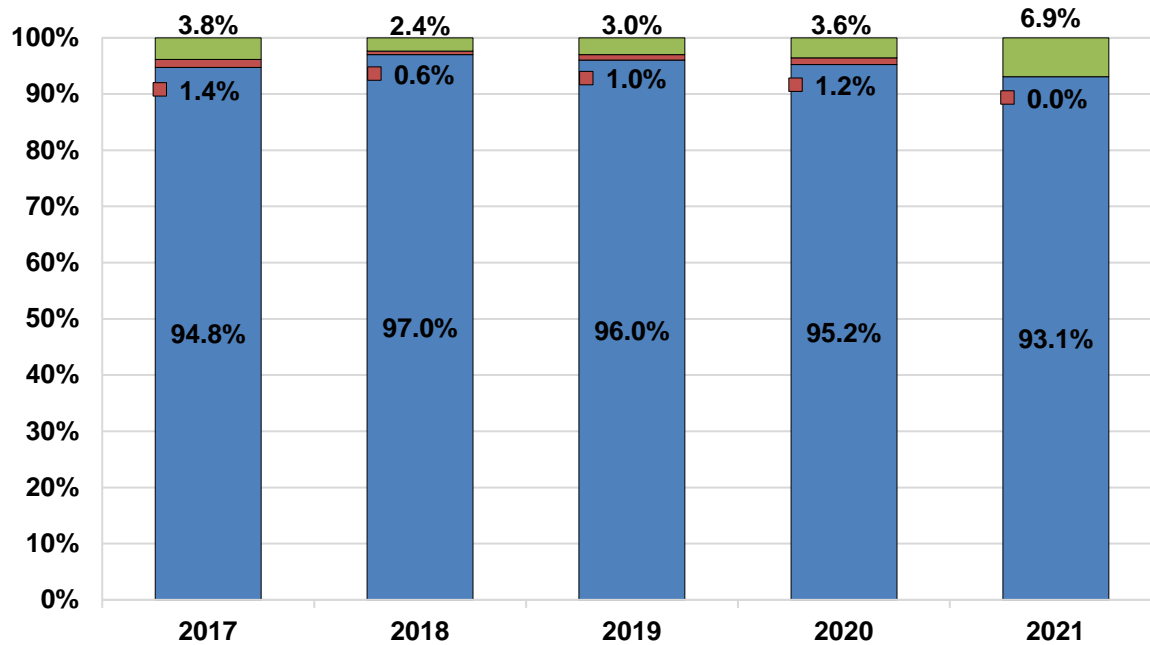
- The first section consisted of four demographical questions with a multiple choice answer set
- The second section consisted of 14 core benchmarking questions with a Likert answer set, multiple choices, §



## 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.

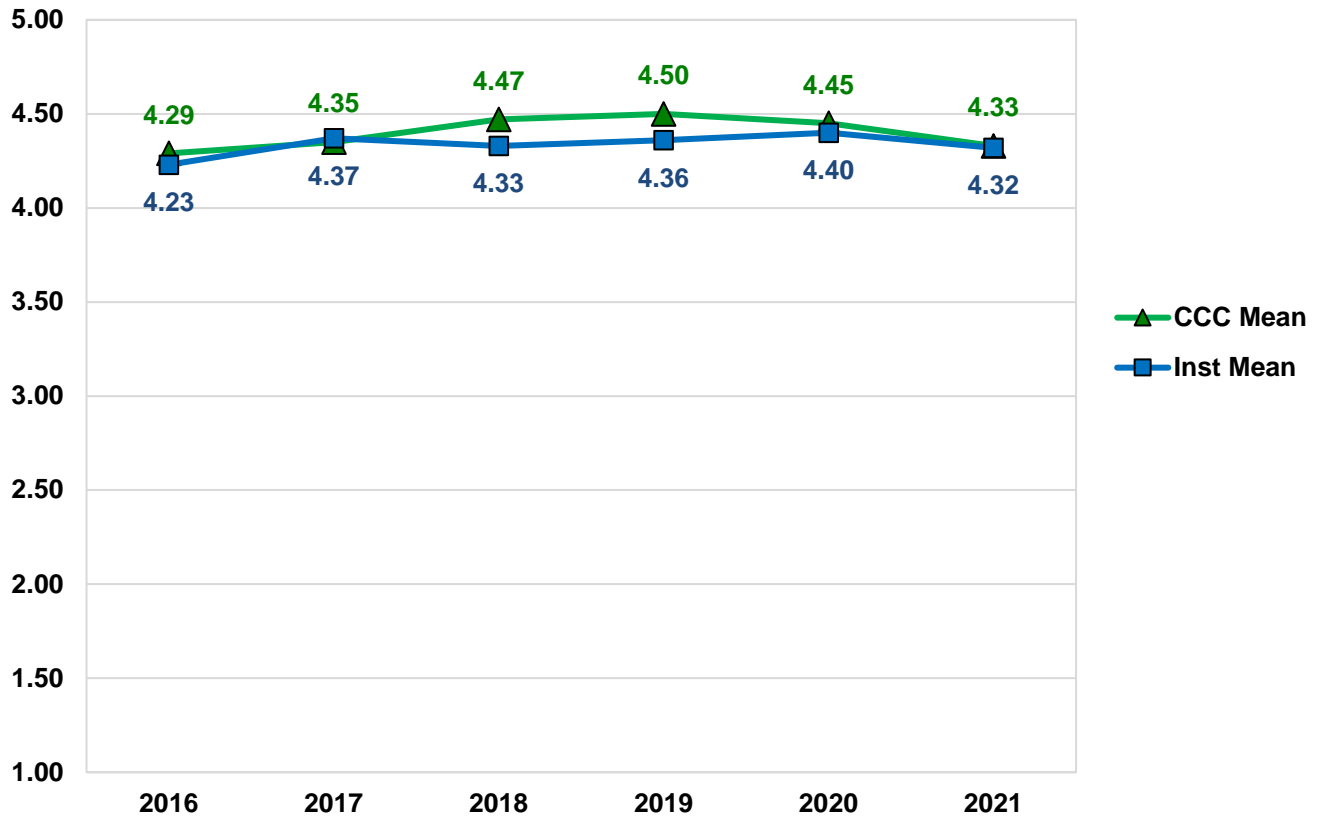
**Chart 1. What method of communication do you prefer to use to**







