



Barbara Weitz Community Engagement Center
Partner Survey Report: 2014 & 2015

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EXECUTIVE SUMMARY

The Barbara Weitz Community Engagement Center (Weitz CEC) was built to strengthen UNO's existing outreach efforts and foster future opportunities for partnerships between UNO students, faculty, staff, and nonprofit or governmental organizations. The partners and staff at the Weitz Weitz CEC collaborate to form partnerships and create an inclusive community that can truly engage the Omaha community.

In 2014 and 2015, the partners in the Weitz CEC completed a survey in which they were able to describe aspects of their experience in the Weitz CEC. These aspects included many items related to satisfaction and engagement, including satisfaction with space, staff, parking, and collaboration. They also gave feedback regarding how the Weitz CEC has impacted their organizations. In 2014 there were 50 individual respondents, and in 2015 there were 66 respondents.

The results of these surveys can be found throughout this report. First, we will report the 2014 and 2015 data separately. Then we will show year-over-year changes from 2014 to 2015 on items that were included on the survey in both years.

The results of these surveys provided a solid baseline for how the partners in the Weitz CEC are currently understanding and living out the Weitz CEC'S core values. The surveys were not designed to evaluate each value specifically, but some sections of the surveys can be interpreted to fit different value outcomes. They also provide guidance for the direction of future evaluation.

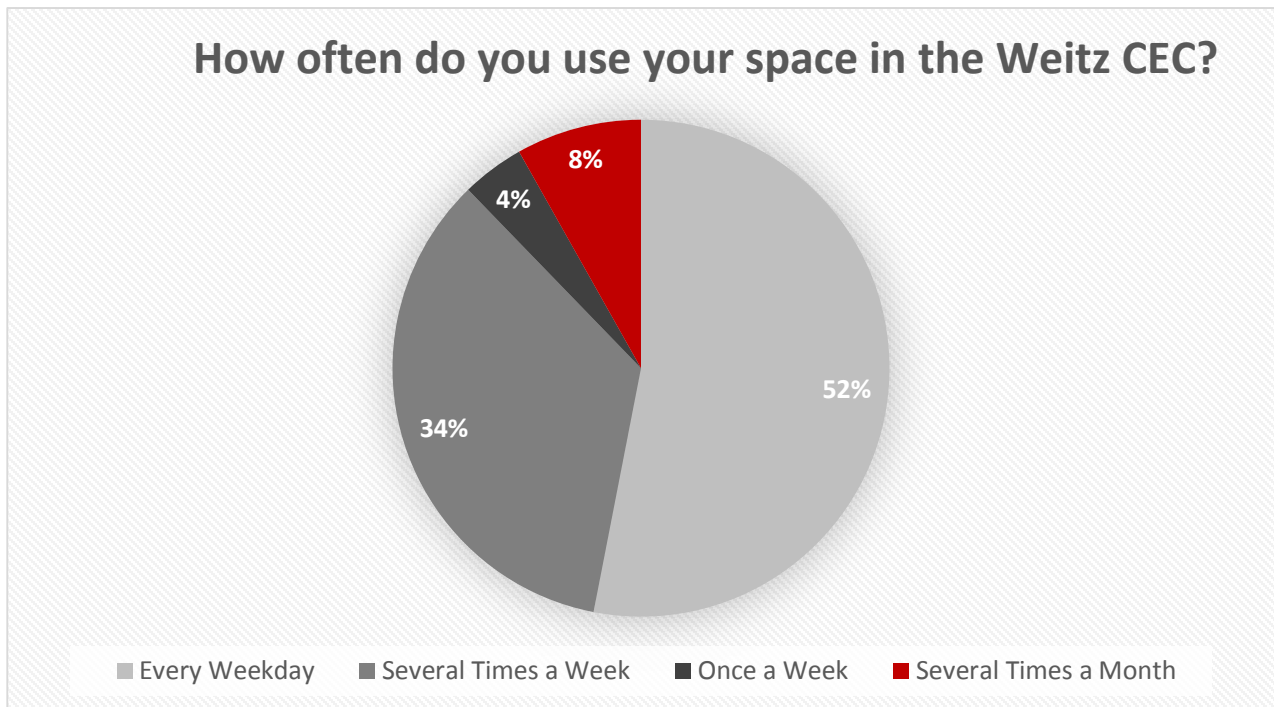
The themes we focused on in this report were:

- Service Learning and community-based learning
- Co-curricular service opportunities that inspire students to work with the community
- Democratic ideals, diversity, civil and open dialogue
- Collaboration for community, faculty, staff, and students
- Culture which fosters camaraderie and communication
- Respectful reciprocity which ensures that the motivations and needs of the community are acknowledge and appropriately addressed
- Welcoming atmosphere
- Commitment to continuous improvement, based on measurement of outcomes that determines impact of efforts

2014

In 2014, partners in the Weitz CEC answered questions relating to the frequency of use of the spaces in the Weitz CEC, satisfaction with space in the Weitz CEC, communication frequency and satisfaction, parking satisfaction, technology training, satisfaction with connections, programming satisfaction, staff satisfaction, and overall feedback. In general, the feedback from the partners was positive in all aspects.

Use of Space



First, the partners answered questions relating to the frequency of their use of the space in the Weitz CEC. Overall, partners use their own office space frequently. The results indicated that 52% of partners use their space every weekday, and 34% use their space several times a week. Only a handful of respondents used their office space less frequently, with two individuals indicating they use the space once a week and four individuals indicating they only use the space several times a month.

