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community engagement research center

**BARBARA WEITZ COMMUNITY
ENGAGEMENT CENTER**

ANNUAL SURVEY
MASTER REPORT 2018

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About the Report

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About the Community Engagement Research Center (CERC)

The Community Engagement Research Center (CERC) is a research lab devoted to the study of community outreach and engagement, including volunteerism, service learning, collective impact, emotion management, and community involvement. The purpose of the research is to investigate organizations and employees' roles in solving social issues. Through experiments and surveys, we hope to impact communities by identifying root causes of problems and developing practical solutions to stimulate change. Students in this lab will be focused on developing research ideas, conducting studies, data collection, data analysis, writing papers for publication, and submitting research to local, regional, and national conferences. Students involved in this lab must have a drive to produce quality outcomes, have the ability to collaborate and communicate effectively in a team setting, and be passionate about learning and developing as a student.

Citation

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Executive Summaries

The following master report encompasses three reports which were provided separately in 2016 and 2017, including: a) the annual survey report for the current year, b) a report of the values study, and c) longitudinal report comparing annual survey data across years. A summary of the findings from each report is provided on the following three pages.

ANNUAL SURVEY REPORT

The current year marked the **most diverse sample of respondents yet, with larger differences in terms of organizational tenure and type of partner than in previous years**. A notable difference is that respondents for 2018 included nearly equal numbers of UNO and community partners.

- **Networking:** Respondents were more likely to attend meetings, special events, or ceremonies at the CEC than they were at other agencies, but on average, reported that more networking takes place outside of the CEC than inside the CEC.
- **Belongingness:** Most individuals are proud of the CEC (88%) but fewer felt emotionally connected to the building, with a group of respondents (about 22%-26%) reporting that they were unsure if they identified with the organization.
- **Capacity:** The majority of those surveyed reported that the CEC has contributed positively to their organization's mission and sustainability (>90%).
- **Partnership Satisfaction:** Over 92% of those surveyed were satisfied with their organization's partnership with the CEC. However, one item asking if partner expectations were mutually agreed upon showed lower satisfaction, with some (14%) who were unsure.
- **Quality of Communication and Customer Service:** The majority of respondents were satisfied with the quality of communication and customer service received by the CEC (92%).
- Partners highlighted many strengths of their partnership with the CEC in the qualitative section of the survey. **The most frequently cited strength had to do with the access the CEC provides to partners**. Many comments also noted **the value of the building space itself, and the resources/support provided by staff**.
- A desire for enhanced communication in the CEC was reported by many individuals in the qualitative section. Specifically, **individuals wanted greater communication, especially among building partners, and better communication from their own organizations to the CEC staff**. Another prevalent theme had to do with interactions among those in the CEC, with many noting a **desire for more face to face interactions** with others in the building. Finally, some felt that **collaboration among partners was less prevalent** than in previous years.
- Many partners had ideas for building improvement or wanted to share their positive experiences and stories from being in the CEC. These are provided on pages 17 – 20.
- This year we asked about partners' event experiences to determine what factors might be promoting or hindering their attendance. Although **scheduling conflicts were the most frequently cited problem**, many noted that they consider **topic relevance** before attending an event. Others brought up the time of day as problematic, with **a desire for events offered at a variety of times**. Finally, a **lack of event advertising** was reported as something that could prevent partners from attending events, with some citing difficulty determining if an event was designed for partners or something external.

VALUES STUDY REPORT

Data from the two previous administrations of the values study questions were analyzed and compared to data from the current year to determine any changes and identify relevant trends and the efficacy of various interventions. Key findings are reported below.

- **More building partners knew what the CEC values were in 2018 than in any previous year** (see page 28).
- In terms of familiarity, **collaboration remains the most frequently cited** value for the third year in a row. However, some strides have been made in other areas. A **civil and open dialogue, continuous improvement, and a welcoming atmosphere were cited at an all-time high in 2018**, indicating that more people are familiar with them now than in the past.
- In 2016 and 2017, the values were ranked in the same order by survey respondents. In 2018, one change took place, with 'welcoming atmosphere' and 'diversity' shifting places. **Diversity is now ranked 3rd and considered to be more relevant than a welcoming atmosphere, which is now ranked 4th.**
- Most individuals in the building (>80%) rated the values as somewhat of an advantage or an advantage that helps them do their jobs more effectively. Zero partners felt that they were a hindrance.
- Partners were asked questions about the extent to which they live the CEC values within their organizations. **Those responding in 2018 indicated that their experiences were more diverse, reciprocal, and the atmosphere was more welcoming** than in previous years. Results also suggested that **partners were less focused on continuous improvement** in 2018.
- Some qualitative responses indicated **room for improvement in terms of understanding the meaning of the CEC values**. Specifically, some respondents reported **worrying about their organization's diversity in a literal sense**, which is not quite consistent with the definition of the diversity value. Clarifying this may be helpful. Further, **some concern over helping maintain a welcoming atmosphere was brought up** by those who are not in their CEC space very often, or those who work in areas that see less foot traffic or near locked doors. Finally, a few comments referenced **internal issues as a barrier** to espousing the CEC values.

Recommendations

1. Continue to reference the values and affirm their import in weekly emails, during new partner orientations, and at all-hands meetings.
2. Identify new ways to discuss the purpose and definition of the CEC values with new partners to reduce any ambiguity about the meaning of the values.
3. Focused efforts may be needed to foster attention to continuous improvement. It may be useful to bring values findings to the partner advisory group and obtain feedback about this area.

LONGITUDINAL REPORT

Results of the Annual Survey the current year were compared with results obtained in 2016 and 2017. Average scores were computed by means and top box responses. Mean and item-level scores were statistically analyzed for differences. Notable findings are reported below. The full longitudinal report begins on page 39.

- Partner **ratings of the quality of communication and customer service from the CEC have remained high** from 2016 to 2018. Survey respondents have reported being highly satisfied for the past three years.
- **Reports of capacity have remained high for the past three years.** Top box scores showed a slight increase from 2017 to 2018 (see page 40).
- Reports of feelings of belongingness remained moderate across the past three years. It may be of use to explore ways to help increase feelings of belonging among those in the building.
- A **significant increase in networking frequency** was reported by partners from 2017 to 2018 (see page 39). Individuals in the CEC **spent more time congratulating others** in the CEC, and those from outside organizations. Significantly **more time was also spent forming alliances** with organizations outside of the CEC.
- Partner **satisfaction with the CEC declined slightly** (from 4.71 to 4.60) from 2016 to 2018 (see page 39). It should be noted that partners did not indicate disagreement or uncertainty with these items, but rather more individuals selected that they were somewhat satisfied as opposed to strongly satisfied.

Recommendations

1. Share the results of the annual survey with all partners and solicit feedback. This could be done at the all-hands meeting, the partner advisory group, or through a targeted focus group.
2. Inventory current mechanisms for facilitating partner interactions/involvement in the building and increase their salience for building partners (e.g., committees, volunteering, advisory group, Facebook group, social events). Consider the partner suggestions on page 17 – 18 and if changes can be implemented. If not, close the feedback loop and communicate when things are not possible and why. This will increase partner perceptions of distributive justice.
3. Look for ways to improve the advertising of events by clarifying their intended audience. It may be helpful to note 'expected takeaways' of each event so partners have a better understanding of the event value to their organizations.
4. Solicit partner feedback about timing before events (networking, social, building meetings, etc.) are held. This could be done on the Facebook chat group (short poll), or through the CEC weekly email (short poll). Although it will not be possible to accommodate everyone, allowing partners input about event times may keep the event on their radar and encourage them to follow through with attendance.

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RESPONSE OVERVIEW FOR ALL REPORTS

The following report contains responses from individuals working within the Barbara Weitz Community Engagement Center (CEC) at the University of Nebraska at Omaha. CEC Staff, building partners, volunteers, and student workers were asked to provide feedback on their experiences in the CEC. The survey was sent to 216 individuals in the building, with 124 individuals moving past the first question.

SURVEY RESPONDENT INFORMATION

Sent to	216
Responses	124
Response Rate	57.41%

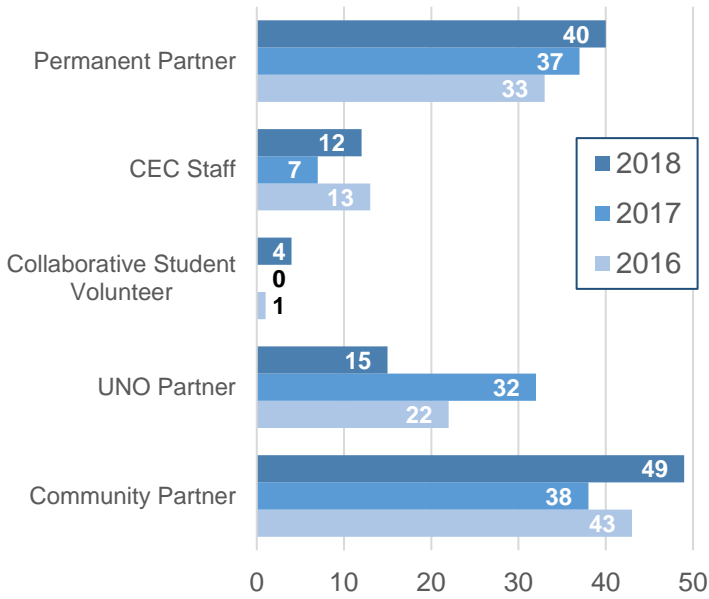
Those who took the annual survey were...