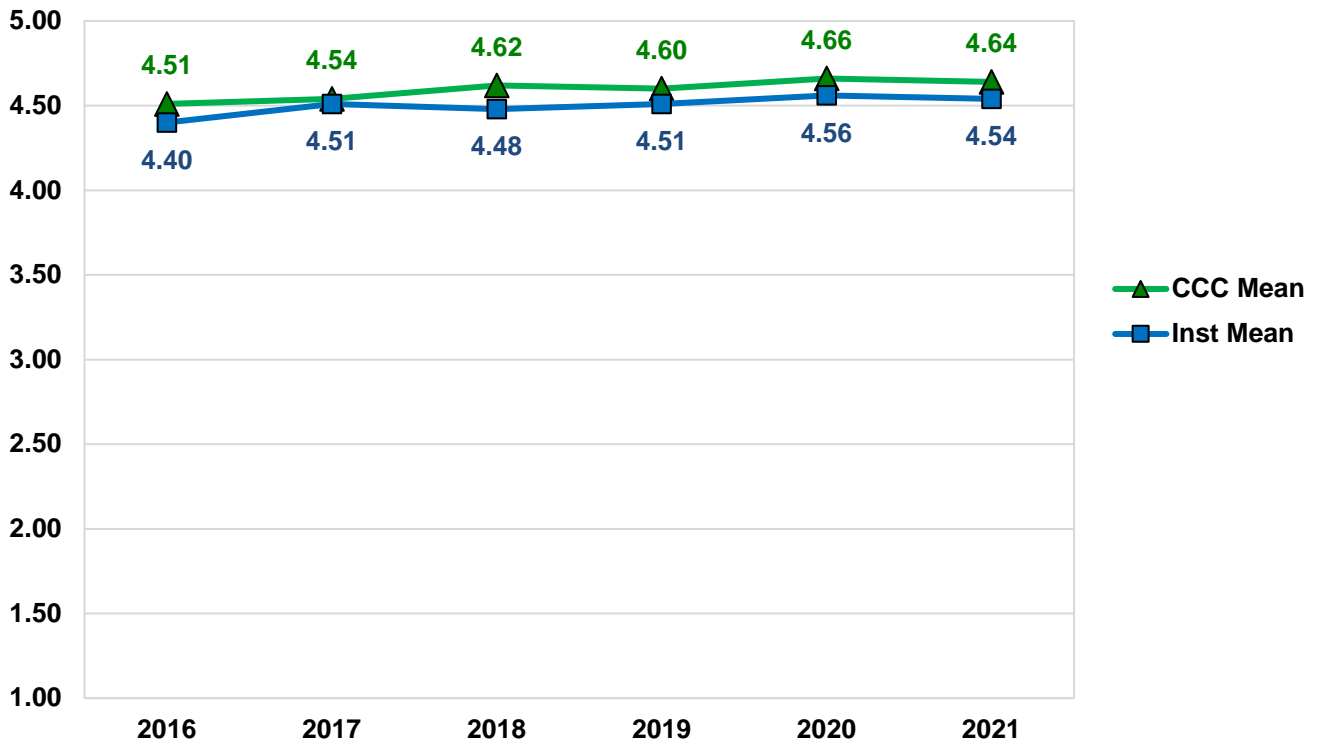
**Chart 5. A relationship of mutual trust exists between Central Community College and our organization.**