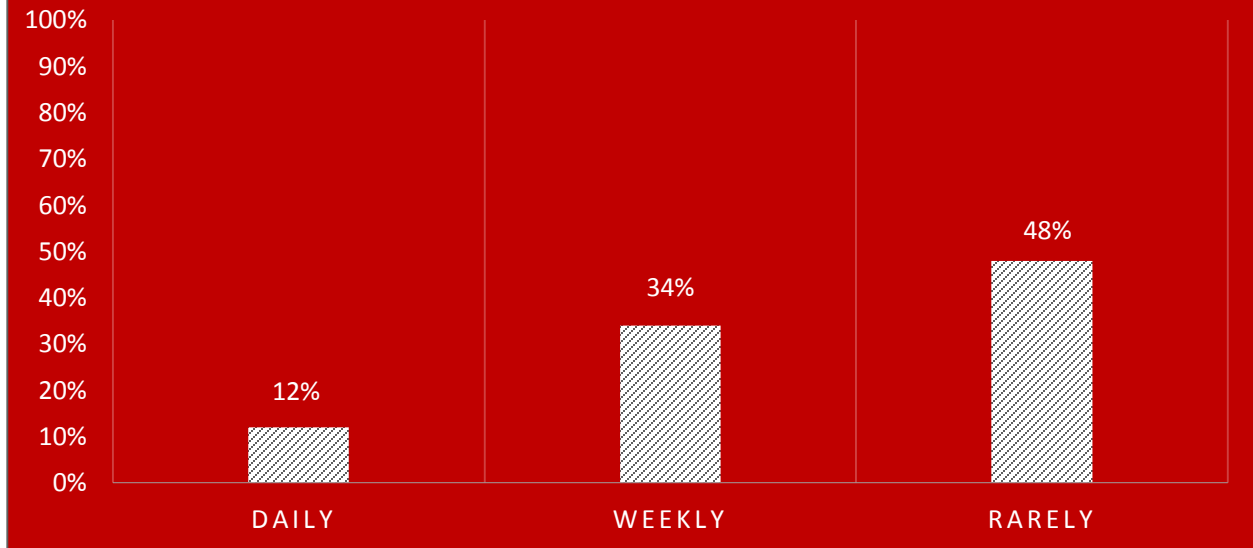
Interactions in the Weitz CEC



The next series of questions probed respondents to think about how often they connect with other organizations housed in the Weitz CEC. In 2014, many partners responded that they either rarely (32%) or weekly (44%) connected with people from other organizations. Only 20% indicated that they connected with people from other organizations on a daily basis.

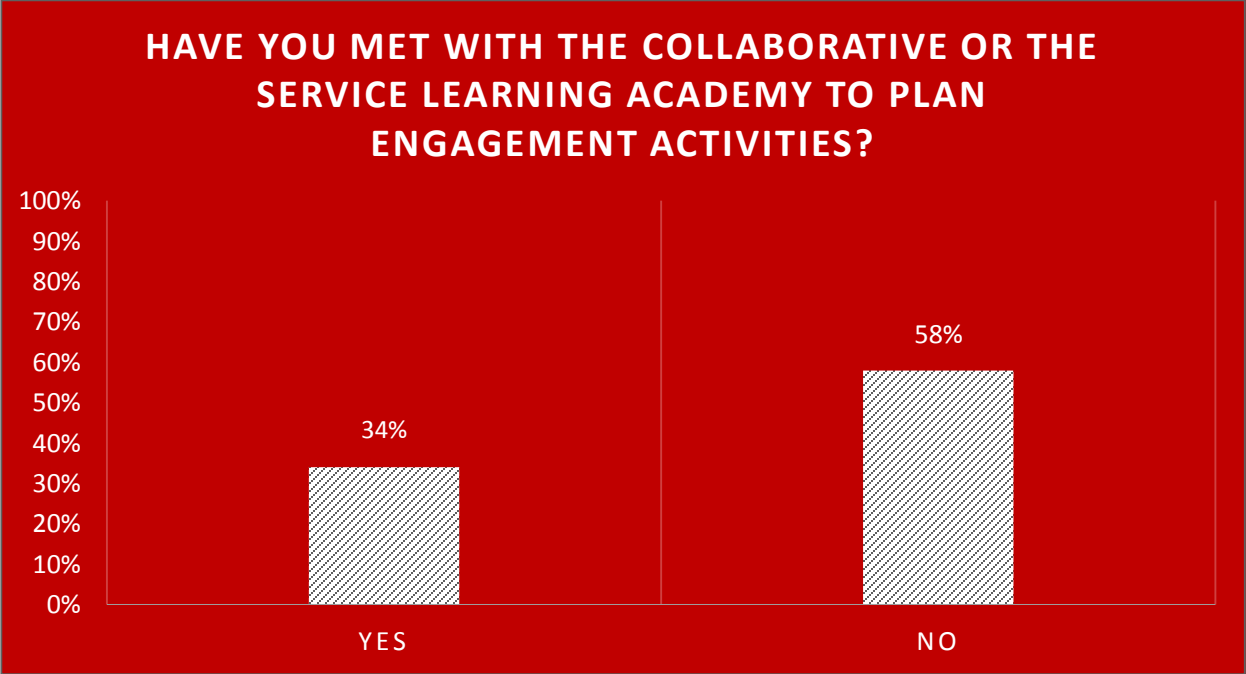
This question helps to evaluate the values of **collaboration** and creating a culture which fosters **communication and camaraderie**.

HOW OFTEN DO YOU INTERACT WITH UNO STUDENTS, FACULTY AND/OR STAFF?



The partners indicated their frequency of interaction with UNO students, faculty, and staff. Overall, most of the partners rarely interacted with individuals from UNO (48%). A strong percentage indicated that they interacted with the individuals on a weekly basis (34%), but only 12% indicated that they interact on a daily basis.