Permanent Partners*	40	
Non-Permanent Partners	84	
	12	CEC Staff
	4	Student Collaborative Volunteer
	15	UNO Partner
	49	Community Partner
	2	Other
UNO Students	25	Undergraduate
	26	Graduate
Faculty	8	Full-time
	7	Part-time
	24	Director/Board Members
	59	Paid Employees
Primary Position	14	Graduate Assistants
	17	Undergrad Student Workers
	8	Volunteers

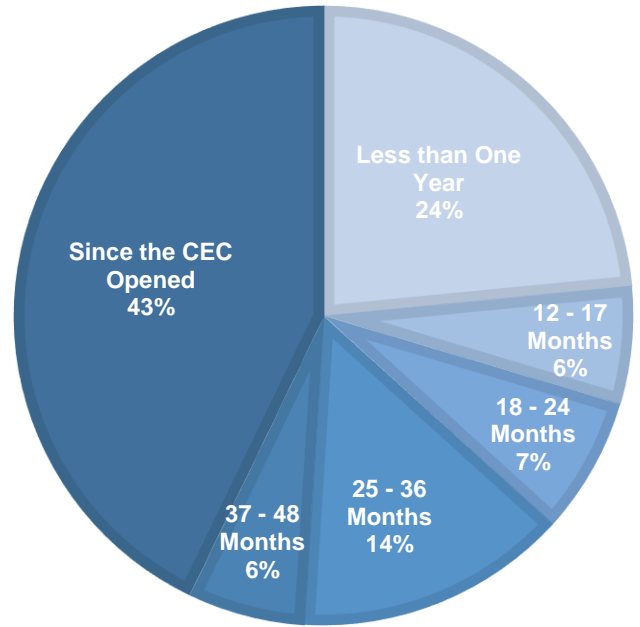
**Permanent Partners included those working within the Service Learning Academy, the Office of Civic and Social Responsibility, and the William Brennan Institute for Labor Studies*

ADDITIONAL DEMOGRAPHIC INFORMATION

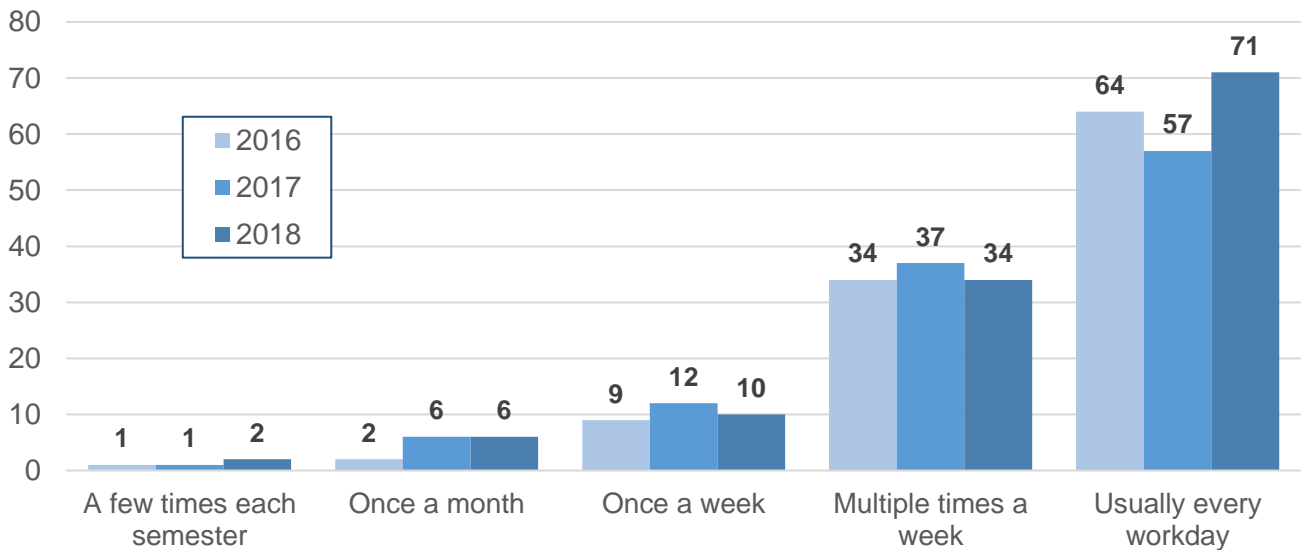
Respondent Type by Year



Organizational Tenure



Time Spent in the CEC By Year



Annual Survey Report

SECTION 1: CONSTRUCT SUMMARY

CONSTRUCT	SCALE	2016 AVERAGE	2017 AVERAGE	2018 AVERAGE
Network Frequency*	0 = Never 1 = Once Every Few Months 2 = On a Monthly Basis 3 = On a Weekly Basis 4 = On a Daily Basis	1.66	1.59	1.73
CEC Belongingness*	1 = Strongly Disagree 2 = Somewhat Disagree 3 = Neither Disagree nor Agree 4 = Somewhat Agree 5 = Strongly Agree	3.87	3.83	3.85
CEC Partner Capacity	1 = Strongly Disagree 2 = Disagree 3 = Neither Disagree nor Agree 4 = Agree 5 = Strongly Agree	4.43	4.46	4.42
Partner CEC Satisfaction	1 = Strongly Disagree 2 = Disagree 3 = Neither Disagree nor Agree 4 = Agree 5 = Strongly Agree	4.79	4.68	4.60
Quality of CEC Communication and Customer Service	1 = Strongly Disagree 2 = Disagree 3 = Neither Disagree nor Agree 4 = Agree 5 = Strongly Agree	4.71	4.63	4.67

*Includes CEC staff responses

SECTION 2: RESPONSE DISTRIBUTIONS

Intra- and Inter-CEC Network Frequency	Top Box %						N	Mean
	On a Daily Basis %							
	On a Weekly Basis %							
	On a Monthly Basis %							
	Every Few Months %							
	Never %							

In your role as a community partner in the CEC, please rate how often you do the following:

Congratulate someone from another CEC organization about a promotion, special award, or achievement.	9.2%	30.6%	44.9%	15.3%	0.0%	15.3%	98	1.66
Attend meetings, ceremonies, or special events in the CEC .	3.1%	25.8%	42.3%	26.8%	2.1%	28.9%	97	1.99
Form alliances with people in other organizations housed in the CEC .	2.0%	42.9%	38.8%	14.3%	2.0%	16.3%	98	1.71
Do favors for or trade skills with people in other organizations housed in the CEC .	12.4%	43.3%	29.9%	14.4%	0.0%	14.4%	97	1.46
Congratulate someone from an organization outside of the CEC about a promotion, special award, or achievement.	4.1%	42.3%	37.1%	16.5%	0.0%	16.5%	97	1.66
Attend meetings, ceremonies, or special events for nonprofits outside of the CEC .	3.1%	40.2%	36.1%	16.5%	4.1%	20.6%	97	1.78
Form alliances with people in organizations outside of the CEC .	1.0%	37.1%	35.1%	24.7%	2.1%	26.8%	97	1.90
Do favors for or trade skills with people in other organizations outside of the CEC .	6.2%	42.3%	29.9%	20.6%	1.0%	21.7%	97	1.68

CEC BELONGINGNESS	Top Box %								
	Strongly Agree %								
	Somewhat Agree %								
	Neither Agree nor Disagree %								
	Somewhat Disagree %								
	Strongly Disagree %								
							N	Mean	

Please rate the degree to which you agree or disagree with each of the statements below.

If someone criticizes the CEC, it feels like a personal insult.	7.4%	8.3%	25.6%	37.2%	21.5%	58.7%	121	3.57
I identify with the CEC; being there is a part of who I am.	3.3%	8.3%	24.8%	45.5%	18.2%	63.6%	121	3.67
I feel an emotional connection with the CEC when I attend events and activities there.	1.7%	10.8%	22.5%	38.3%	26.7%	65.0%	120	3.77
I feel a sense of pride when I show friends and family the CEC.	2.5%	0.8%	8.3%	33.1%	55.4%	88.4%	121	4.38

CEC PARTNER CAPACITY

Top Box %	Strongly Agree %	Somewhat Agree %	Neither Agree nor Disagree %	Somewhat Disagree %	Strongly Disagree %	N	Mean
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As a person working at a partner organization in the CEC, please indicate to which you agree or disagree with the following statements:

My organization's board of directors (or governing body) is satisfied with my amount of collaboration with other CEC organizations.	2.9%	2.9%	10.1%	30.4%	53.6%	84.1%	69	4.29
As a result of being in the CEC, I have more effectively interacted with UNO campus departments/units outside of those located in the CEC.	3.5%	7.1%	8.2%	27.1%	54.1%	81.2%	85	4.21
As a result of being in the CEC, I have more effectively interacted with nonprofit organizations outside of those located in the CEC.	2.3%	3.5%	9.3%	37.2%	47.7%	84.9%	86	4.24
Being in the CEC has contributed positively to my organizational mission.	2.4%	0.0%	2.4%	18.3%	76.8%	95.1%	82	4.67
Being in the CEC has contributed positively to my organization's sustainability.	1.2%	0.0%	8.2%	18.8%	71.8%	90.6%	85	4.60
My organization's capacity to serve our target population has increased as a result of being in the CEC space.	0.0%	4.7%	7.1%	23.5%	64.7%	88.2%	85	4.48

PARTNERSHIP SATISFACTION

Top Box %	Strongly Agree %	Somewhat Agree %	Neither Agree nor Disagree %	Somewhat Disagree %	Strongly Disagree %	N	Mean
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Please reflect on your organization's partnership with the Weitz Community Engagement Center over the past year and indicate the degree to which you agree or disagree with the following statements:

Overall, our organization is satisfied with our partnership with the CEC.	1.2%	0.0%	2.3%	18.4%	78.2%	96.6%	87	4.72
I would like to continue working at the CEC.	1.2%	2.3%	3.5%	14.9%	78.2%	93.1%	87	4.67
I feel that the CEC sets mutually-agreed-upon expectations for my organization.	1.2%	1.2%	14.0%	22.1%	61.6%	83.7%	86	4.42
My organization's partnership with the CEC has positively affected the community.	1.2%	1.2%	5.8%	28.7%	63.2%	92.0%	87	4.52
The CEC and my organization have common values.	1.2%	1.2%	1.2%	23.0%	73.6%	96.6%	87	4.67