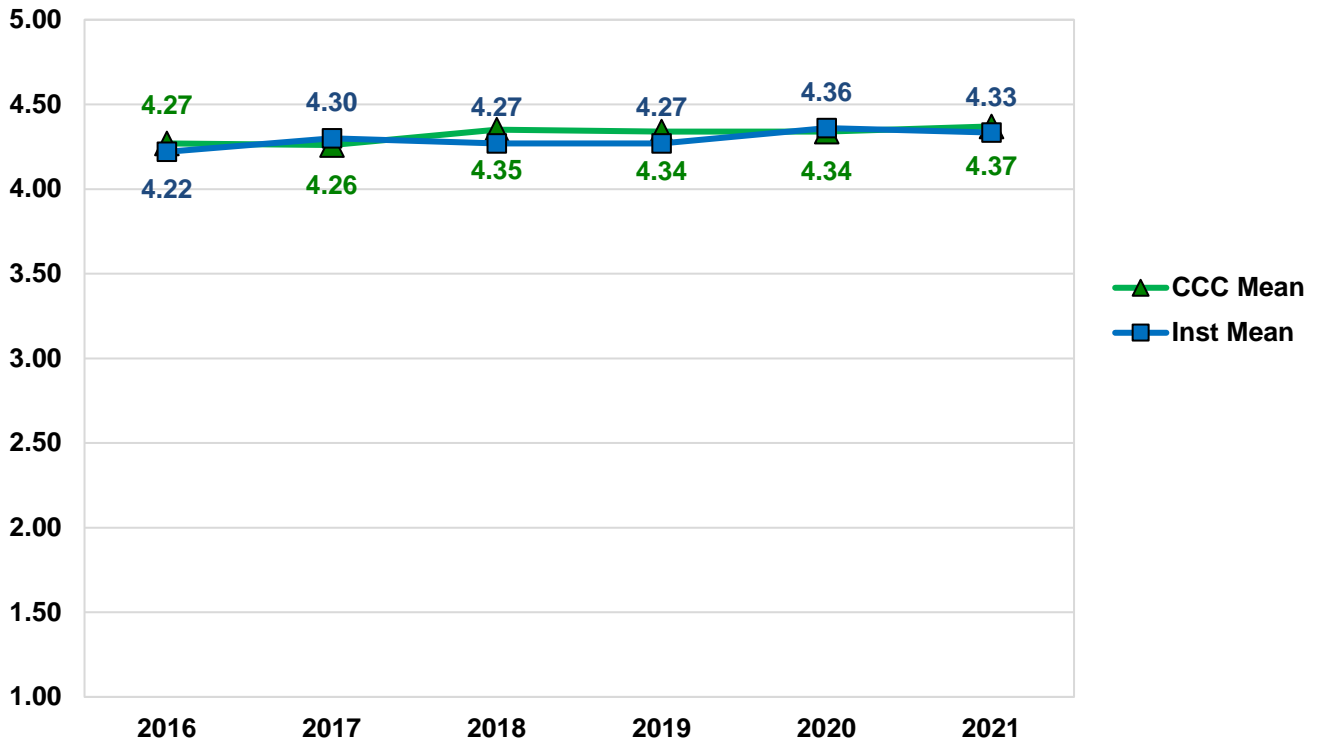




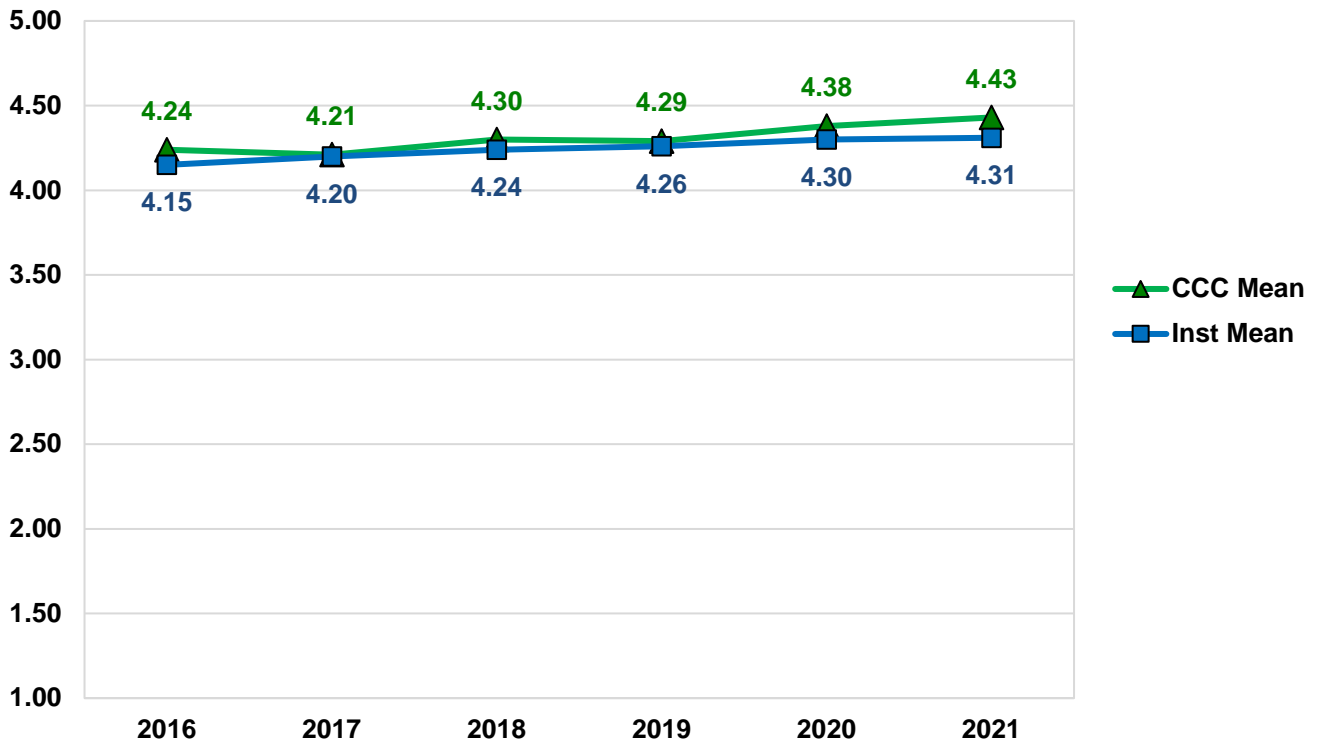
**Chart 8. Our organization feels comfortable contacting Central Community College with questions or concerns.