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community engagement research center

**BARBARA WEITZ COMMUNITY  
ENGAGEMENT CENTER**

ANNUAL SURVEY  
MASTER REPORT 2019

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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 Summary

## BUILDING ATTITUDES AND PERCEPTIONS

- **Networking:** Responses within this section showed a divergent pattern of responses. Overall, a greater percentage of respondents reported networking in the CEC (21%) more frequently than last year (19%). However, more also reported networking at more infrequent rates (i.e., 'every few months' was a more popular choice this year compared to last year, where 'on a monthly basis' was a more popular choice).
- **Belongingness:** Partners reported feeling a greater sense of belongingness this year (75%) compared to last year (69%).
- **Capacity:** Levels of capacity reported this year (86%) were very similar to last year (87%). The majority of partners felt that being in the CEC has contributed positively to their mission (94%), sustainability (92%), and capacity to serve their target population (90%).
- **Partnership Satisfaction:** Almost all partners (>94%) were very satisfied with their partnership with the CEC, and scores in this area were, on average, slightly higher than last year.
- **Quality of Communication and Customer Service:** Scores in this area (91%) were similar to last year (92%), with most partners reporting high satisfaction with the communication and customer service they receive within the CEC.

## CEC VALUES

- Overall, less individuals were familiar with the CEC values for 2019 than in 2018 (although more were familiar this year than in either 2017 or 2016). Specifically, 72% of partners said they knew the values in 2019, in contrast to 79% who said they knew the values in 2018, 70% who said they knew the values in 2017, and 65% who said they knew what the values were in 2016.
- Although fewer individuals were familiar with the CEC values this year, more reported exhibiting behaviors which exemplify the values in 2019. For example, partners reported contributing or collaborating with diverse organizations at greater rates, feeling more comfortable sharing opinions and different points of view, engaging in more collaboration, and showing more reciprocal behaviors than in any previous year (see page 14 for full yearly comparison of scores).
- Partners reported room for improvement in terms of communicating their success to the CEC staff, which decreased slightly from last year.

## LONGITUDINAL FINDINGS

- Overall, all partners in the CEC feel a significantly greater sense of belonging with the CEC than in previous years.
- UNO-affiliated partners reported significantly fewer networking behaviors, though the networking behaviors of non-UNO-affiliated partners significantly increased.
- UNO-affiliated partners reported that their partnership with the CEC has had a positive effect on the community at significantly greater rates this year compared to last year.

## CEC ACTIVITIES

- A majority of partners receive the CEC weekly newsletter (97%), participate in CEC social activities (85%), and attend all-hands meetings (68%). Fewer partners reported participating on the CEC internal building advisory committee (29%), in the CEC Facebook chat room (33%), or in faculty fellows (33%). However, some of these activities are necessarily restricted (e.g., not everyone in the building can serve on the internal building advisory committee).
- A majority of partners who received the weekly newsletter were satisfied with it (84%). Further, most partners who attended all-hands meetings indicated that they have been satisfied with their experiences (80%).
- 'Posting information to the CEC chat room' showed greater variability than other options. Specifically, 23% of individuals who have used the chat room (6 people) were on the fence about whether or not they had been satisfied with their experiences, selecting 'neither dissatisfied nor satisfied.'
- Regarding other CEC activities, nearly across the board, partners have been happy with activities that take place in the CEC. Standouts included one individual who was somewhat dissatisfied with their experience participating in CEC social activities, one individual who was dissatisfied with their participation with faculty fellows, and one individual who was somewhat dissatisfied with all-hands meetings.
- About half of partners in the CEC reported always noticing the Jumbotron campaigns (46%), with another third (33%) reporting that they often see the Jumbotron campaigns. Smaller groups of people noticed the campaigns sometimes (13%), rarely (8%) or never (0%).
- Many partners rated the quality of Jumbotron campaigns as very good (42%) or good (48%). Only a few individuals reported feeling that the quality of campaigns was fair (7%), poor (2%), or very poor (1%).

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## RESPONSE OVERVIEW

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 186 individuals in the building, with 107 individuals moving past the first question. This response rate is very similar to last year (57.41%).

### SURVEY RESPONDENT INFORMATION

<b>Sent to</b>	186
<b>Responses</b>	107
<b>Response Rate</b>	<b>57.53%</b>

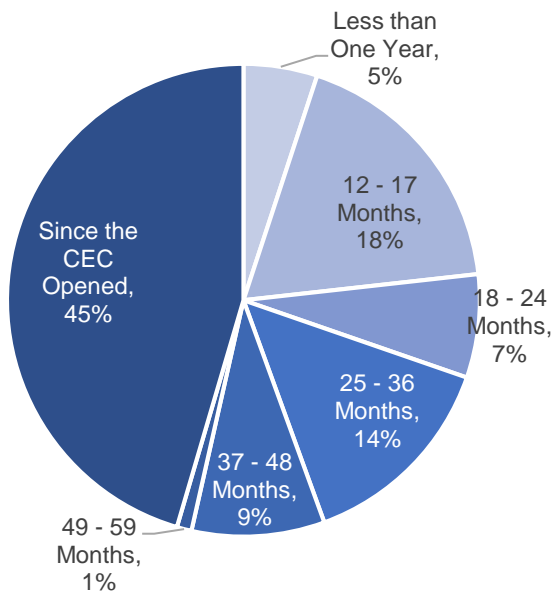
#### Those who took the annual this year survey were...