QUALITY OF CEC COMMUNICATION & SERVICE

Top Box %	Strongly Agree %	Somewhat Agree %	Neither Agree nor Disagree %	Somewhat Disagree %	Strongly Disagree %	N	Mean
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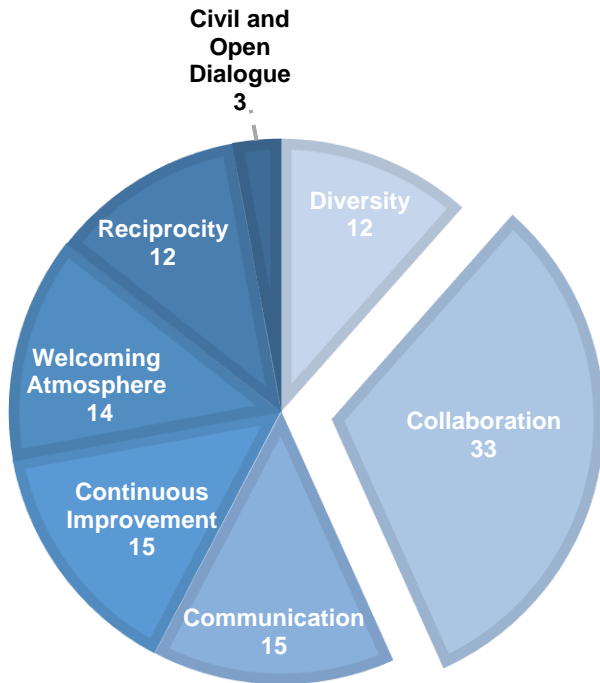
The next series of questions require you to think about times you have communicated with the Community Engagement Center. The CEC staff ...

Provided a timely response to communications.	1.1%	0.0%	2.3%	18.2%	78.4%	96.6%	88	4.73
Valued my suggestions and input.	1.1%	1.1%	5.7%	26.1%	65.9%	92.1%	88	4.55
Communicated in a way that made me feel comfortable.	1.1%	2.3%	1.1%	18.2%	77.3%	95.5%	88	4.68
Seemed interested in providing excellent customer service.	1.1%	0.0%	3.4%	17.1%	78.4%	95.5%	88	4.72

SECTION 3: QUALITATIVE RESPONSES

3.1 Strengths of CEC Partnership

Partners responded to the question, “Partnerships between organizations are both rewarding and challenging. What are three strengths of your organization’s partnership with the CEC?” The pie chart below indicates how many times each of the values were referenced in the open-ended responses.



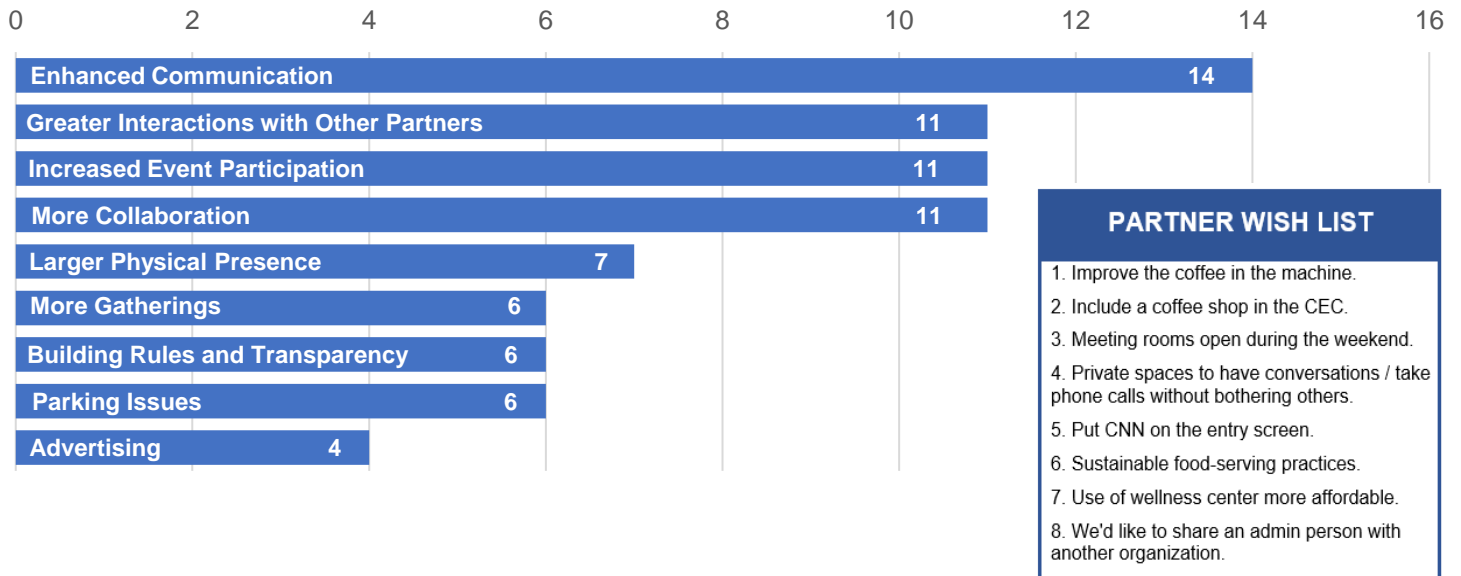
Collaboration was the most frequently referenced value within partner-identified strengths, followed by communication and continuous improvement

Aside from strengths encompassing the CEC values, a number of other benefits of their partnership with the CEC. Themes representing various comments are provided below:

THEME	DEFINITION	# Times Mentioned
Access	This theme included comments referencing access to a variety of things, including facilities, new partners, resources, and the UNO community.	15
Space	This theme included remarks about the CEC space itself, with some noting the usefulness of the shared areas, places for meetings with outside organizations, the ability to host events and trainings, and work space.	11
Resources and Support	A variety of resources or supportive services were mentioned in the comments, including increased advertising, copy/mail services, IT support, and other direct help available in the CEC.	10
Visibility	Many individuals noted the increased visibility of their programs or organization as a result of their physical presence in the CEC.	7
Community Engagement	Some individuals mentioned ‘community engagement’ by those in the building as a benefit of their partnership with the CEC.	6
Shared Values	This theme included comments about the benefit of having shared or aligned values with other individuals in the CEC.	3
Credibility	This theme included comments having to do with the credibility afforded to building partners through their partnership with UNO, or their presence in the CEC.	3

3.2 Growth Areas for CEC Partnership

Partners responded to the question, “Partnerships between organizations are both rewarding and challenging. What are three ways in which your organization’s partnership with the CEC could improve?” The bar graph below presents thematically coded partner responses. Definitions for each theme are provided in the table. Comments that did not fit within themes are provided in the ‘Partner Wishlist.’



THEME	DEFINITION
Enhanced Communication	This theme included comments about wanting greater communication from a variety of sources, including: a) from CEC staff, b) between building partners, and c) from building partners to the CEC staff. One comment noted an instance of condescension from CEC staff while communicating via email and in-person.
Greater Interaction with Other Partners	Many remarks referenced a desire for more interactions between partners in the building. Some comments noted that their organizations are not close with others in the CEC. Others mentioned a general need to know more about other partnering organizations, especially those utilizing students.
Increased Event Participation	Some individuals wanted to attend more events in the CEC. There were also comments by those who would like to see more attendance at the events sponsored by their organizations. One individual expressed a desire to lead a lunch and learn.
More Collaboration	Many comments referenced a desire for additional collaboration with partners in the CEC and with UNO. Some noted a need to connect with partners that were similar to their organization.
Larger Physical Presence	Comments in this theme had to do with a desire to spend more time in the CEC, or to see others in their CEC work spaces more often.
More Gatherings	This theme included comments about having more social events, networking events, or intentional opportunities to network in the CEC.
Building Rules and Transparency	Some comments noted a need for clarity regarding CEC processes. Confusion about telephone services and the use of printers were mentioned, as well as a desire for easier scheduling of small meeting rooms. Some noted the need for greater explanation of internal rules.
Parking Issues	This theme included comments referencing parking struggles. Specific issues had to do with the expense of parking stalls, a desire for more flexibility with parking spots (i.e., allowing staff members to share stalls), and the underutilization of empty stalls.
Advertising	A few comments expressed a general desire for greater promotion of activities and organizations at the CEC.

SECTION 4: EVENT ATTENDANCE

Partners were asked for their feedback regarding the events coordinated by the CEC.