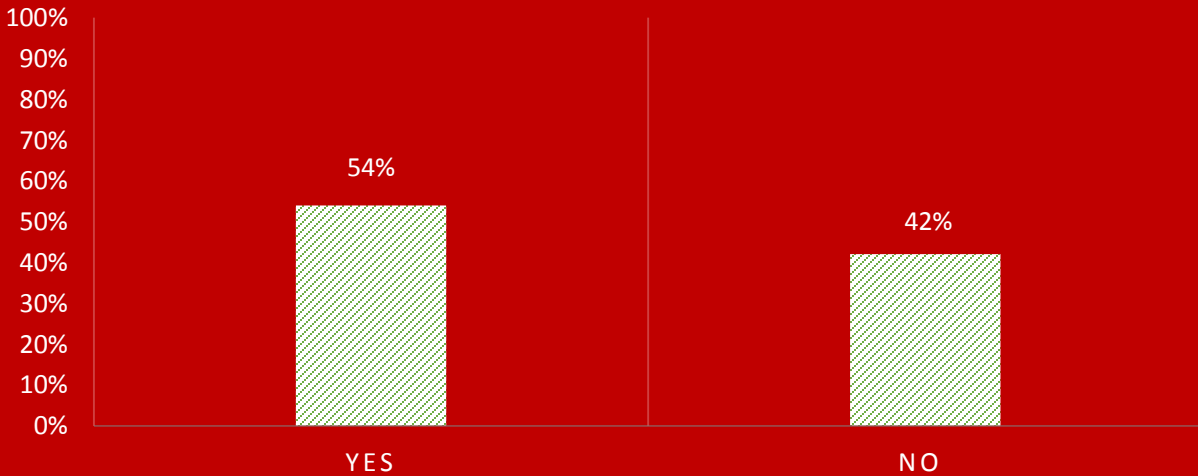
This question also helps us assess the values of **collaboration** and creating a culture which fosters **communication and camaraderie**.



The partners indicated whether they had met with the Collaborative or the Service Learning Academy to plan engagement activities. The majority of partners had not met to plan engagement activities (58%).

This question evaluates multiple values including **collaboration, service learning and community-based learning**, and **co-curricular service opportunities** that inspire students to work with the community.

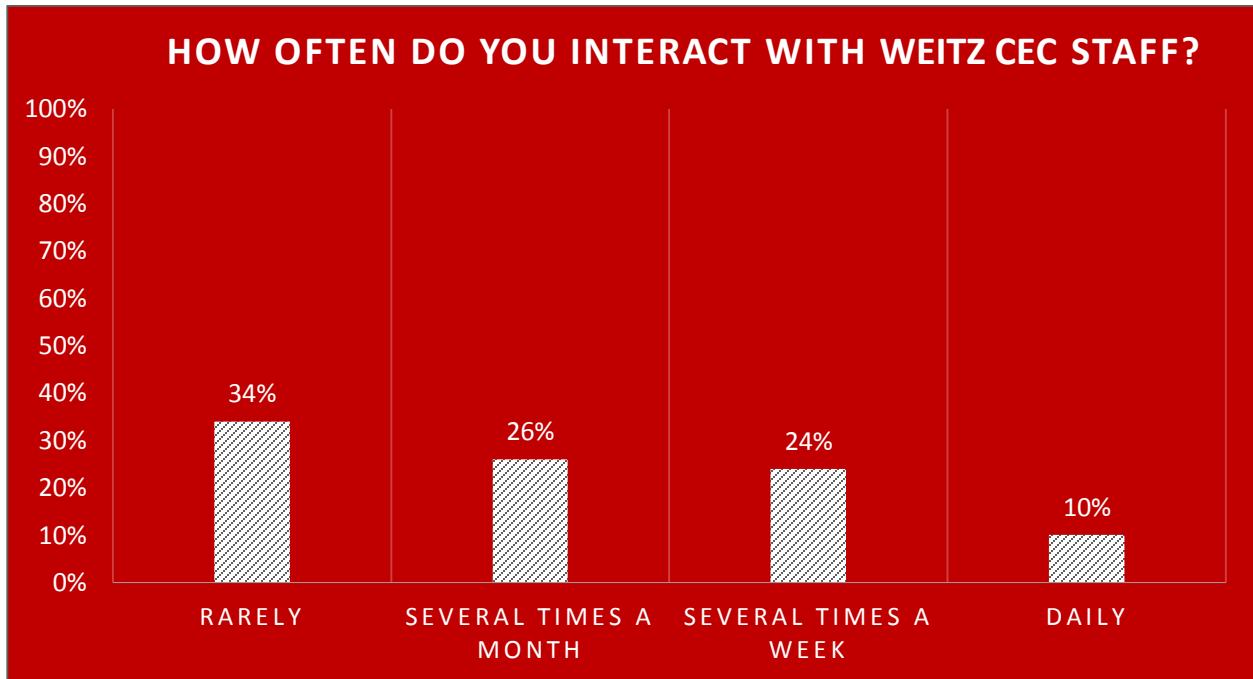
HAVE YOU PARTNERED WITH ANY WEITZ CEC/ UNO ORGANIZATIONS AS A RESULT OF YOUR PRESENCE IN THE Weitz CEC?