	Percent	Count	
<b>Permanent Partners*</b>	28%	29	
<b>Non-Permanent Partners</b>	72%	75	
<b>Primary affiliation with the CEC for Non-Permanent Partners</b>	14%	11	CEC Staff
	0%	0	Student Collaborative Volunteer
	16%	12	UNO Partner
	67%	49	Community Partner
	3%	2	Other
	Percent	Count	
<b>UNO Students</b>		18	Undergraduate
		23	Graduate
<b>Faculty</b>		6	Full-time
		8	Part-time
<b>Primary Position within Organization</b>	16%	16	Director/Board Members
	48%	49	Paid Employees
	16%	16	Graduate Assistants
	17%	17	Undergrad Student Workers
	4%	4	Volunteers

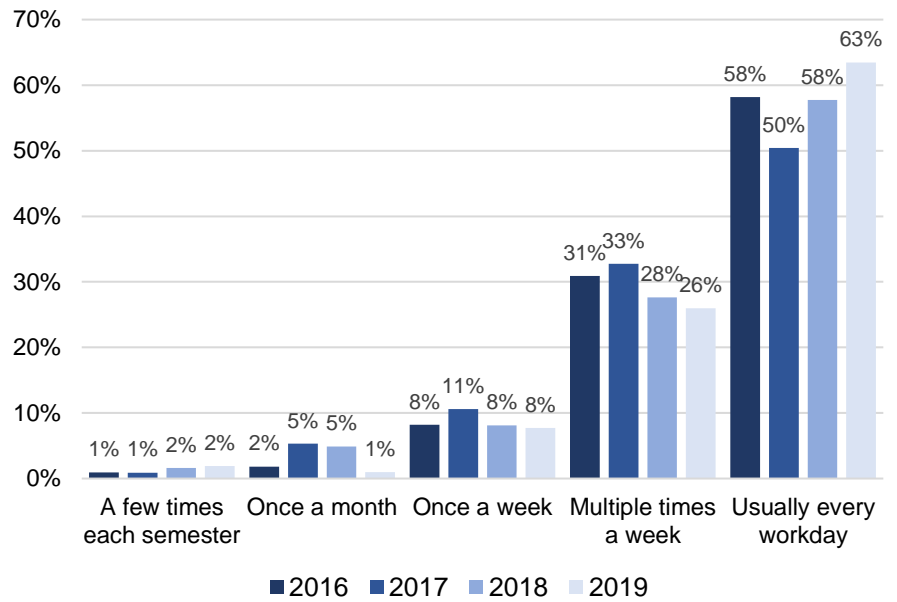
*\*Permanent Partners included those working within the Service Learning Academy, the Office of Civic and Social Responsibility, and the William Brennan Institute for Labor Studies*

# DEMOGRAPHIC INFORMATION

## Organizational Tenure



## Time Spent in the CEC by Year



A majority of survey respondents had been in the CEC since it opened (45%), or somewhere between one and four years (48%). This breakdown is different from last year, which included a large group of respondents who had been in the building for less than a year (24%). Thus, this year's (2019) survey takers included fewer newcomers and more seasoned partners. In terms of time spent in the building, 2019 included more respondents who reported being in the building every workday (63%), compared to previous years.

# SECTION 1: ATTITUDES AND PERCEPTIONS

## 1.1 Construct Summary – Yearly Comparison

CONSTRUCT	SCALE	2016 AVERAGE	2017 AVERAGE	2018 AVERAGE	2019 AVERAGE
<b>CEC Culture*</b>	1 = Strongly Disagree 2 = Somewhat Disagree 3 = Neither Disagree nor Agree 4 = Somewhat Agree 5 = Strongly Agree	4.13	4.03	4.13	4.24
<b>Feelings of Belongingness*</b>	1 = Strongly Disagree 2 = Somewhat Disagree 3 = Neither Disagree nor Agree 4 = Somewhat Agree 5 = Strongly Agree	3.86	3.83	3.85	4.00
<b>Intra-Network Frequency</b>	0 = Never 1 = Once Every Few Months 2 = On a Monthly Basis 3 = On a Weekly Basis 4 = On a Daily Basis	1.68	1.62	1.71	1.65
<b>Inter-Network Frequency</b>	0 = Never 1 = Once Every Few Months 2 = On a Monthly Basis 3 = On a Weekly Basis 4 = On a Daily Basis	1.61	1.56	1.76	1.75
<b>Partner Capacity</b>	1 = Strongly Disagree 2 = Disagree 3 = Neither Disagree nor Agree 4 = Agree 5 = Strongly Agree	4.42	4.45	4.42	4.44
<b>Partner Satisfaction</b>	1 = Strongly Disagree 2 = Disagree 3 = Neither Disagree nor Agree 4 = Agree 5 = Strongly Agree	4.79	4.68	4.60	4.70
<b>Quality of Communication and Customer Service</b>	1 = Strongly Disagree 2 = Disagree 3 = Neither Disagree nor Agree 4 = Agree 5 = Strongly Agree	4.71	4.63	4.67	4.64