4.1 Attendance Motivations

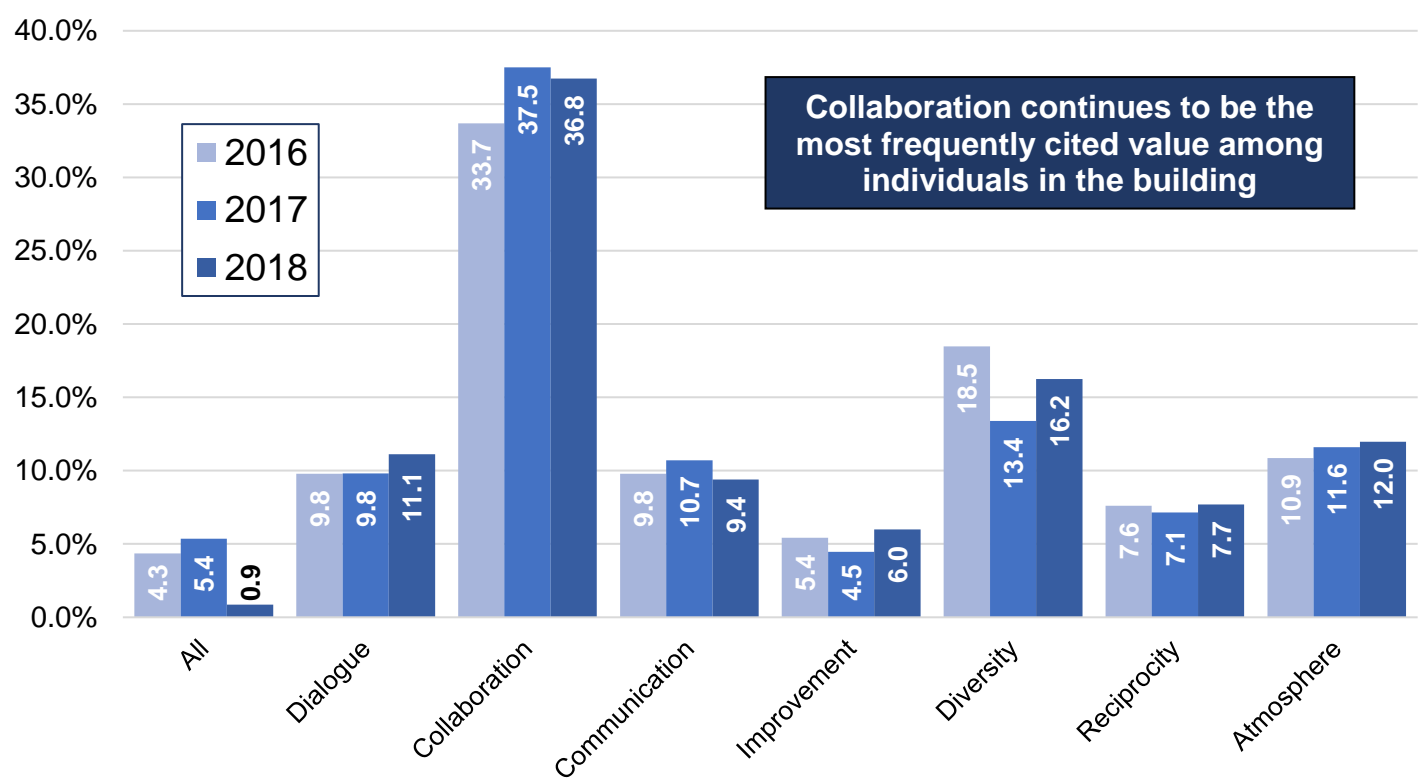
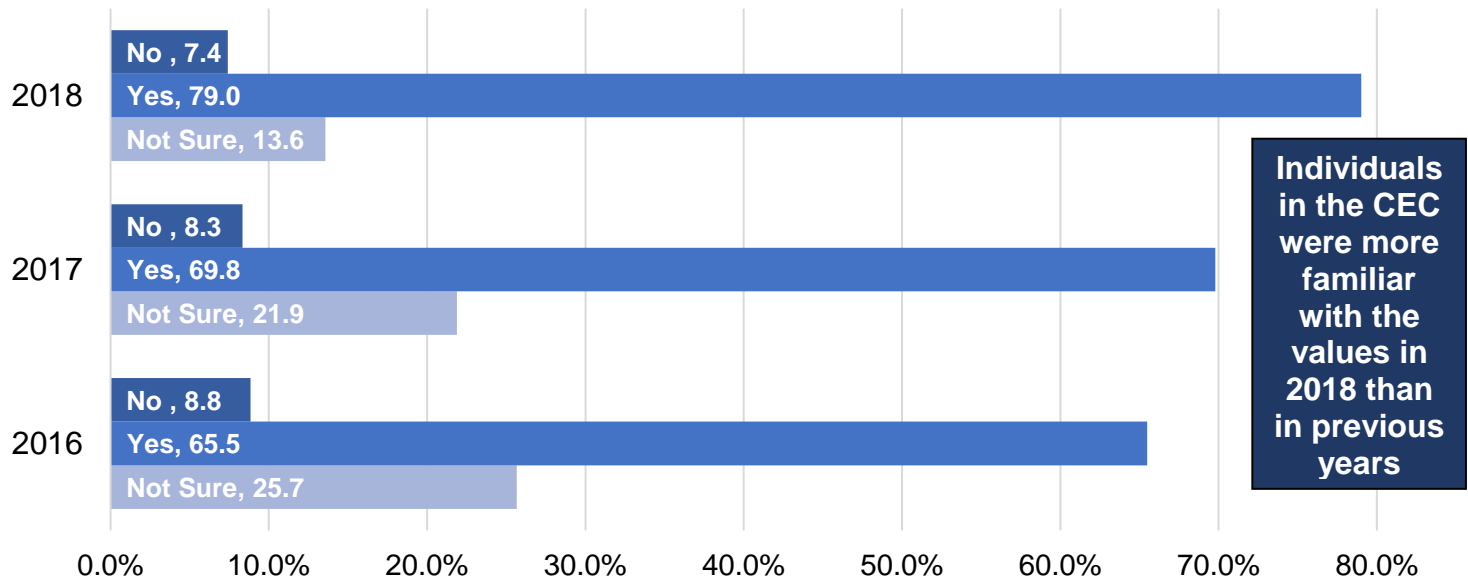
Partners were asked, “To improve programming moving forward, which specific factors influenced your decision to attend (or not to attend)?”

THEME	DEFINITION	# Times Mentioned
Schedule Conflicts	This theme included comments related to lacking the time or availability to attend events.	32
Topic Relevance	Some noted that they considered the importance and relevance of the topic before attending and gave preference to events they felt would benefit their organizations.	11
Time of Day	This theme included comments related to the time of day events were held. Some noted that they would be more likely to attend events held on the weekend or evenings. Others noted that events held in the middle of the day were especially problematic and expressed a preference for events at the beginning or end of the workday.	9
Advertising	Remarks in this section included those that desired more notice of the dates for events, and increased promotion. There may be room to improve the explanation of events provided for partners, as well as an event’s intended audience. A few noted that they had not found out about events until too late.	8
Lack of Capacity	Some individuals stated that a lack of organizational capacity hindered their ability to attend events. One noted a lack of capacity due to rapid growth from being in the CEC.	7
Networking/ Collaboration Potential	Some noted that they tend to assess the networking/collaboration potential of events before attending, with preference given to events that may allow for collaboration and making connections.	3
Food	A few noted that refreshments sometimes made events more appealing.	3
Length of Event	Several individuals noted time constraints and stated that shorter events tended to work better.	2

Values Report

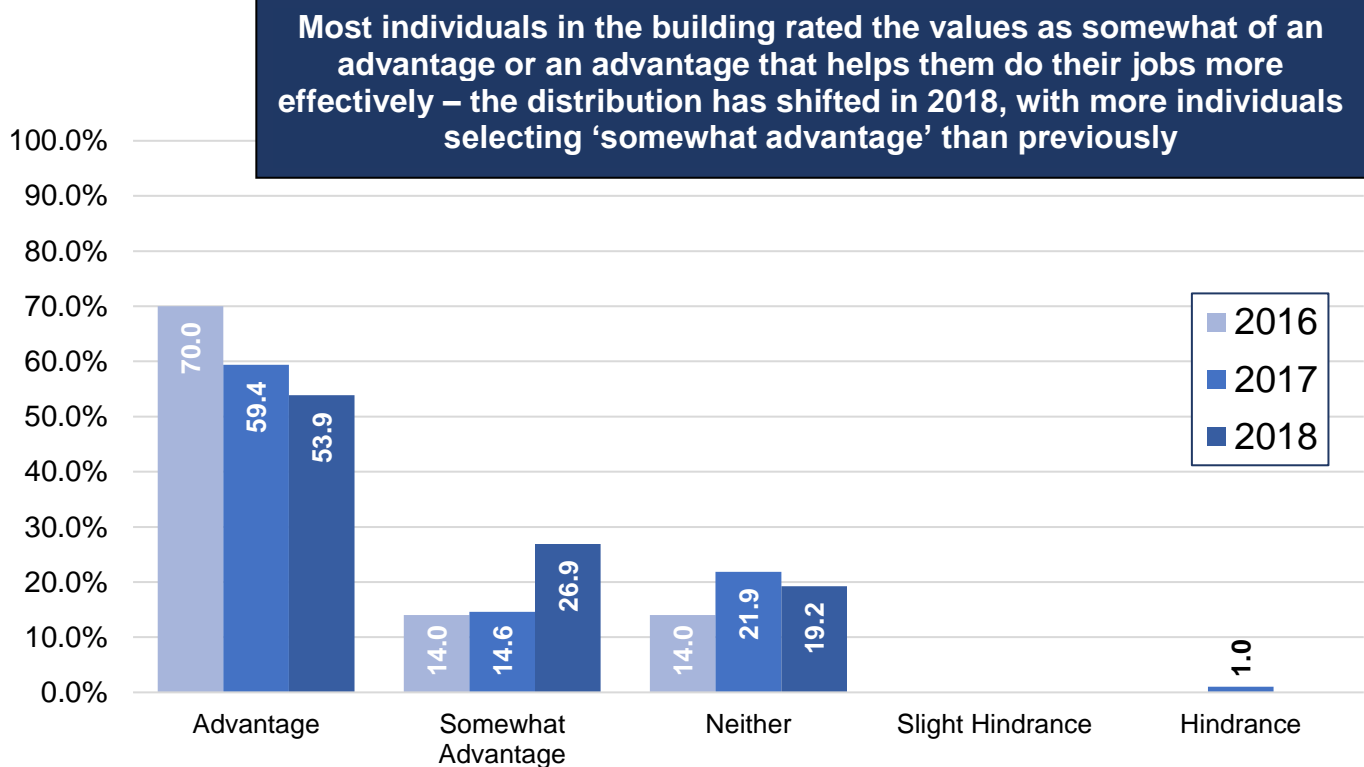
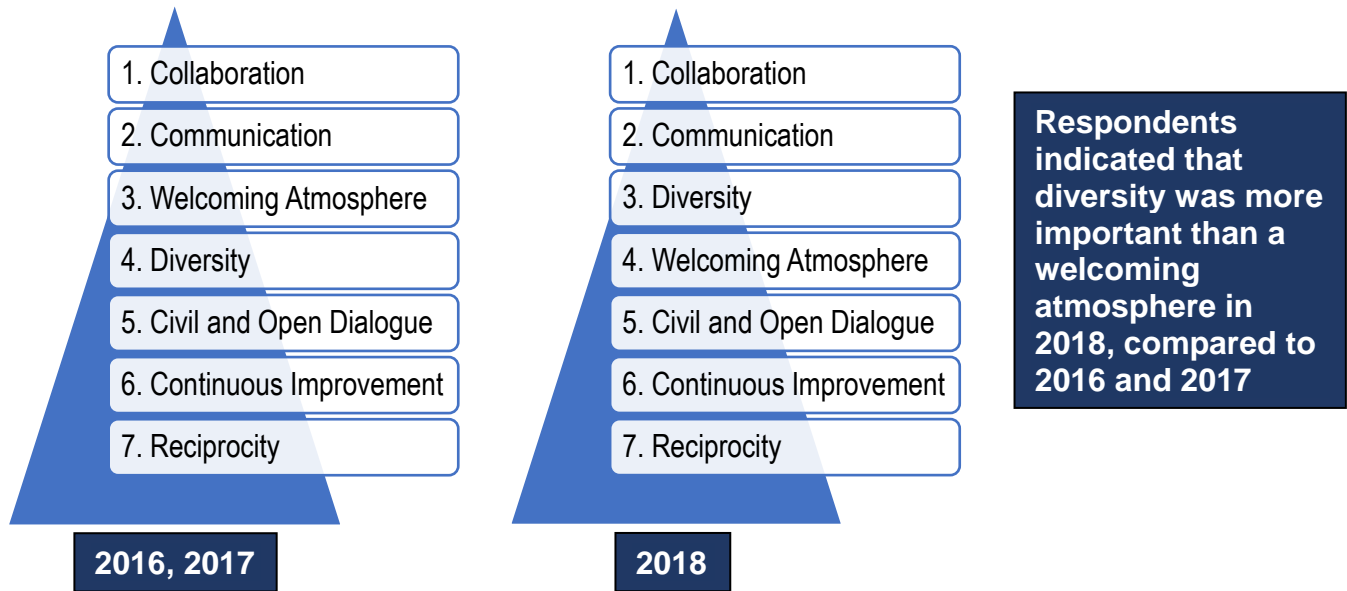
The current year (2018) marks the third administration of the values study, which began in 2016. Individuals in the CEC were asked various questions regarding their feelings, thoughts, and perceptions of the CEC Values. The two questions below asked individuals if they were familiar with the CEC values. They were also asked to select the value or values they were most familiar with.