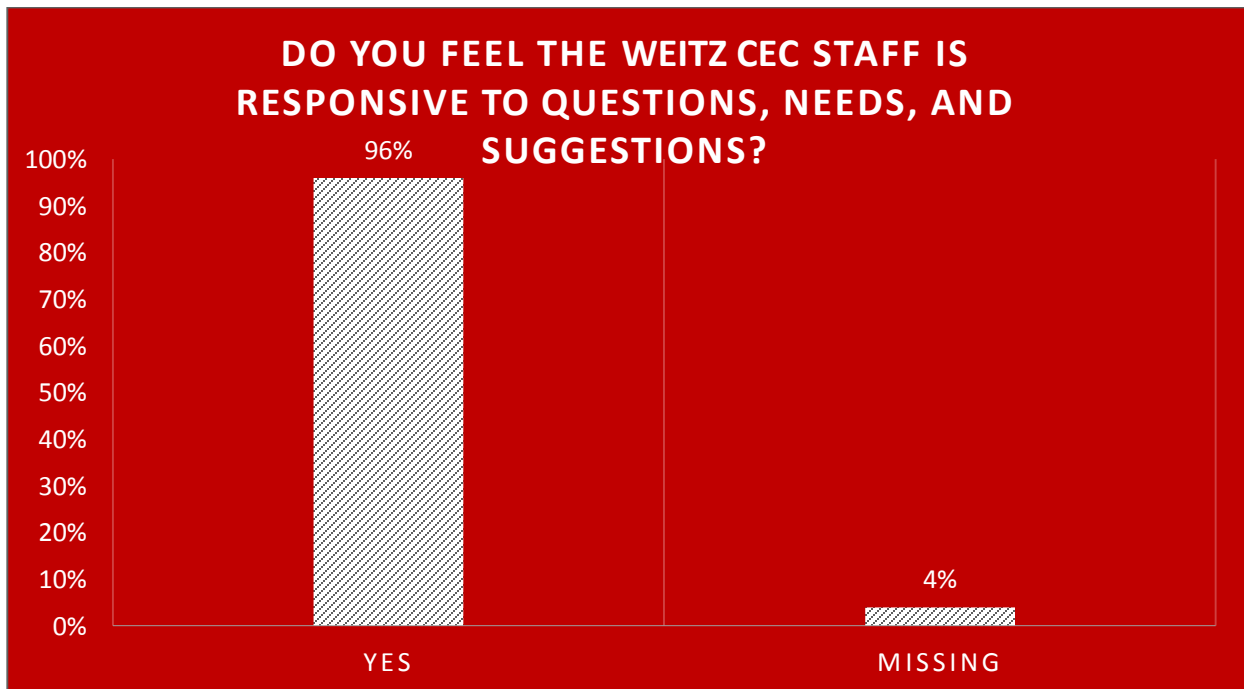
The partners indicated whether they had partnered with any Weitz CEC/UNO organizations as a result of their presence in the Weitz CEC. The respondents were split about equally with 54% indicating they had and 42% indicating they had not.

This question evaluates how well the value of **collaboration** is being implemented by the partners.

Weitz CEC Staff Satisfaction



The majority of partners indicated that they rarely interact with the Weitz CEC staff (36%). Only 10% indicated that they interact with staff on a daily basis.



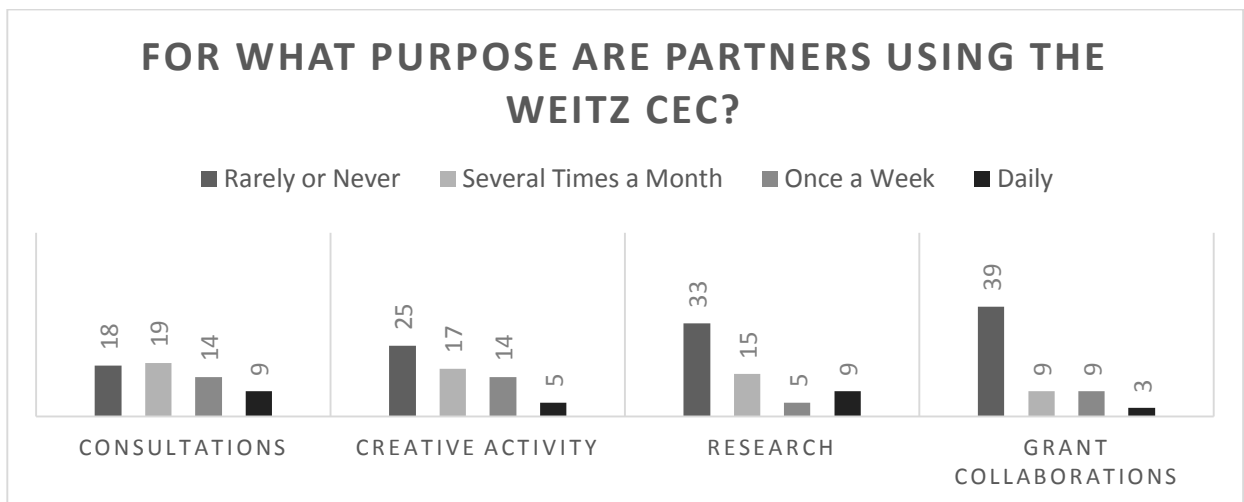
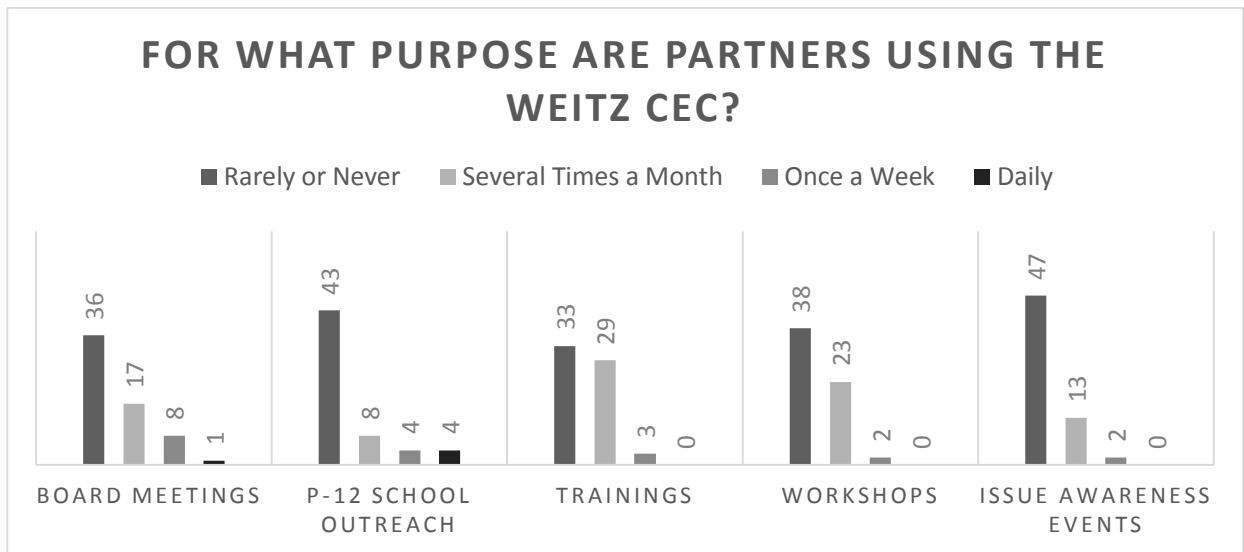
Most respondents indicated that they felt the Weitz CEC staff was responsive to questions, needs, and suggestions.