\*Includes CEC staff responses



## 1.2 Attitudes and Perceptions - Response Distributions

	Top 2 Box %								
	Strongly Agree %								
	Somewhat Agree %								
	Neither Agree nor Disagree %								
	Somewhat Disagree %								
	Strongly Disagree %								
								N	Mean

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

<b>CEC Culture</b>					<b>Overall Agreement = 83%</b>				
Partners housed in the CEC seem concerned about sharing their experiences.	3%	8%	25%	39%	26%	65%	93	3.76	
I perceive the members of organizations in the CEC to be cooperative.	0%	1%	5%	36%	57%	93%	94	4.50	
CEC partners seem genuinely concerned with maintaining a harmonious climate.	0%	1%	9%	33%	57%	90%	94	4.47	
<b>Feelings of Belongingness</b>					<b>Overall Agreement = 75%</b>				
If someone criticizes the CEC, it feels like a personal insult.	2%	6%	22%	38%	32%	70%	97	3.92	
I identify with the CEC; being there is a part of who I am.	3%	6%	23%	44%	24%	68%	97	3.79	
I feel an emotional connection with the CEC when I attend events and activities there.	2%	8%	20%	38%	32%	70%	97	3.90	
I feel a sense of pride when I show friends and family the CEC.	2%	2%	6%	31%	59%	90%	97	4.42	

Note. Includes CEC staff responses.

	Top 2 Box %	On a Daily Basis %	On a Weekly Basis %	On a Monthly Basis %	Every Few Months %	Never %	N	Mean
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In your role as a community partner in the CEC, please rate how often you do the following:

Intra-CEC Networking Frequency						Overall Frequency = 21%		
Congratulate someone from another <b>CEC organization</b> about a promotion, special award, or achievement.	11%	36%	33%	18%	1%	19%	87	1.62
Attend meetings, ceremonies, or special events <b>in the CEC</b> .	5%	30%	37%	25%	3%	28%	87	1.93
Form alliances with people in other organizations housed <b>in the CEC</b> .	10%	37%	33%	17%	2%	19%	87	1.64
Do favors for or trade skills with people in other organizations housed <b>in the CEC</b> .	16%	44%	25%	13%	2%	15%	87	1.41
Inter-CEC Networking Frequency						Overall Frequency = 23%		
Congratulate someone from an organization <b>outside of the CEC</b> about a promotion, special award, or achievement.	10%	37%	37%	13%	3%	16%	87	1.62
Attend meetings, ceremonies, or special events for nonprofits <b>outside of the CEC</b> .	3%	39%	32%	23%	2%	25%	87	1.82
Form alliances with people in organizations <b>outside of the CEC</b> .	7%	29%	36%	24%	5%	29%	87	1.91
Do favors for or trade skills with people in other organizations <b>outside of the CEC</b> .	13%	38%	28%	16%	6%	22%	87	1.64

Note. It may be more appropriate to examine the top 3 box % in lieu of a top 2 box % for these two constructs.

Top 2 Box %									
Strongly Agree %									
Somewhat Agree %									
Neither Agree nor Disagree %									
Somewhat Disagree %									
Strongly Disagree %									
							N	Mean	

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

Partner Capacity	Overall Agreement = 86%							
My organization's board of directors (or governing body) is satisfied with my amount of collaboration with other CEC organizations.	2%	2%	20%	28%	48%	76%	60	4.2
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.	0%	2%	11%	32%	54%	86%	81	4.38
As a result of being in the CEC, I have more effectively interacted with nonprofit organizations outside of those located in the CEC.	0%	5%	16%	33%	46%	79%	76	4.20
Being in the CEC has contributed positively to my organizational mission.	0%	0%	6%	14%	80%	94%	79	4.73
Being in the CEC has contributed positively to my organization's sustainability.	0%	0%	8%	23%	69%	92%	78	4.62
My organization's capacity to serve our target population has increased as a result of being in the CEC space.	0%	3%	8%	26%	64%	90%	78	4.51

	Top 2 Box %								
	Strongly Agree %								
	Somewhat Agree %								
	Neither Agree nor Disagree %								
	Somewhat Disagree %								
	Strongly Disagree %								
							N	Mean	

Please reflect on your organization’s partnership with the Community Engagement Center over the past year and indicate the degree to which you agree or disagree with the following statements:

Partnership Satisfaction						Overall Agreement = 94%			
Overall, our organization is satisfied with our partnership with the CEC.	0%	0%	4%	19%	77%	96%	84	4.74	
I would like to continue working at the CEC.	0%	0%	5%	18%	77%	95%	84	4.73	
I feel that the CEC sets mutually-agreed-upon expectations for my organization.	0%	1%	10%	20%	69%	89%	84	4.57	
My organization’s partnership with the CEC has positively affected the community.	0%	0%	6%	17%	77%	94%	84	4.71	
The CEC and my organization have common values.	0%	0%	4%	20%	76%	96%	84	4.73	