SECTION 1: FAMILIARITY WITH THE VALUES



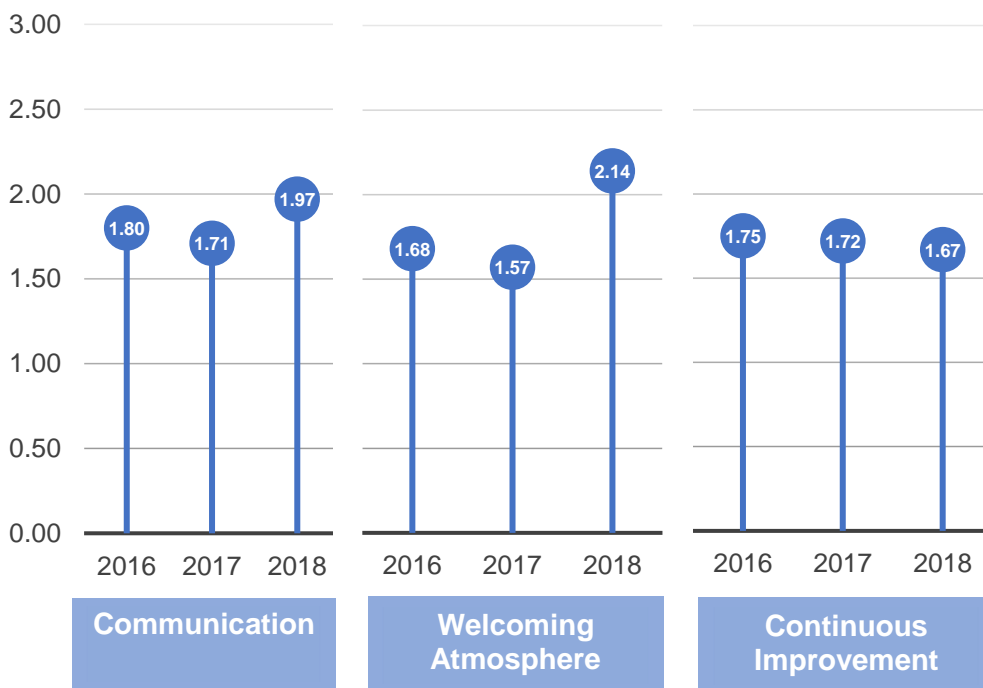
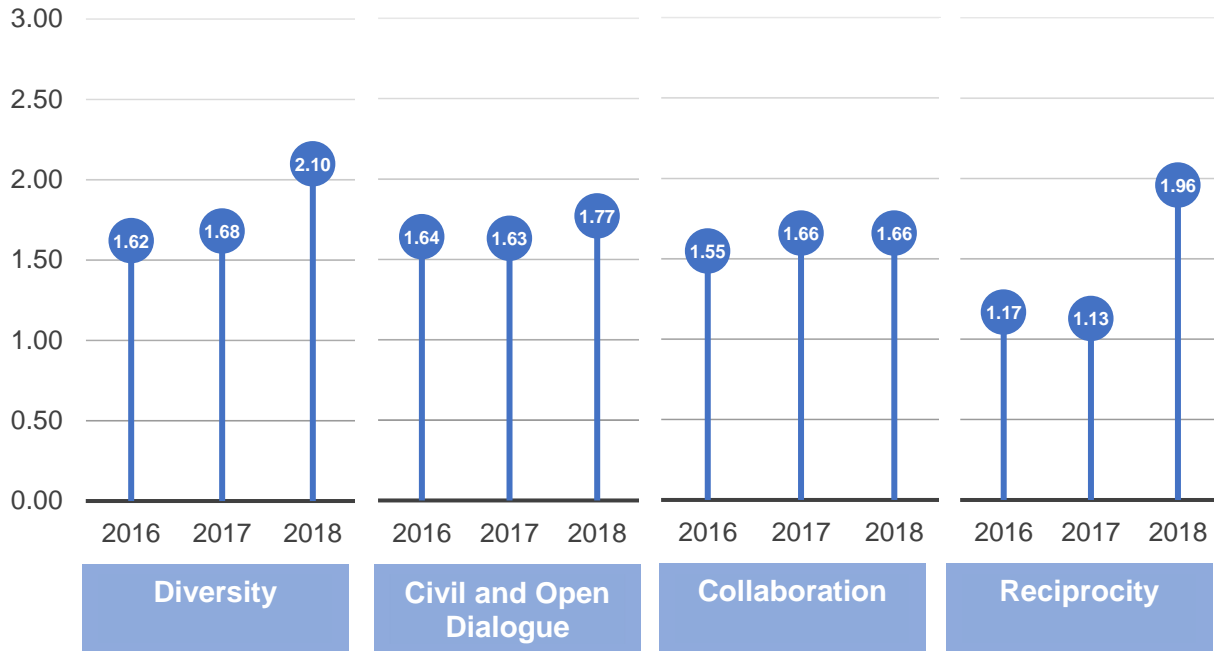
SECTION 2: VALUES PRIORITIZATION AND ATTITUDES

Those in the CEC were asked to rank the values from the most important to the least important for their organization's mission.



SECTION 3: VALUES BEHAVIOR OVER TIME

Partners were asked to 'please rate yourself or your organization on the following thoughts, feelings, and behaviors based on the past year of being in the CEC.'



Partners rated their experiences and organizations as much more diverse, reciprocal, and welcoming than in previous years – there has also been less of a focus on continuous improvement

SECTION 4: VALUES RESPONSE DISTRIBUTIONS

DIVERSITY	Top Box	
	Strongly Agree	
	Agree	
	Somewhat Agree	
	Neither Agree nor Disagree	
	Somewhat Disagree	
	Disagree	
Strongly Disagree		
		N

As a person working at a partner organization in the CEC, please indicate to which you agree or disagree with the following statements:

My organization contributed to the diversity of the Weitz CEC.	0.0%	3.6%	3.6%	16.7%	15.5%	29.8%	31.0%	76.2%	84
In my work at the Weitz CEC, I collaborated with different types of organizations.	0.0%	0.0%	1.2%	11.9%	21.4%	35.7%	29.8%	86.9%	84
In my work at the Weitz CEC, I interacted with diverse populations.	0.0%	1.2%	1.2%	5.8%	14.0%	34.9%	43.0%	91.9%	86
My organization has come up with original and innovative ideas.	0.0%	0.0%	0.0%	7.1%	18.8%	38.8%	35.3%	92.9%	85
My organization does well with respect to diversity.	0.0%	1.2%	2.4%	5.9%	12.9%	37.7%	40.0%	90.6%	85

Civil and Open Dialogue	Top Box	
	Strongly Agree	
	Agree	
	Somewhat Agree	
	Neither Agree nor Disagree	
	Somewhat Disagree	
	Disagree	
Strongly Disagree		
		N