These questions evaluate the value of **creating a welcoming atmosphere**.

2015

The 2015 survey consisted of similar questions to the 2014 survey, but some items were new. This survey asked questions relating to specific partners and purposes for partnership in addition to the measures included on the 2014 survey. The 2015 survey had 15 more respondents than the 2014 survey.

Purpose of Use



Partners indicated how frequently they use the Weitz CEC for each of the above purposes. The graph above shows how frequently they use the Weitz CEC for each purpose listed. The numbers indicate the number of respondents for each possible value. The partners were asked to indicate if they use the Weitz CEC on a daily, once a week, several times a month, rarely, or never basis. The average partner was using the Weitz CEC either rarely or several times a month for each of the purposes. Nine partners indicated that they use the Weitz CEC for research and consultations on a daily basis. Fourteen partners indicated that they use the Weitz CEC for consultations or a creative activity at least once a week.

While this question technically evaluates the values of **diversity and collaboration**, the connection between the item and the value is unclear as many of the responses were less than several times a month for all options.

Communication Satisfaction

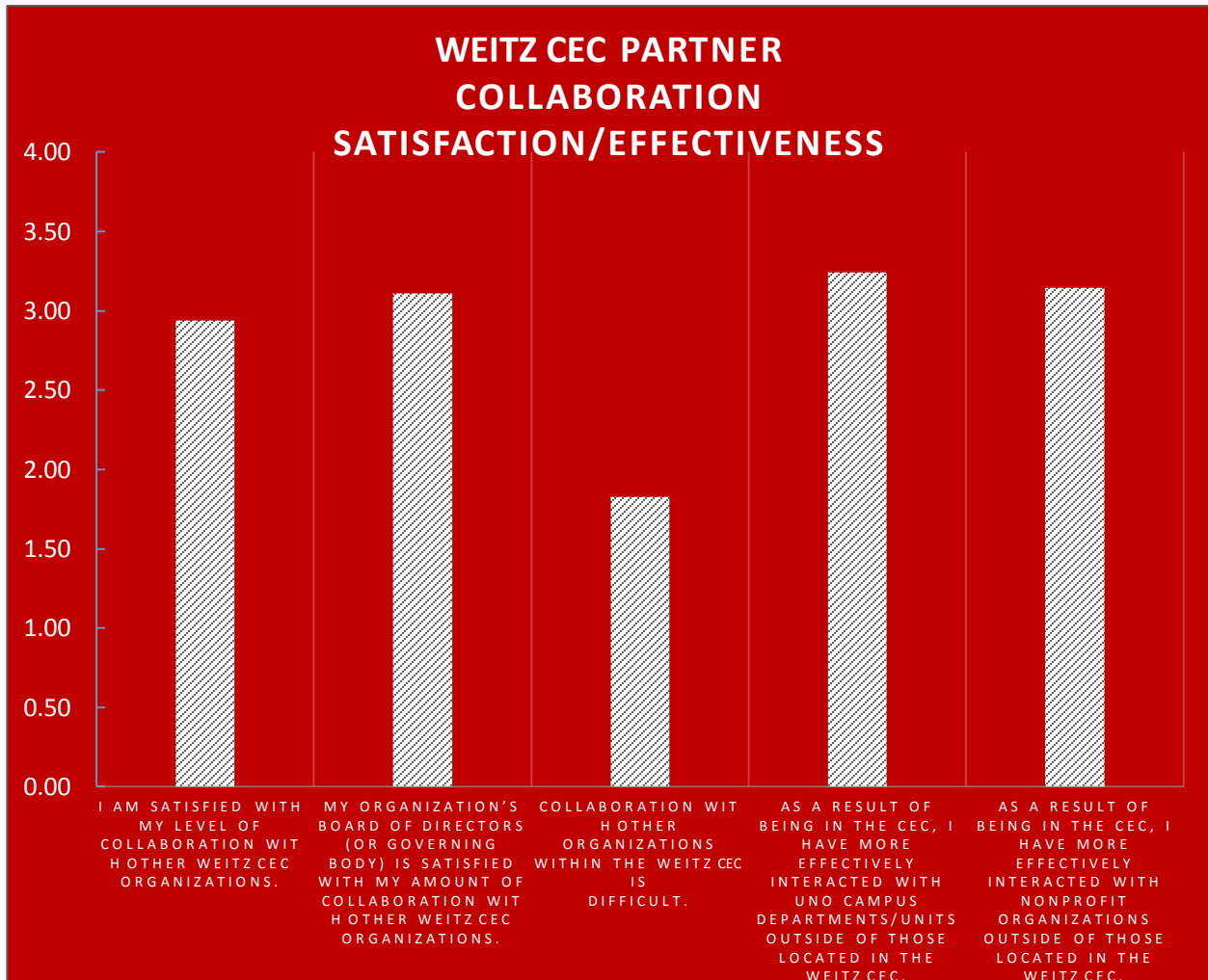
The partners indicated their level of agreement with the following statement: “The communication techniques used in the Weitz CEC benefit my organization.” The majority of partners indicated that they either strongly agreed or agreed with that statement with an average score of 3.19/4.00. Only five individuals indicated that they disagree with the statement and no one indicated that they strongly disagree.