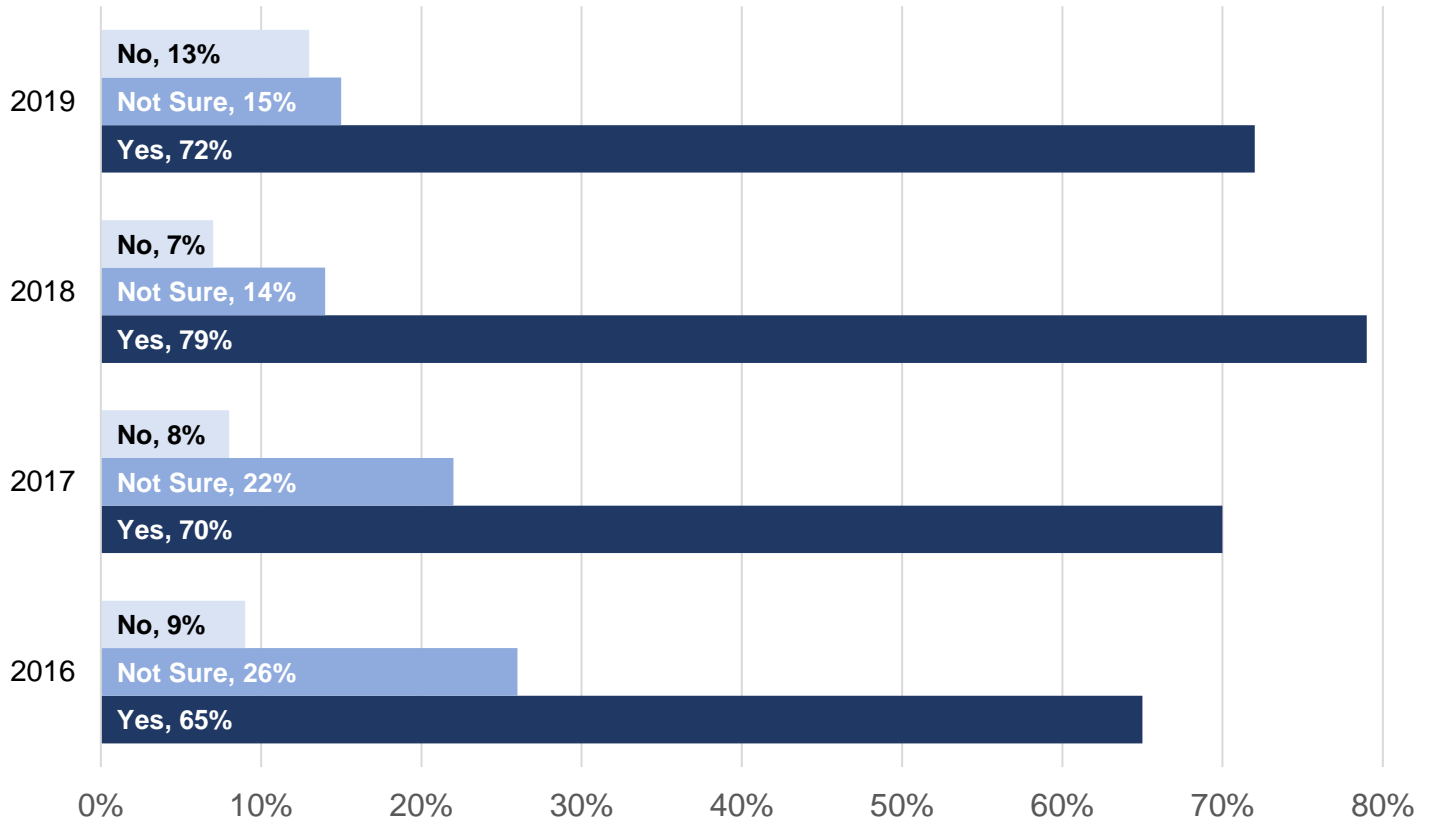
The next series of questions require you to think about times you have communicated with the Community Engagement Center. **The CEC staff ...**

Quality of CEC Communication and Customer Service						Overall Agreement = 91%			
Provided a timely response to communications.	0%	0%	5%	14%	81%	95%	83	4.76	
Valued my suggestions and input.	0%	0%	16%	20%	64%	84%	83	4.48	
Communicated in a way that made me feel comfortable.	0%	2%	5%	17%	76%	93%	83	4.66	
Seemed interested in providing excellent customer service.	0%	1%	7%	16%	76%	92%	83	4.66	

## SECTION 2: CEC VALUES

### 2.1 Familiarity with the Values

Individuals in the CEC were asked various questions regarding their feelings, thoughts, and perceptions of the CEC Values. The question below asked individuals if they were familiar with the CEC values.