**



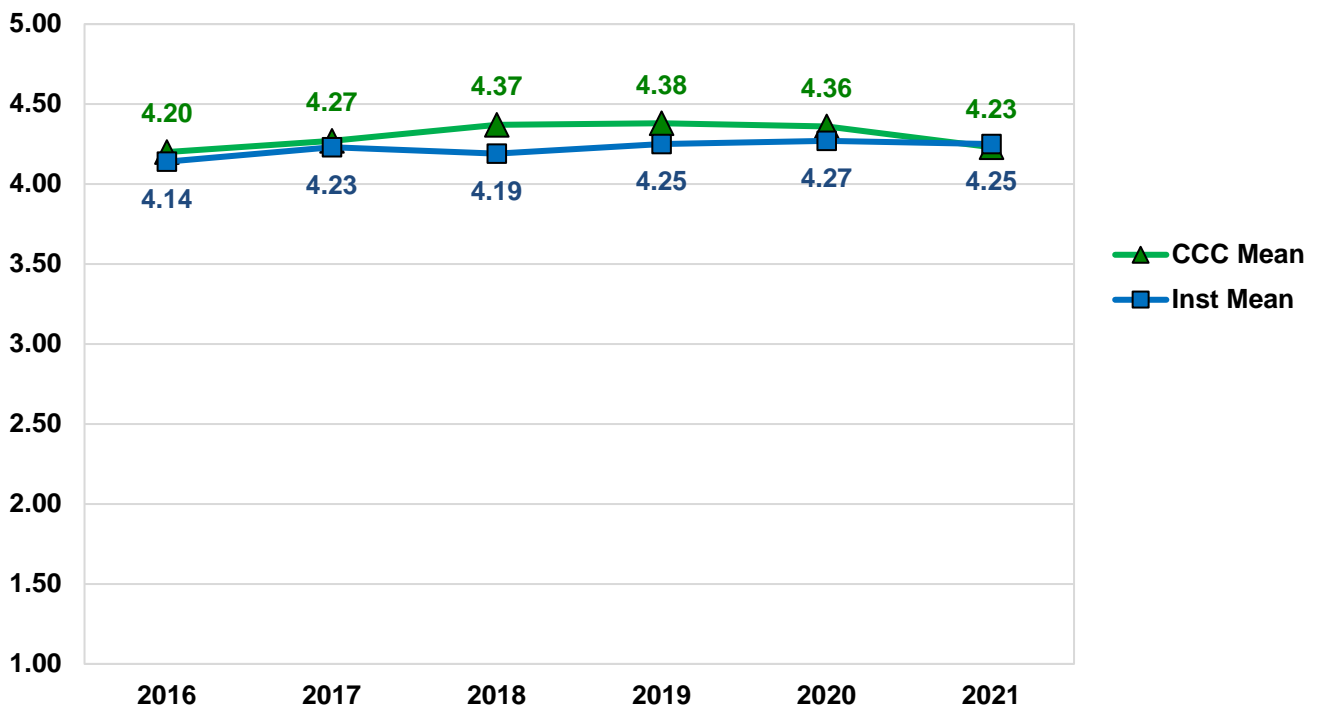
**Chart 9. Our organization's opinions and recommendations are respected by Central Community College.**