The communication satisfaction questions evaluated how well the Weitz CEC was meeting the value of **creating a welcoming atmosphere**.

Public Perception

The partners then indicated their level of agreement with questions related to public perception and feedback. The partners indicated that they either strongly agree or agreed that having public events in the Weitz CEC has positively affected public perception of UNO with a mean score of 3.46/4.00. Only two individuals disagreed with this statement. The partners also indicated that overall they have heard positive feedback about UNO from people they had hosted in the building with a mean score of 3.55/4.00. Only three individuals indicated they had not heard positive feedback.

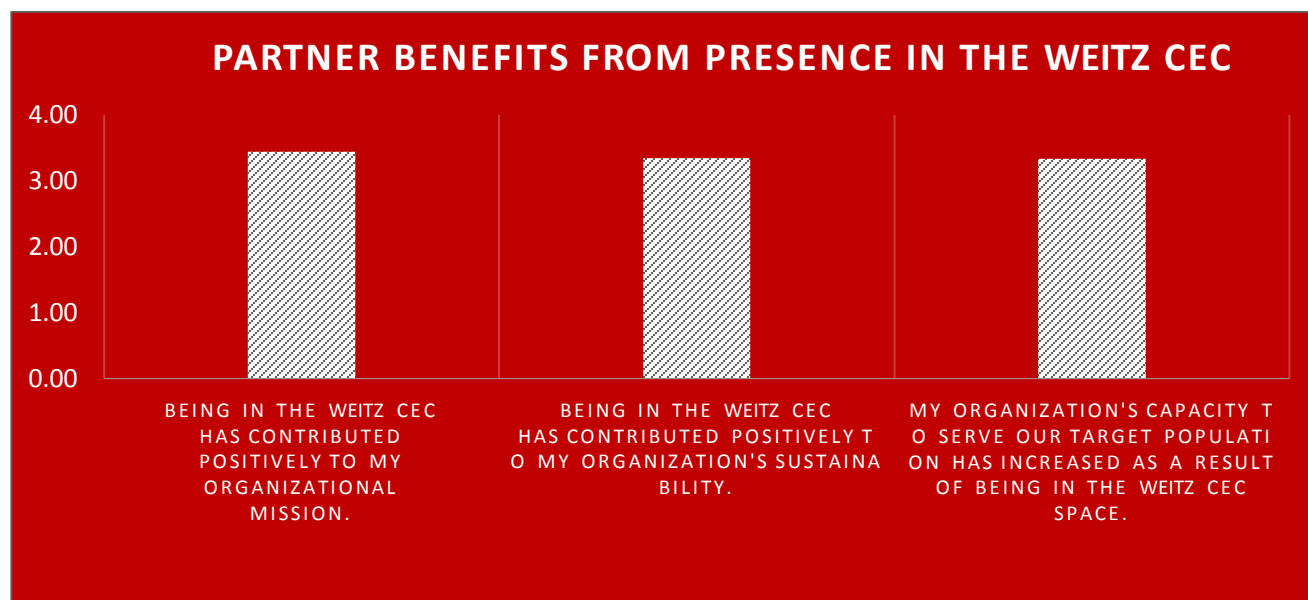
Collaboration Satisfaction



The partners indicated their level of agreement with the above statements related to collaboration. The majority of responses were positive with average scores ranged from 2.94 to 3.24/4.00. Partners also indicated that they did not find collaboration with other organizations in the Weitz CEC difficult.

This question evaluates the value of **collaboration**.

Outcomes of Presence in Weitz CEC



The partners then indicated their level of agreement with questions related to the benefits of being in the Weitz CEC. The majority of partners indicated that they either strongly agreed or agreed with each statement with average scores ranging from 3.33 to 3.44/4.00.

Organizations at the Weitz CEC

Partners in the Weitz CEC answered questions related to the impact of their interaction with the other organizations in the Weitz CEC. With all the results, it is important to consider how many respondents from each organization were responding to the survey. It is possible that results would be skewed depending on the number of members who took the survey from each organization.