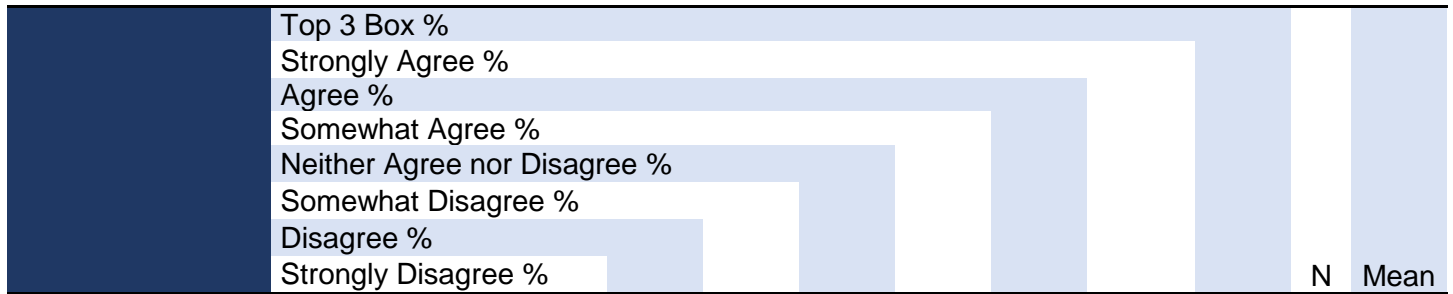
The percentage of respondents who reported being familiar with the CEC values has decreased from 79% in 2018 to 72% in 2019.

## 2.2 Scale Summary – Yearly Values Comparison

VALUES	SCALE	2016 AVERAGE	2017 AVERAGE	2018 AVERAGE	2019 AVERAGE
<b>Diversity</b>	1 = Strongly Disagree 2 = Disagree 3 = Somewhat Disagree 4 = Neither Disagree nor Agree 5 = Somewhat Agree 6 = Agree 7 = Strongly Agree	5.78	5.96	5.82	5.98
<b>Civil and Open Dialogue</b>	1 = Strongly Disagree 2 = Disagree 3 = Somewhat Disagree 4 = Neither Disagree nor Agree 5 = Somewhat Agree 6 = Agree 7 = Strongly Agree	5.20*	5.01*	5.56	5.60
<b>Collaboration</b>	1 = Strongly Disagree 2 = Disagree 3 = Somewhat Disagree 4 = Neither Disagree nor Agree 5 = Somewhat Agree 6 = Agree 7 = Strongly Agree	5.50	5.55	5.53	5.60
<b>Reciprocity</b>	1 = Strongly Disagree 2 = Disagree 3 = Somewhat Disagree 4 = Neither Disagree nor Agree 5 = Somewhat Agree 6 = Agree 7 = Strongly Agree	5.65*	5.75*	5.77	5.85
<b>Communication</b>	1 = Strongly Disagree 2 = Disagree 3 = Somewhat Disagree 4 = Neither Disagree nor Agree 5 = Somewhat Agree 6 = Agree 7 = Strongly Agree	4.92	5.05	5.18	5.11
<b>Welcoming Atmosphere</b>	1 = Strongly Disagree 2 = Disagree 3 = Somewhat Disagree 4 = Neither Disagree nor Agree 5 = Somewhat Agree 6 = Agree 7 = Strongly Agree	6.13	6.14	6.37	6.34
<b>Continuous Improvement</b>	1 = Strongly Disagree 2 = Disagree 3 = Somewhat Disagree 4 = Neither Disagree nor Agree 5 = Somewhat Agree 6 = Agree 7 = Strongly Agree	5.69	5.64	5.60	5.60

*\*Reverse-scored or slight changes in wording preclude statistical comparisons between this score and later item or scale score iterations.*

## 2.3 Values Response Distributions



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

<b>Diversity</b>										
My organization contributed to the diversity of the Weitz CEC.	0%	2%	6%	8%	13%	27%	43%	83%	83	5.86
In my work at the Weitz CEC, I collaborated with different types of organizations.	0%	0%	0%	11%	20%	33%	36%	89%	83	5.94
In my work at the Weitz CEC, I interacted with diverse populations.	0%	0%	2%	10%	11%	27%	51%	89%	83	6.13
<b>Civil and Open Dialogue</b>										
While at the Weitz CEC, I felt free to initiate dialogue around controversial topics.	0%	2%	4%	23%	18%	33%	20%	71%	83	5.36
In the Weitz CEC, I felt comfortable sharing my opinion.	0%	0%	1%	10%	16%	35%	39%	90%	83	6.00
There are many organizations in the Weitz CEC with differing points of view.	0%	1%	4%	20%	23%	29%	23%	75%	83	5.43
<b>Collaboration</b>										
Through my organization's presence in the Weitz CEC, my organization developed collaborations that are innovative.	0%	1%	1%	17%	18%	30%	33%	81%	83	5.72
I met occasionally with representatives of other organizations to find common interests.	1%	1%	4%	14%	27%	29%	24%	80%	83	5.47