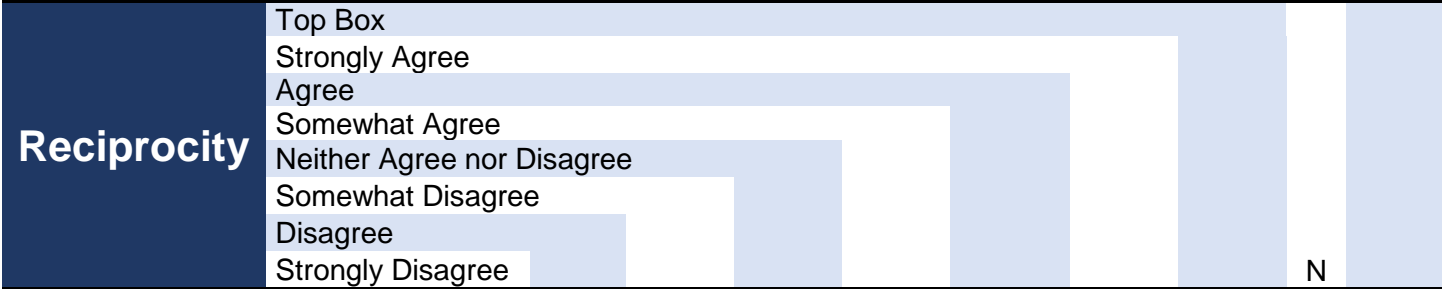
As a person working at a partner organization in the CEC, please indicate to which you agree or disagree with the following statements:

In the Weitz CEC, I discussed controversial topics with others.	0.0%	6.0%	4.8%	16.7%	28.6%	25.0%	19.1%	72.6%	84
While at the Weitz CEC, I felt free to initiate dialogue around controversial topics.	1.2%	1.2%	3.6%	18.1%	18.1%	34.9%	22.9%	75.9%	83
In the Weitz CEC, I felt comfortable sharing my opinion.	0.0%	2.4%	1.2%	2.4%	23.8%	32.1%	38.1%	94.1%	84
My organization tolerated a range of opinions and views.	0.0%	2.4%	1.2%	11.9%	11.9%	35.7%	36.9%	84.5%	84
There are many organizations in the Weitz CEC with differing points of view.	1.2%	4.7%	3.5%	14.1%	28.2%	30.6%	17.7%	76.5%	85

Collaboration	Top Box	
	Strongly Agree	
	Agree	
	Somewhat Agree	
	Neither Agree nor Disagree	
	Somewhat Disagree	
	Disagree	
Strongly Disagree		
		N

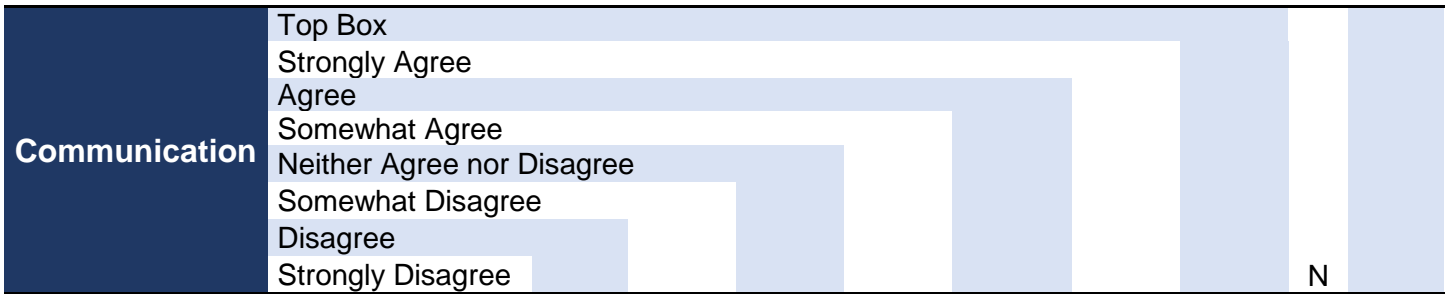
As a person working at a partner organization in the CEC, please indicate to which you agree or disagree with the following statements:

Through my organization's presence in the Weitz CEC, my organization developed collaborations that are innovative.	0.0%	1.2%	2.4%	15.7%	22.9%	30.1%	27.7%	80.7%	83
I met occasionally with representatives of other organizations to find common interests.	0.0%	4.7%	3.5%	9.4%	25.9%	38.8%	17.7%	82.4%	85
I attended networking events in order to identify potential collaborations.	1.2%	3.6%	2.4%	14.3%	29.8%	31.0%	17.9%	78.6%	84
I collaborated with other partners or individuals on projects to address community issues at the Weitz CEC.	0.0%	4.8%	4.8%	20.5%	16.9%	34.9%	18.1%	69.9%	83



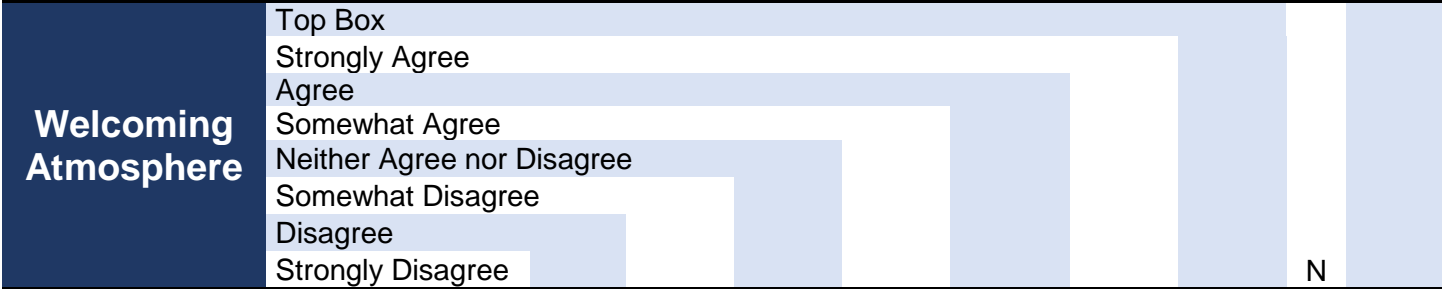
As a person working at a partner organization in the CEC, please indicate to which you agree or disagree with the following statements:

Statement	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	Total
In my organization's partnerships, all partners benefited equally.	0.0%	1.2%	4.8%	11.9%	20.2%	34.5%	27.4%	82.1% 84
When collaborating with others, my organization strived to ensure that all partners were involved in the decision-making process.	0.0%	3.4%	2.3%	6.8%	13.6%	44.3%	29.6%	87.5% 88
When planning collaborations, I always communicated my expectations clearly.	0.0%	0.0%	0.0%	14.3%	19.1%	47.6%	19.1%	85.7% 84
When completing collaborations, I followed up to ensure expectations were met.	0.0%	1.2%	1.2%	14.6%	18.3%	36.6%	28.1%	82.9% 82



As a person working at a partner organization in the CEC, please indicate to which you agree or disagree with the following statements:

Statement	0.0%	0.0%	1.2%	6.0%	13.1%	35.7%	44.1%	92.9%	N
I communicated transparently with people from my organization.	0.0%	0.0%	1.2%	6.0%	13.1%	35.7%	44.1%	92.9%	84
My organization readily communicated information to those who can benefit from our services.	0.0%	0.0%	0.0%	5.8%	19.8%	39.5%	34.9%	94.2%	86
I used many modes of communication to suit the needs of my target population.	1.2%	0.0%	1.2%	9.2%	23.0%	40.2%	25.3%	88.5%	87
I sought to resolve issues with partners directly and respectfully.	0.0%	1.2%	0.0%	26.2%	13.1%	32.1%	27.4%	72.6%	84
I addressed issues with co-workers, even if they were uncomfortable, that required attention.	0.0%	0.0%	4.7%	17.7%	23.5%	31.8%	22.4%	77.6%	85
I communicated my organization's success to the Weitz CEC staff.	1.2%	4.8%	1.2%	21.7%	27.7%	25.3%	18.1%	71.1%	83



As a person working at a partner organization in the CEC, please indicate to which you agree or disagree with the following statements:

Statement	0.0%	1.2%	3.5%	6.9%	9.3%	26.7%	29.9%	58.1%	88.2%	N
If someone looked lost in the Weitz CEC, I asked them if they needed help.	0.0%	0.0%	0.0%	5.8%	9.3%	26.7%	58.1%	94.2%	86	
Usually my office space looks organized.	0.0%	1.2%	3.5%	6.9%	26.4%	29.9%	32.2%	88.5%	87	
When hosting an event in the Weitz CEC, I helped to clean-up afterward.	0.0%	0.0%	0.0%	11.8%	5.9%	21.2%	61.2%	88.2%	85	
I strove to make new partners feel welcome in a variety of ways (e.g., inviting them to lunch).	0.0%	3.7%	1.2%	26.8%	29.3%	25.6%	13.4%	68.3%	82	

Continuous Improvement	Top Box	
	Strongly Agree	
	Agree	
	Somewhat Agree	
	Neither Agree nor Disagree	
	Somewhat Disagree	
	Disagree	
Strongly Disagree		
		N

As a person working at a partner organization in the CEC, please indicate to which you agree or disagree with the following statements:

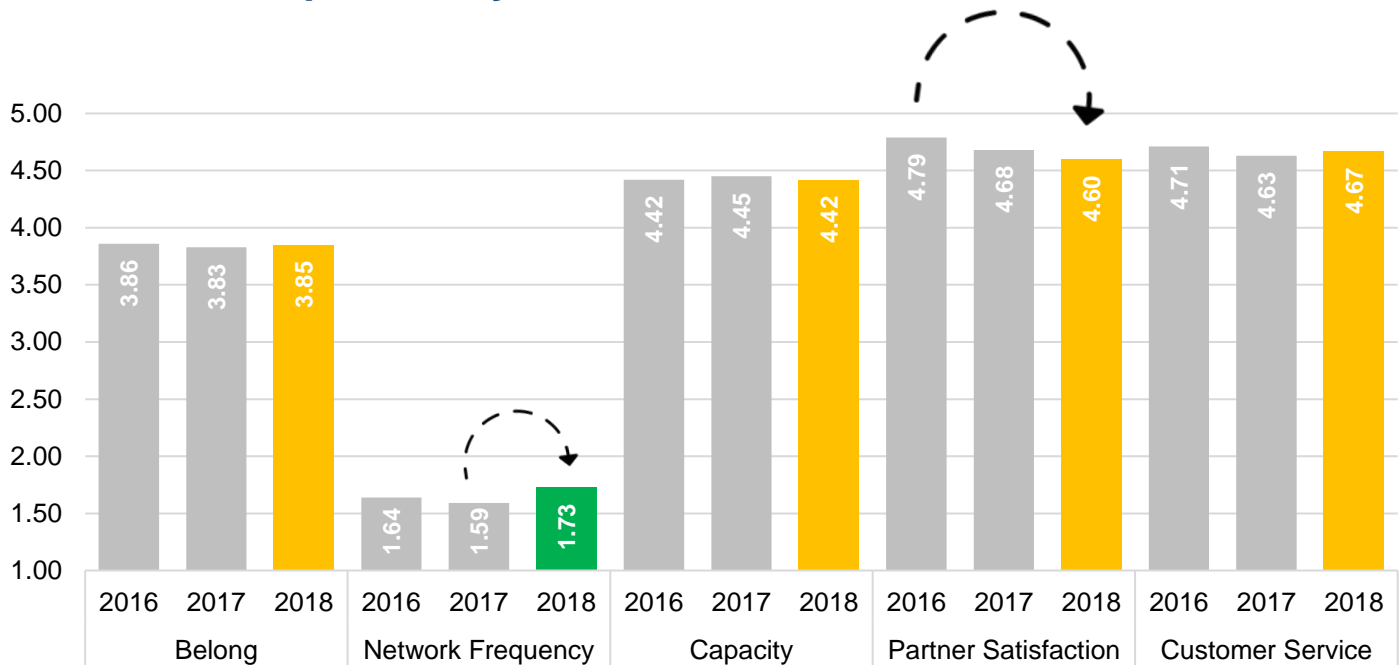
I learned new skills since I started working in the CEC.	1.2%	0.0%	3.6%	13.1%	16.7%	33.3%	32.1%	82.1%	84
I am better equipped to serve the Omaha community as a result of working in the CEC.	0.0%	3.5%	0.0%	2.4%	25.9%	36.5%	31.8%	94.1%	85
My organization changed as a result of being in the CEC the past 6 months.	0.0%	4.8%	4.8%	23.8%	22.6%	21.4%	22.6%	66.7%	84
I systematically tracked my organization's progress in the last 6 months.	0.0%	4.7%	3.5%	25.9%	17.7%	29.4%	18.8%	65.9%	85
My organization grew in capacity in the last 6 months.	3.6%	9.5%	3.6%	19.1%	15.5%	25.0%	23.8%	64.3%	84

Longitudinal Report

SECTION 1: AVERAGE SCORES

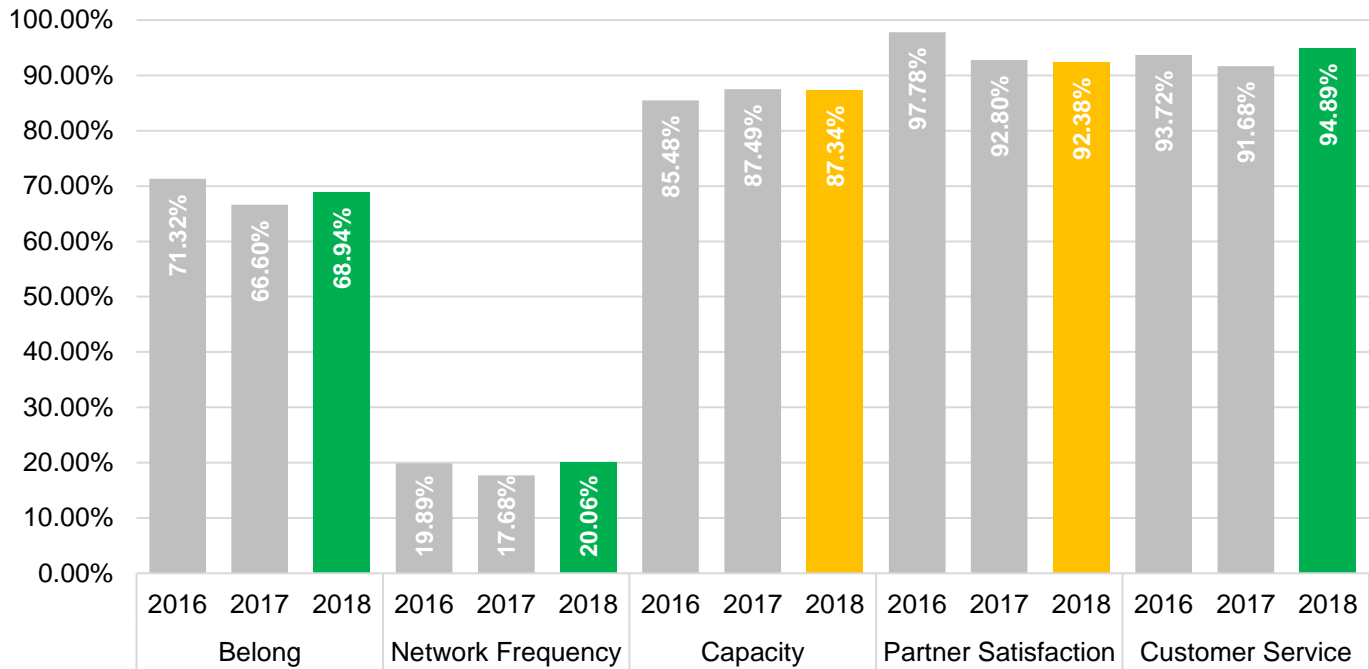
Below are the average scores presented by both means, top 2 responses (i.e., agree + strongly agree), and top responses (i.e., strongly agree only). The current sample included everyone in the building (i.e., CEC partners, UNO partners, volunteers, and students). Positive changes are represented by green bars, negative changes are represented by red bars, and neutral changes are represented by yellow bars.

1.1 Partner Responses by Means



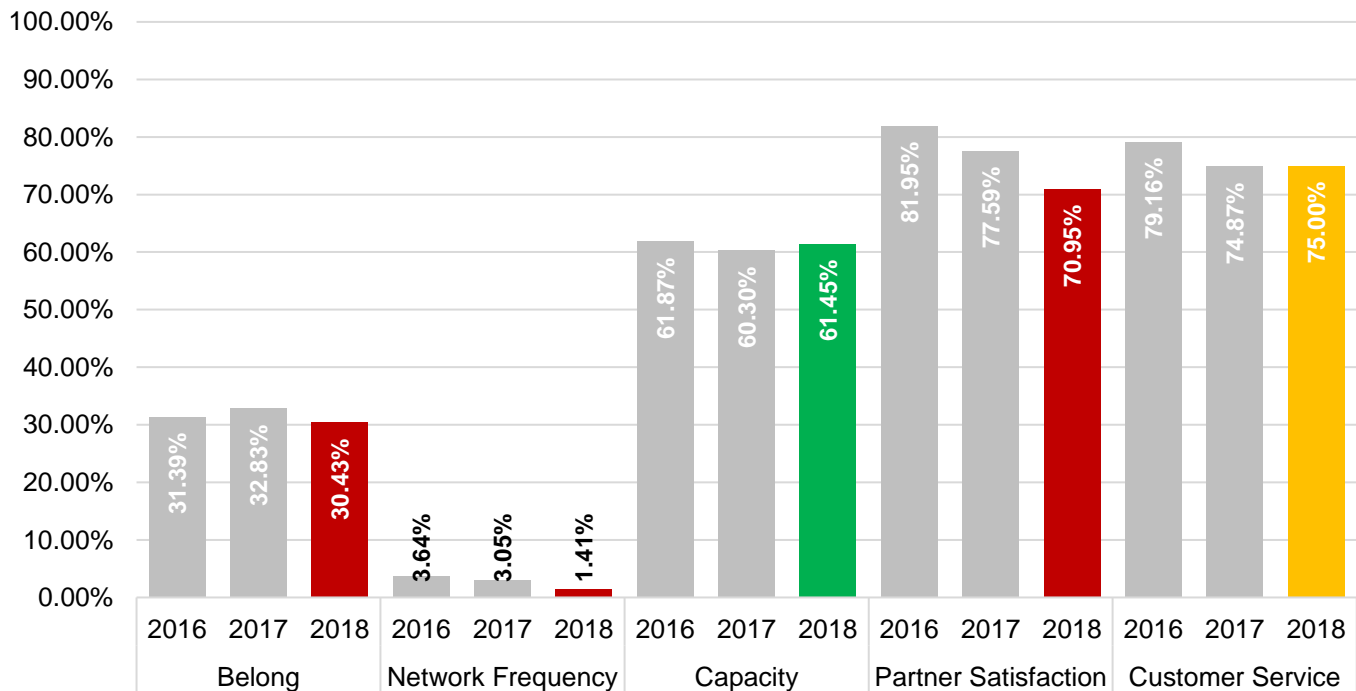
Two significant changes were identified at the aggregate level, including a significant increase in networking frequency (2017 – 2018), and a significant decrease in partner satisfaction (2016 – 2018) -- Detailed item-level analysis is presented on pages 41 and 42 of the report

1.2 Partner Responses by Top 2 Box Scores



*Notable changes were considered to be those greater than 1%.