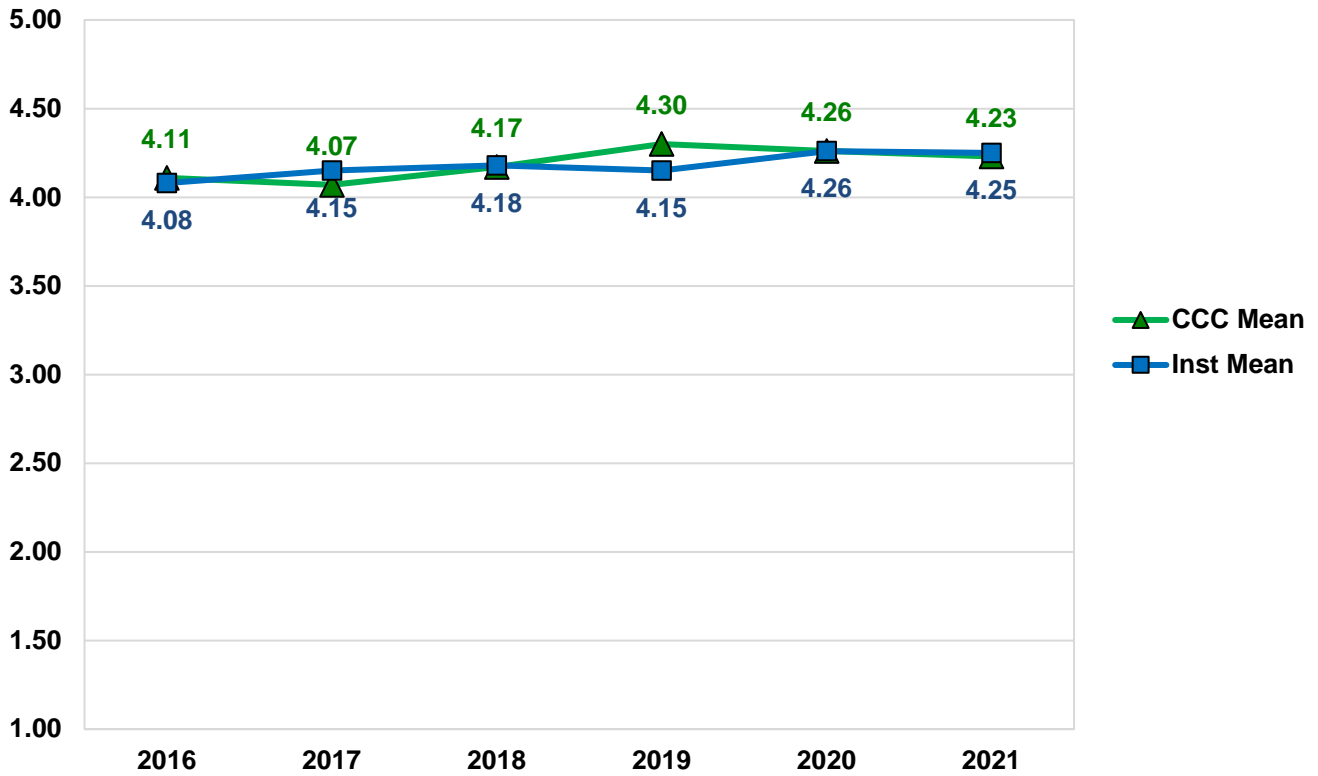
**Chart 10. Central Community College gives our organization adequate lead time when requesting information or reports.**