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

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

<b>Reciprocity</b>										
When collaborating with others, my organization strived to ensure that all partners were involved in the decision-making process.	0%	0%	0%	14%	16%	28%	42%	86%	83	5.98
When completing collaborations, I followed up to ensure expectations were met.	0%	0%	0%	18%	17%	40%	25%	82%	83	5.72
<b>Communication</b>										
I communicated my organization's success to the Weitz CEC staff.	0%	2%	6%	25%	24%	29%	13%	66%	83	5.11
<b>Welcoming Atmosphere</b>										
If someone looked lost in the Weitz CEC, I asked them if they needed help.	0%	0%	0%	6%	11%	27%	57%	95%	83	6.34
<b>Continuous Improvement</b>										
I learned new skills since I started working in the CEC.	0%	4%	2%	12%	20%	26%	37%	83%	82	5.71
I am better equipped to serve the Omaha community as a result of working in the CEC.	0%	0%	1%	14%	10%	30%	45%	85%	83	6.02
My organization changed as a result of being in the CEC the past 6 months.	0%	1%	2%	39%	19%	22%	17%	58%	83	5.08
<b>Overall Values Agreement = 80%</b>										



## SECTION 3: LONGITUDINAL FINDINGS

This section of the report compares survey respondents' perceptions and attitudes in the CEC over the past year (2018 to 2019) for five dimensions: (a) feelings of belongingness, (b) networking, (c) capacity, (d) partnership satisfaction, and (e) communication and customer service in the building. To understand changes in attitudes and perceptions, we conducted tests to assess mean differences between last year and the current year (i.e., 2019). Statistical tests were conducted only on partners who have been in the building both years (long-term), consisting of 38 individuals. All other partners were excluded from analyses. Significant findings are outlined below.

### 3.1 Significant Findings

- Long-term partners showed marginally greater feelings of belongingness in the CEC for 2019 compared to 2018 ( $t = 1.72, p = 0.093$ ).
  - o Marginally more partners agreed that they felt personally insulted if someone criticized the CEC ( $t = 1.88, p = 0.068$ ).
  - o Marginally more partners agreed that they identified with the CEC, and felt that being in the CEC is part of who they are ( $t = 1.82, p = 0.075$ ).
- All partners reported significantly lower levels of satisfaction with their partnership with the CEC in 2019 compared to 2018 ( $t = -2.24, p = 0.032$ ).
- All partners reported significantly greater agreement that their partnership with the CEC has positively affected the community ( $t = 2.22, p = 0.003$ ).
- UNO-affiliated partners reported significantly less networking behaviors, both in the building ( $t = -1.95, p = 0.075$ ) and outside of the building ( $t = -2.58, p = 0.024$ ), compared to 2018.
  - o UNO-affiliated partners were marginally less likely to do favors/trade skills with others in the CEC ( $t = -1.90, p = 0.082$ ) and outside of the CEC ( $t = -1.90, p = 0.082$ ).
  - o UNO-affiliated partners were marginally less likely to offer congratulations to someone from another CEC organization about promotions/achievements ( $t = -1.90, p = 0.082$ ).
  - o UNO-affiliated partners were less likely to form partnerships with people in organizations outside of the CEC ( $t = -3.32, p = 0.006$ ).
- UNO-affiliated partners reported significantly greater agreement that their organizations partnership with the CEC has positively affected the community ( $t = 2.13, p = 0.054$ ).
- Marginally more non UNO-affiliated partners agreed that they felt personally insulted if someone criticized the CEC ( $t = 2.00, p = 0.057$ ).
- Non UNO-affiliated partners were marginally more likely to form partnerships with people in organizations outside of the CEC ( $t = 1.88, p = 0.073$ ).
- Non UNO-affiliated partners were significantly less satisfied with their partnership with the CEC ( $t = -2.31, p = 0.030$ ).