First, the partners identified with which organizations they had **initiated a relationship**. This question evaluates the value of collaboration. The majority of partners identified they had done this with the:

- Weitz CEC Administrative Office (13)
- Nebraskans for Civic Reform (9)
- Omaha Public Library (9)
- Service Learning Academy (11)

Second, the partners identified with which organizations they had **participated in a service-learning project**. This question evaluates the value of service learning and community based learning. Most partners responded they had engaged in service learning with the:

- Weitz CEC Administrative Office (10)
- Inclusive Communities (8)
- Nebraskans for Civic Reform (5)

Then, the partners identified with which organizations they had **engaged in a volunteer project** and whether they had **attended a campus event**. The majority of respondents did not indicate

that they had done this with any of the organizations in the Weitz CEC. There were no numbers higher than one for any respondent or any organization.

Next, the partners identified with which organizations they had **engaged with UNO students**. This question evaluates the value of service learning and community-based learning. The majority of respondents indicated that they engaged with UNO students through the *Service Learning Academy*.

Partners also reported with which organizations they had **created a grant or funding proposal**. The responses indicated that organizations most frequently engaged in this activity with the:

- Buffet Early Childhood Institute (11)
- Weitz CEC Administrative Office (10)
- Inclusive Communities (11)
- Omaha by Design (11)
- Omaha Public Libraries (10)
- Volunteer Program Assessment (10)

Partners also indicated with which organizations they had **conducted collaborative research and evaluation**. Responses indicated that partners most frequently participated in this activity with:

- Weitz CEC Administrative Office (8)
- Inclusive Communities (7)
- Omaha Public Library (9)
- The Service Learning Academy (8)

Finally, respondents indicated whether they had had **no interaction with each organization**. Most partners indicated that they had interacted with all of the other organizations in the building. However, **three respondents indicated that they had not interacted with the Weitz CEC Administrative Office**.

Partners' responses indicated that they most frequently had NO interaction with:

- The Service Learning Academy (4)
- The Office of Civic and Social Responsibility (4)
- Volunteer Program Assessment (4)

The three organizations are all University of Nebraska – Omaha organizations. These results indicate that the partners are interacting with each other without needing intervention from UNO partners, and also indicates that the partners are not getting as much exposure to UNO partners in the building.

Programming at the Weitz CEC

Programming at the Weitz CEC aims to meet the needs and interests of the partners housed in the building. Partners were asked to indicate which programs, events, trainings, etc. they would like to see in the Weitz CEC. The partners indicated that they would like to hear from speakers on topics related to:

- Sustainability

- Analytics and research
- Marketing
- Finances
- Social media
- Volunteer management
- Compliance
- Diversity and inclusion
- Evaluation
- Funding resources

One individual offered that beginning a large service project that all partners could participate in would be a great way to collaborate within the Weitz CEC. Others indicated that they would enjoy hearing from and participating in activities prepared by the other partners in the Weitz CEC.

Staff Satisfaction

*Do you feel that interactions with Weitz CEC staff are appropriate? **Mean = 3.28/4.00***

*My organization's staff morale has increased since moving into the Weitz CEC. **Mean = 3.33/4.00***

Partners indicated their level of agreement with questions related to interactions with staff in the Weitz CEC. Partners indicated that overall they agree that the amount of interactions with Weitz CEC staff is appropriate with a mean score of 3.28/4.00. There were only two individuals that disagreed and felt that the level of interaction was inappropriate. The partners also indicated their level of agreement with, "My organization's staff morale has increased since moving into the Weitz CEC." The majority of partners agreed or strongly agreed with a mean score of 3.33/4.00, however, seven partners indicated that they disagreed with the statement.

The partners offered feedback to staff on how to improve. Partners indicated that they would like:

- A better mail setup
- Access to reserve rooms (perhaps on an outlook calendar)
- Improved communication with parking attendants
- Support for late afternoon events

Four partners indicated that they felt they would like more space to grow as their organization seems to utilize their space more often than others who have space in the building.

Impact of Presence in Weitz CEC

Partners were asked to indicate three significant changes and impacts to their organization as a result of being present in the Weitz CEC. Many partners cited that collaboration opportunities within the Weitz CEC have had the biggest impact on their organization compared to all other outcomes their presence in the Weitz CEC has had on their organization. Partners were also excited about the following impacts of being in the Weitz CEC:

- Increased publicity
- Access to more meeting space
- Access to professional development and training opportunities
- Increased Legitimacy

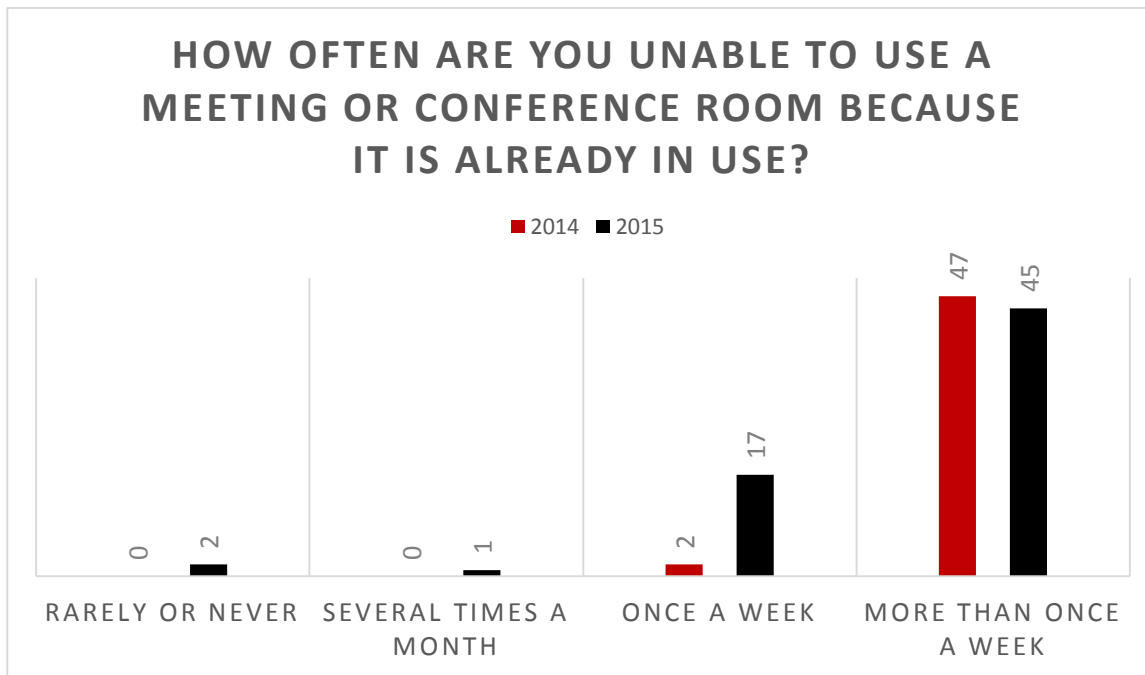
- Interaction with a diverse set of people
- Company's cultural improved
- Staff is productive and positive
- Onsite IT services
- Ease of printing