1.3 Partner Responses by Top Box Scores

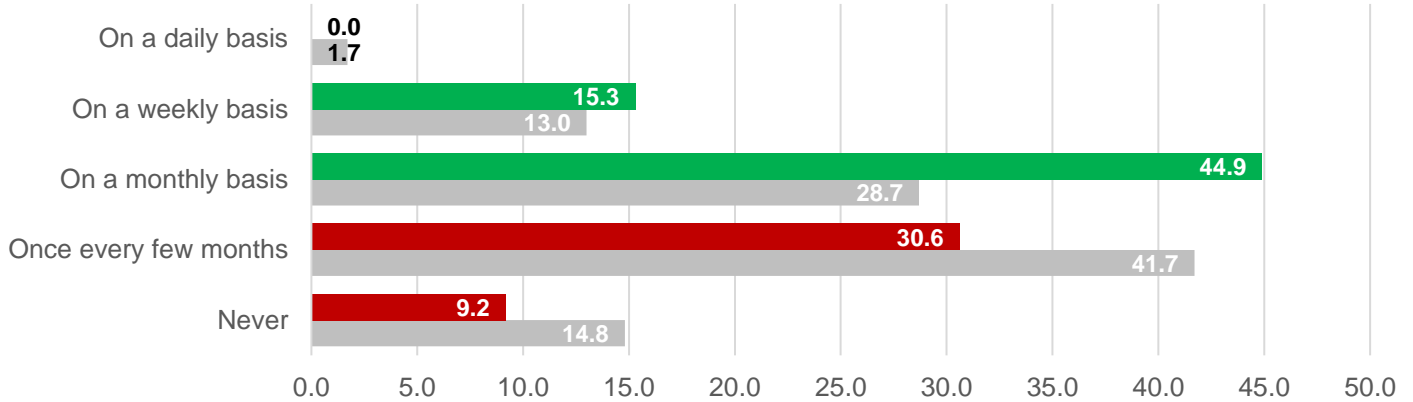


*Notable changes were considered to be those greater than 1%.

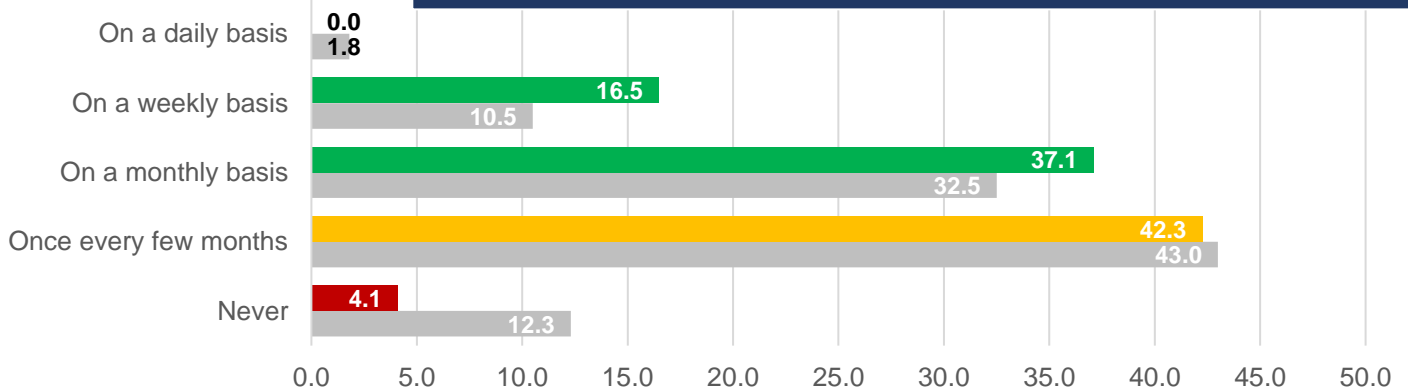
SECTION 2: NOTABLE ITEM-LEVEL CELEBRATIONS

Overall **networking increased** from 2017 to 2018, particularly for the following items (2017 is represented with grey bars):

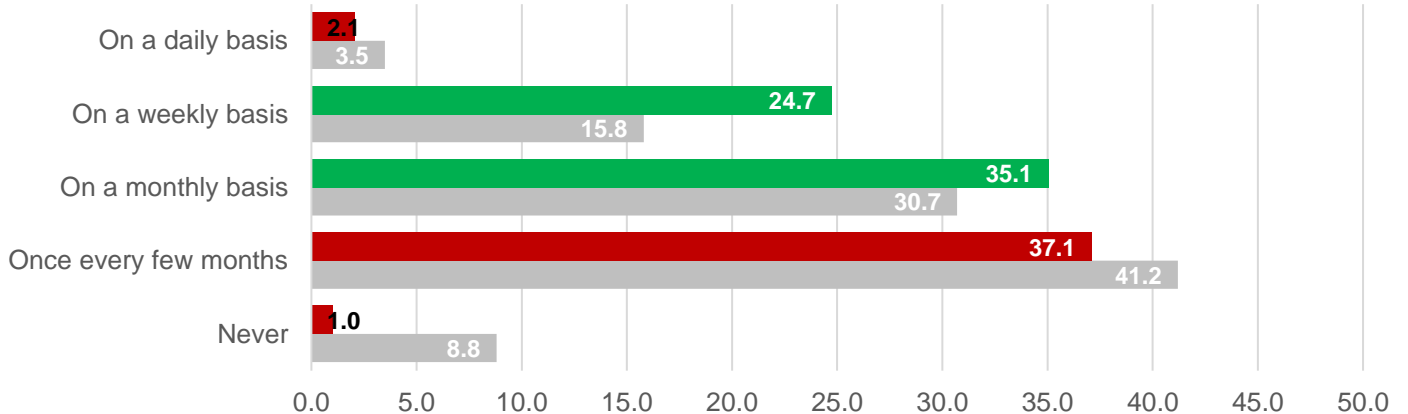
Congratulate someone from another CEC organization about a promotion, special award, or achievement



Congratulate someone from an organization outside of the CEC about a promotion, special award, or achievement



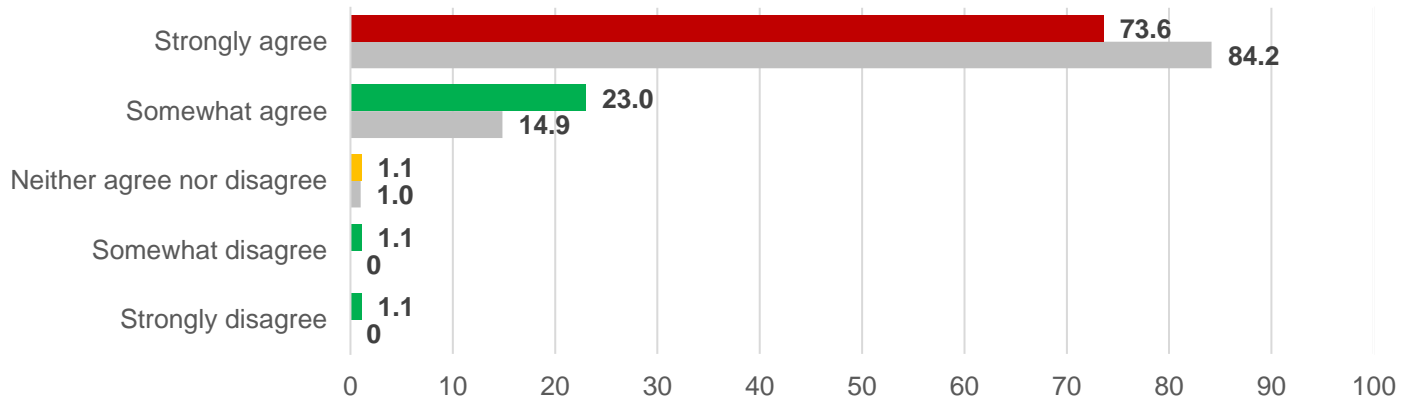
Form alliances with those outside of the CEC



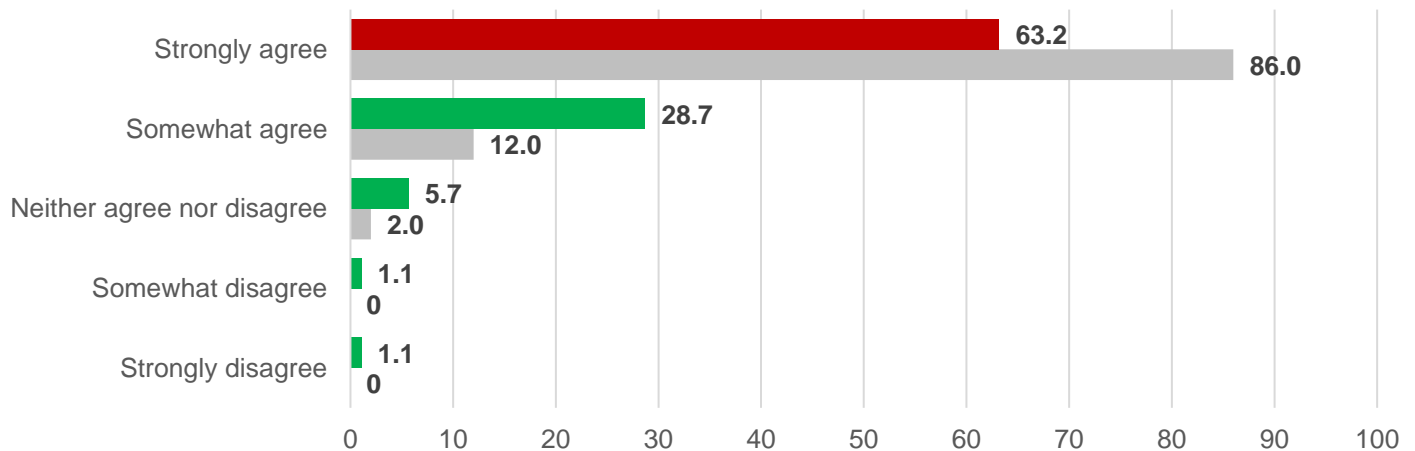
SECTION 3: ITEM-LEVEL AREAS FOR IMPROVEMENT

Shifts in partner satisfaction from 2016 to 2018 are presented in the following graphs (2016 is represented by grey bars):

The CEC and my organization have common values



My organization's partnership with the CEC has positively affected the community



I feel that the CEC sets mutually-agreed-upon expectations for my organization