## SECTION 4: CEC ACTIVITIES

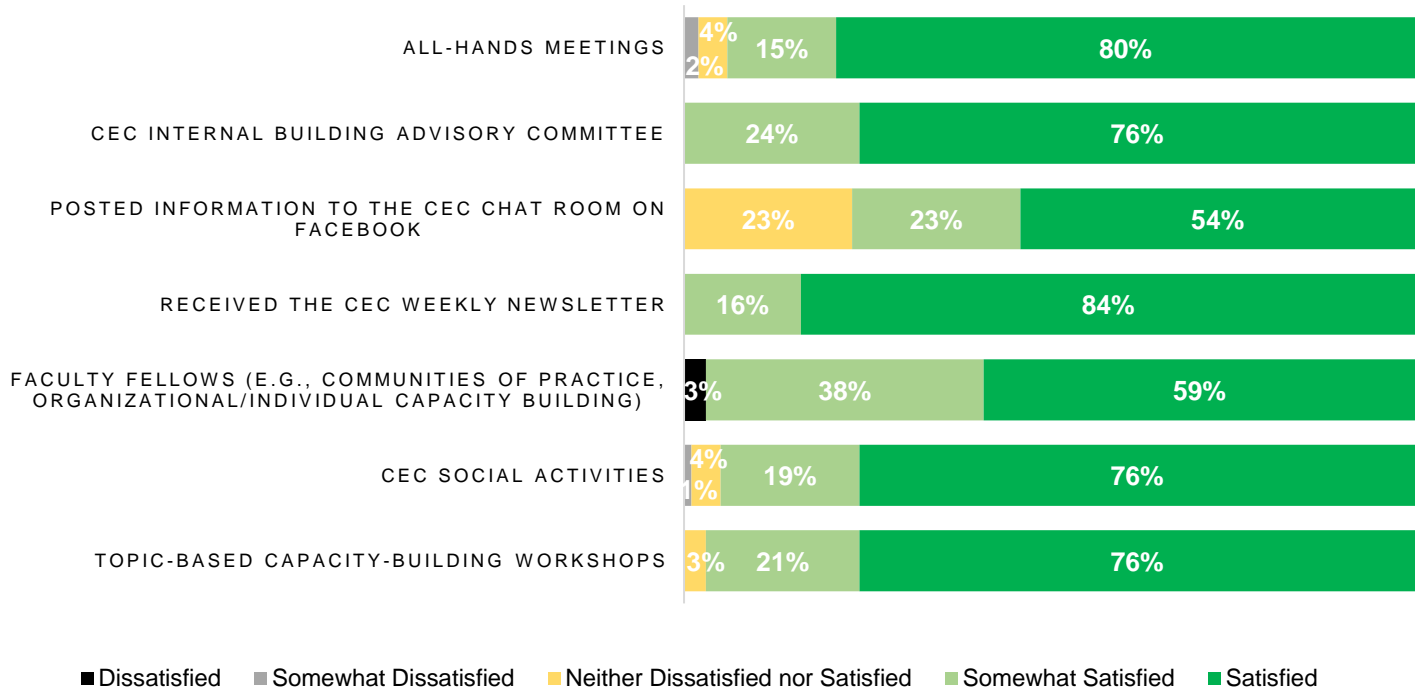
### 4.1 Participation in CEC Activities

We asked partners “Have you participated in any of the following activities at the CEC in the past year?”



### 4.2 Satisfaction with CEC Activities

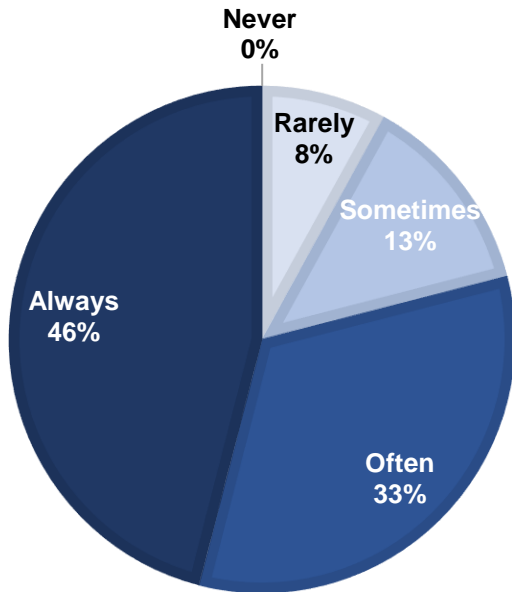
To drill down, we also asked partners who reported engaging in CEC activities about their satisfaction regarding their participation in each activity (see bar graph below).



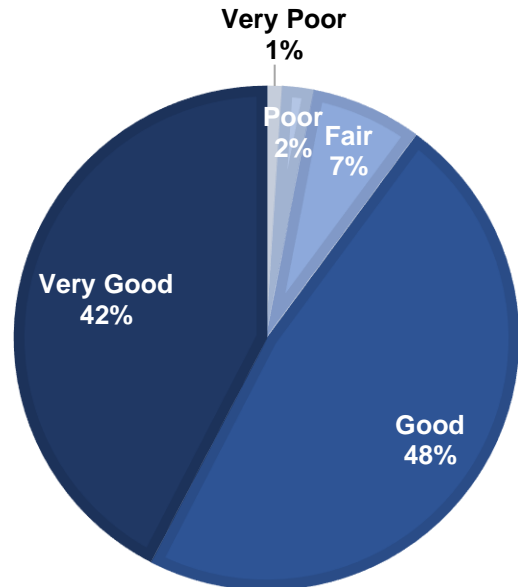
### 4.3 Thoughts about the Jumbotron

We asked partners several questions this year about their perceptions of the Jumbotron to determine how often partners notice the Jumbotron, and how they perceive the quality of Jumbotron campaigns at the CEC.

**HOW OFTEN DO YOU NOTICE JUMBOTRON CAMPAIGNS AT THE CEC?**



**HOW WOULD YOU RATE THE QUALITY OF THE JUMBOTRON CAMPAIGNS HIGHLIGHTED BY THE CEC?**



- Most partners reported noticing Jumbotron campaigns frequently (i.e., always or often, 79%), or at least some of the time (i.e., sometimes, often, or always, 92%).
- Most partners felt the quality of Jumbotron campaigns have been good or very good (90%). 97% of partners felt the quality of Jumbotron campaigns were at least fair (i.e., fair, good, or very good).
- Comments about improving Jumbotron campaigns had to do with creating more eye-catching or bright campaigns, or including a sidebar so those walking by could view multiple posters/campaigns at once.