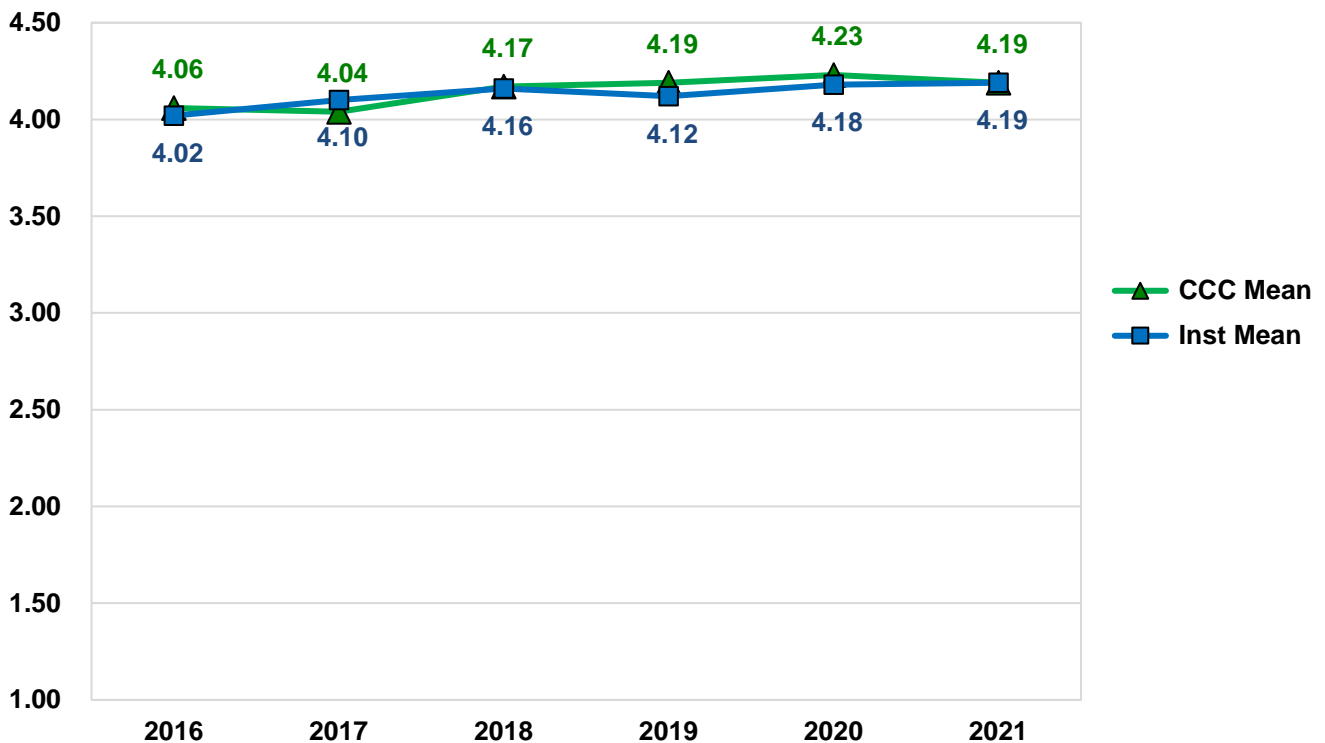
**Chart 11. When requesting information from Central Community College, our organization receives it in a timely manner and information is accurate.**