These impacts indicate that the partners are having many opportunities to collaborate with each other and engage with the community. The Weitz CEC has provided an outlet that is highly technological and allows these non-profits to access resources they may otherwise be unable to. The presence in the Weitz CEC has also had positive impacts on staff by raising morale, improving productivity, and improving culture.

Additional Comments

The partners in the Weitz CEC were allowed to offer any additional comments to the 2015 survey. Overall, the feedback was great and many partners commented to say that they love being in the Weitz CEC and appreciate the feedback and support they receive from the Weitz CEC administrative staff. A few commented with concerns about professionalism among other partners in the building and suggested reminders about appropriate office behavior may be necessary. However, overall the feedback was positive and one partner said being in the Weitz CEC has been a "game-changer" for their organization.

2014 and 2015



The majority of questions posed on the survey were exclusive to the 2014 and 2015 surveys. However, an interesting question about space was included on both. The question posed whether the partners are often unable to use a meeting or conference room because it is in use. This relates to the busyness of the building overall and the partners. Above is a graph which illustrates the differences between 2014 and 2015. The numbers represent the number of respondents who indicated each selection. There were many more respondents in 2015 than in 2014. In both years, the majority of respondents (47 respondents in 2014 and 45 respondents in 2015) indicate that they have trouble more than once a week in booking a conference or meeting room because it is in use. There were only three respondents in the 2015 survey who indicated that they only have this issue several times a month or less. This indicates that the Weitz CEC is incredibly busy and that the partners are in need of conference and meeting room space more frequently than it is available.

Key Takeaways, Implications, and Recommendations

The results of the surveys from 2014 and 2015 provided key insights into the partners' level of engagement, satisfaction, and usage of the Weitz CEC. The survey was not designed to evaluate the values of the Weitz CEC, yet we attempted to match the items with the Weitz CEC'S core values to inform future efforts to evaluate to what extent the Weitz CEC'S goals are being met. The results of the surveys allow for key takeaways.

- Partners are collaborating with each other in various ways and relatively less with UNO students and UNO faculty.
- Partners have been able to attend various trainings and learn from the other partners in the Weitz CEC about issues and topics affecting the Omaha community.
- Partners are generally satisfied with their presence in the Weitz CEC. Almost all partners indicate that they are happy with the level of communication from Weitz CEC staff and are satisfied with their presence and involvement in the building.
- Partners are making good use of their office space. The majority of respondents indicated that they use their space every weekday or several times a week. A handful of respondents indicated that they use their space less frequently.

The results of the surveys also allowed for some recommendations for future interventions and evaluations. These recommendations would provide wonderful opportunities for growth.

- **The Weitz CEC values need to be evaluated more thoroughly.** The survey asked questions related to some of the Weitz CEC values, such as collaboration and service learning, but did not ask questions related to all values. While evaluating the partners on other aspects of being in the Weitz CEC are interesting, it is important to evaluate the values the Weitz CEC endorses. The values which were evaluated in some way in the surveys were service learning and community-based learning, co-curricular service opportunities, collaboration, culture which fosters camaraderie and communication, and welcoming atmosphere. The values that were not touched on were democratic ideals, diversity, civil and open dialogue, respectful reciprocity, and commitment to continuous improvement.
 - Recommendations include creating standardized scales for the Weitz CEC values that truly reach all aspects of each value.
- **Better options for scheduling meeting spaces.** The partners have indicated in both 2014 and 2015 that more than once a week, they have trouble reserving or using a room because it is already in use. This is an opportunity for growth. Collaboration between partners and with the Omaha community is difficult to achieve if there are no meeting rooms available.
 - Recommendations could include informing and assisting partners with scheduling meeting rooms in other campus buildings such as the library, CPACS, etc.
- **More opportunities to volunteer or attend campus events.** The partners indicated that they had not volunteered or attended campus events for any of the other organizations in the Weitz CEC. This is an opportunity for growth as many of the organizations hold events that would be relevant to the other partners.
 - Recommendations include investigating why partners are not volunteering or attending campus events. This could be achieved through open ended questions or interviews.

- **Improved interaction between UNO organizations and community partners.** Out of all the partners in the Weitz CEC, the partners indicated which organizations that they had no interaction with. Out of all the partners in the Weitz CEC, the UNO organizations were the only ones that some of the partners had no interaction with.
 - Recommendations include investigating why partners are not interacting with UNO organizations. This could be achieved through interviews and open-ended questions.