# Appendix

## STATISTICAL TESTS

Table 1. Paired samples *t*-tests assessing aggregate differences from 2018 to 2019 for UNO partners and community partners present both years.

Dimension	2018		2019		Diff.	<i>t</i>	<i>p</i> -value	<i>n</i>
	Mean	SD	Mean	SD				
<b>UNO Partners</b>								
Feelings of Belongingness	3.77	1.35	4.20	0.80	0.43	1.25	0.232	14
Intra-Network Frequency	2.12	0.86	1.81	0.84	-0.31	-1.95	0.075	13
Inter-Network Frequency	2.40	1.11	1.94	0.88	-0.46	-2.58	0.024	13
Capacity	4.67	0.27	4.88	0.16	0.21	1.67	0.194	4
Satisfaction	4.68	0.56	4.82	0.33	0.14	1.67	0.121	13
Communication & Customer Service	4.90	0.73	4.69	0.59	-0.21	-1.44	0.175	13
<b>Community Partners</b>								
Feelings of Belongingness	4.13	0.68	4.28	0.68	0.16	1.21	0.239	24
Intra-Network Frequency	1.77	0.57	1.84	0.57	0.07	0.65	0.522	24
Inter-Network Frequency	1.65	0.45	1.74	0.82	0.09	0.63	0.535	24
Capacity	4.57	0.53	4.60	0.59	0.03	0.45	0.663	15
Satisfaction	4.70	0.45	4.61	0.63	-0.10	-1.18	0.252	23
Communication & Customer Service	4.68	0.54	4.76	0.54	0.08	0.59	0.559	23
<b>All Partners</b>								
Feelings of Belongingness	3.99	0.98	4.25	0.72	0.26	1.72	0.093	38
Intra-Network Frequency	1.89	0.69	1.83	0.66	-0.06	0.64	0.527	36
Inter-Network Frequency	1.91	0.82	1.81	0.84	-0.10	0.83	0.411	37
Capacity	4.59	0.48	4.66	0.54	0.07	1.07	0.297	19
Satisfaction	4.69	0.49	4.68	0.54	-0.01	-0.18	0.859	36
Communication & Customer Service	4.76	0.61	4.74	0.55	-0.03	-0.28	0.781	36

Note. Highlighted items denote a significant or approaching significant difference in attitudes from 2018 to 2019 surveys.

Table 2. Significant paired samples *t*-tests assessing item-level differences from 2018 to 2019 for all CEC partners

Items	2018		2019		Diff.	<i>t</i>	<i>p</i> -value	<i>n</i>
	Mean	SD	Mean	SD				
If someone criticizes the CEC, it feels like a personal insult.	3.82	1.18	4.16	1.00	0.34	1.88	0.068	38
I identify with the CEC; being there is a part of who I am.	3.76	1.00	4.08	0.71	0.32	1.82	0.076	38
Overall, our organization is satisfied with our partnership with the CEC.	4.89	0.32	4.72	0.57	-0.17	-2.24	0.032	36
My organization's partnership with the CEC has positively affected the community.	4.56	0.74	4.75	0.55	0.19	2.22	0.033	36

Note. Only significant items (or items approaching significance) are represented in this table.

Table 3. Significant paired samples *t*-tests assessing item-level differences from 2018 to 2019 for UNO-affiliated CEC partners

Items	2018		2019		Diff.	<i>t</i>	<i>p</i> -value	<i>n</i>
	Mean	SD	Mean	SD				
Congratulate someone from another CEC organization about a promotion, special award, or achievement.	2.23	1.24	1.77	0.93	-0.46	-1.90	0.082	13
Do favors for or trade skills with people in other organizations in the CEC.	1.92	0.95	1.46	0.97	-0.46	-1.90	0.082	13
Form partnerships with people in organizations outside of the CEC.	2.69	1.25	2.00	1.16	-0.69	-3.32	0.006	13
Do favors for or trade skills with people in other organizations outside of the CEC.	2.54	1.27	1.85	1.14	-0.69	-2.92	0.013	13
My organization's partnership with the CEC has positively affected the community.	4.54	0.88	4.92	0.28	0.39	2.13	0.054	13

Note. Only significant items (or items approaching significance) are represented in this table.

Table 4. Significant paired samples *t*-tests assessing item-level differences from 2018 to 2019 for non-UNO-affiliated CEC partners

Items	2018		2019		Diff.	<i>t</i>	<i>p</i> -value	<i>n</i>
	Mean	SD	Mean	SD				
If someone criticizes the CEC, it feels like a personal insult.	3.92	1.02	4.25	0.85	0.33	2.00	0.057	24
Form partnerships with people in organizations outside of the CEC.	1.58	0.72	1.92	0.97	0.33	1.88	0.073	24
Overall, our organization is satisfied with our partnership with the CEC.	4.87	0.34	4.61	0.66	-0.26	-2.31	0.030	23

*Note.* Only significant items (or items approaching significance) are represented in this table.