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

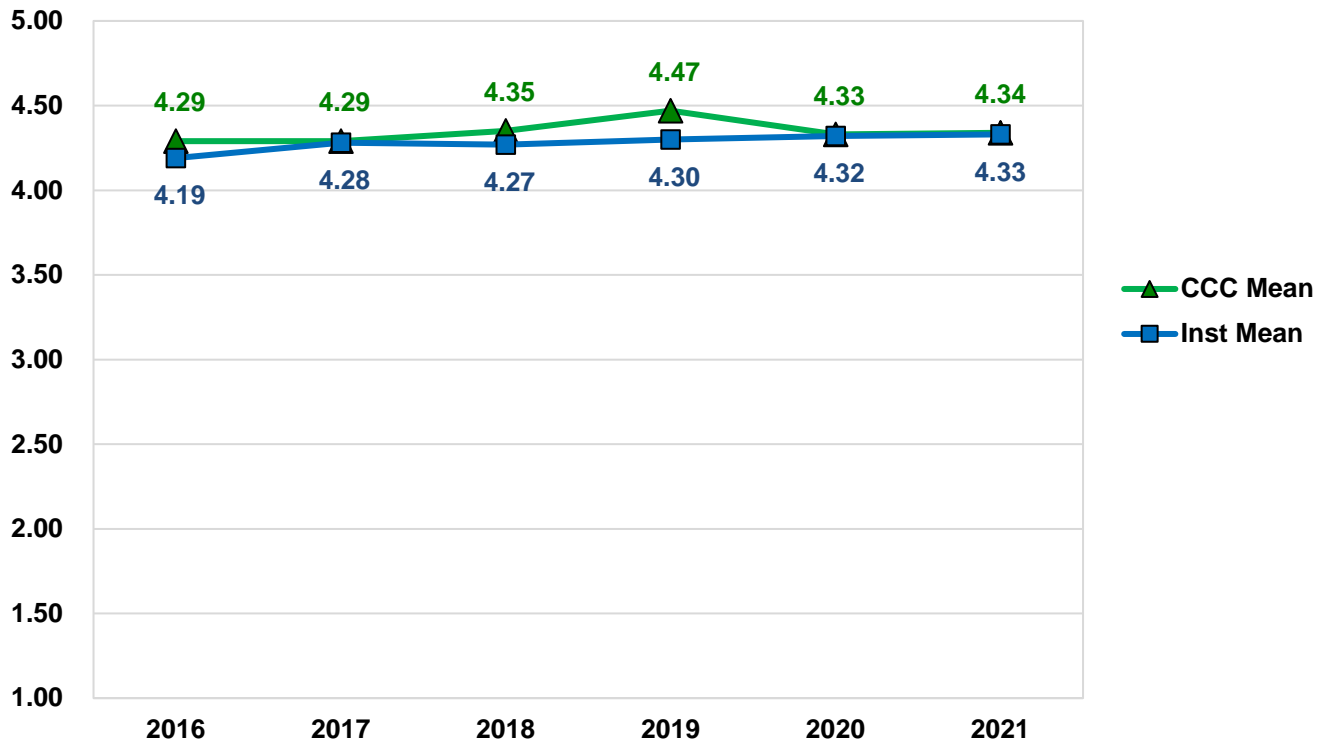


**Chart 13. The responsibilities of each party are well defined.**

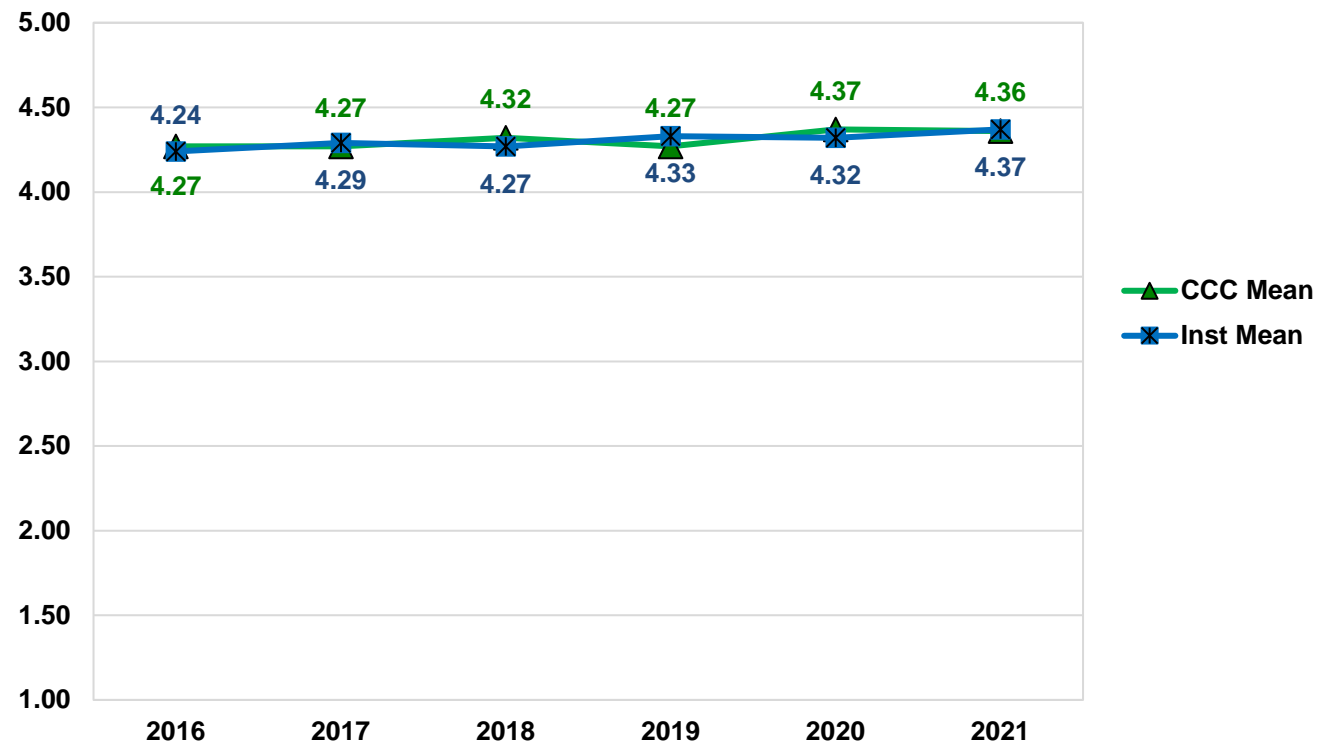




**Chart 16. Our organization is likely to recommend that others form partnerships with Central Community College.**

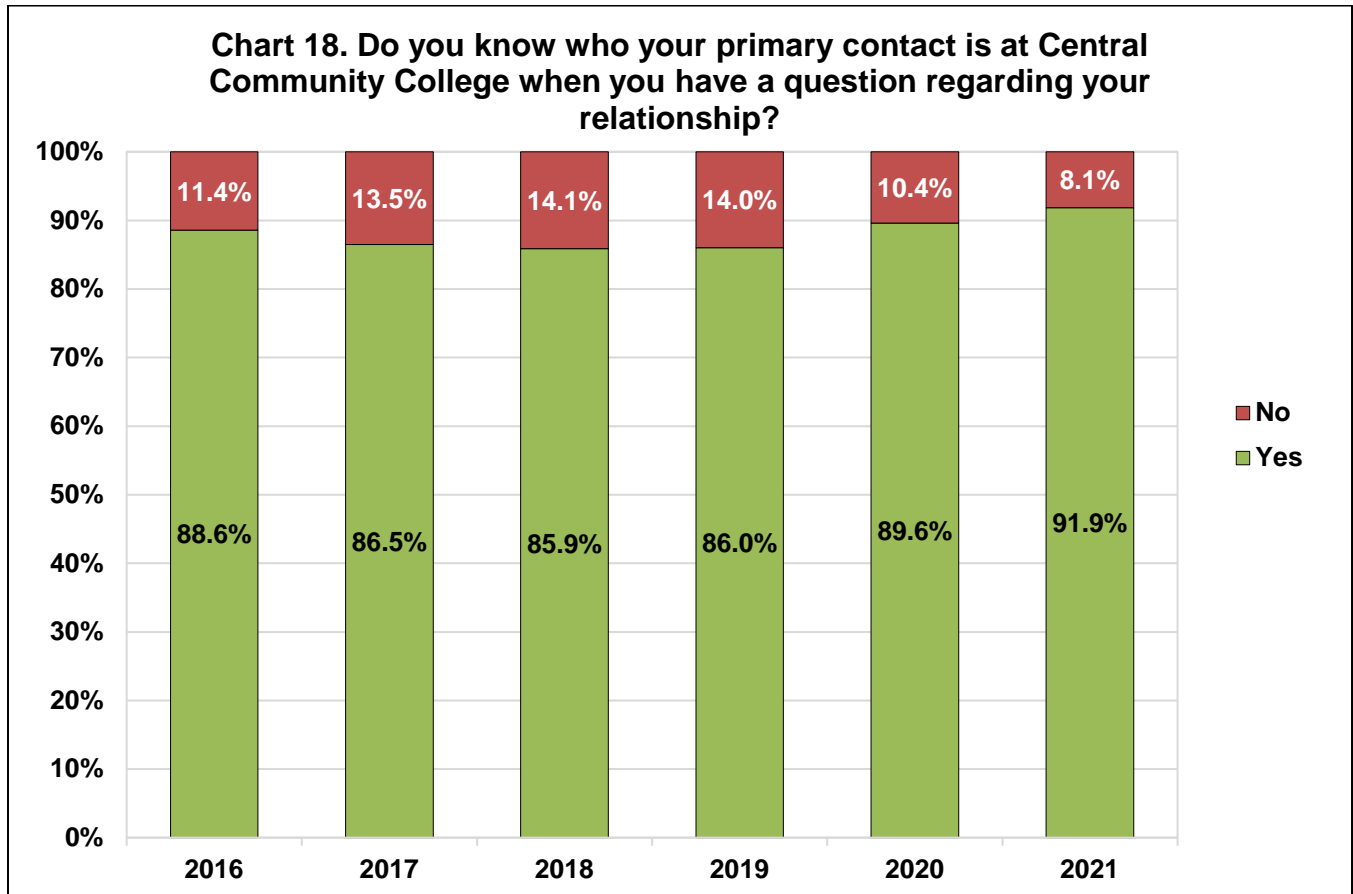


**Chart 17. Students receive a high quality education at Central Community College.**



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

