| UNIVERSITY OF NEBRASKA AT OMAHA

UNIVERSITY OF NEBRASKA AT OMAHA
BARBARA WEITZ COMMUNITY ENGAGEMENT CENTER

ANNUAL SURVEY REPORT 2022

About the Authors

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Executive Summary

This report contains responses from individuals working within the Barbara Weitz Community Engagement Center (CEC) at the University of Nebraska at Omaha (UNO). CEC Staff, building partners, volunteers, and student workers were asked to provide feedback on their experiences in the CEC. The survey was sent to 178 individuals in the building, with 85 individuals moving past the first question, a 47.75% response rate, which was lower than the survey response rate in 2019 (57.53%).

Impact of COVID-19

For the first time, the annual survey asked specifically about the impact COVID had through questions about how COVID has affected different aspects related to the organizations working in the CEC. About half of respondents (48%) agreed that COVID-19 had a negative impact on individuals' ability to use their CEC office space, while 32% neither agreed nor disagreed. In addition, two-thirds of participants (64%) agreed the pandemic negatively affected their organization's ability to collaborate effectively with other CEC building partners and over half (57%) said COVID negatively affected their ability to collaborate effectively in the community. Nonetheless, half of survey participants (51%) strongly or somewhat *disagreed* with the statement that COVID-19 negatively affected their organization's ability to meet its mission.

Attitudes and Perceptions

- CEC Culture: In 2022, 81% of respondents agreed that CEC partners seem genuinely concerned with maintaining a harmonious climate, and 86% agreed the members of organizations in the CEC to be cooperative. These positive numbers are a decrease from 2019, where averages scored 93% concerning the first topic and 90% for the second.

- Belongingness: Feelings of Belongingness of people affiliated with campus or community organizations operating in the CEC decreased as an overall percentage from 2019 (75%) to 2022 (56%). Sense of pride when showing the CEC to a friend or a relative was the smallest decrease from 2019 (90%) to 2022 (84%)

- Networking: Overall, the daily or weekly frequency of networking actions *within* the CEC (Intra-Networking) decreased from 2019 (21%) to 2022 (10%). Specifically, "attend meetings, ceremonies, or special events in the CEC" showed the most substantial reduction between 2019 (28%) and 2022 (13%). Daily or weekly networking actions *outside* of the CEC (Inter-Networking) also experienced a decrease in their overall scores. While the Inter-CEC Networking daily or weekly frequency scored 23% in 2019, the same construct scored 11% in 2022. Networking action outside of the CEC that registered the strongest reduction was "Do favors for or trade skills with people in other organizations outside of the CEC." While the daily or weekly frequency of this activity scored 22% in 2019, it was only 6% in 2022.

- Capacity: Overall levels of agreement with partner capacity dropped-off from 86% in 2019 to 68% in 2022. Respondents' agreement that being in the CEC contributed positively to their organization's mission slightly diminished from 94% in 2019 to 87% in 2022. In addition, agreement related to having a more effective interaction with nonprofit organizations outside of those located in the CEC experienced a decline from 79% in 2019 to 54% in 2022.

- Satisfaction: Overall agreement with partnership satisfaction dropped from 94% in 2019 to 86% in 2022. The statement related to the CEC and partner organizations having common values had the smallest decrease in agreement in this section from 96% in 2019 to 91% in 2022. The largest difference between the two years regarding satisfaction is related to the organization's partnership with the CEC having positively affected the community. While in 2019, the percentage of respondents agreeing with this statement was 94%, in 2022, it was 83%.

- [Quality of Communications and Customer Service:](#) Overall agreement with the quality of communications and customer service showed an *increase* in the 2022 (96%) in comparison to 2019 (91%). In particular, participant agreement about staff valuing participants' suggestions and input increased from 84% in 2019 to 93% in 2022, and their opinion about the CEC's staff seeming interested in providing excellent customer service also increased from 92% in 2019 to 98% in 2022.

CEC Values

- Overall, familiarity with the CEC values was slightly lower in 2022 (70%) than in 2019 (72%). However, individuals unfamiliar with the CEC values decreased as well. While in 2019, 13% were unfamiliar with these values, in 2022, this percentage was 9%.

- Overall values agreement decreased from 80% in 2019 to 74% in 2022. Some highlights include:

  o While 75% of respondents agreed that "There are many organizations in the CEC with differing points of view" in 2019, that score decreased to 59% in 2022.
  o However, *more* people in 2022 (87%) than in 2019 (86%) think that when collaborating with others, their organization strives to ensure that all partners are involved in the decision-making process.
  o Both in 2019 and 2022, the same percentage of people (85%) agreed they are better equipped to serve the Omaha community because of working in the CEC.
  o The 2022 survey added a question related to the value of "continuous improvement" that was not included in the 2019 survey. It is "The CEC embodies the values of a metropolitan university," and 87% agreed.

- The survey asked respondents for the first time to indicate the extent to which they agree or disagree with the statements regarding how CEC staff demonstrate the building values in their actions. Respondents rather all areas highly with agreement ranging from 93% to 100%.

Longitudinal Findings

- 2022 presented the lowest average scores since 2016 for all attitudes and perceptions' constructs, except for Quality of Communication and Customer Service. In particular:
  o CEC Culture's average rating steadily increased from 2017 (4.03) to 2019 (4.24) but dropped in 2022 (3.99).
  o Feelings of Belongingness also experienced an increase from an average of 3.83 in 2017 to 4 in 2019. However, it fell to 3.68 in 2022. The difference between 2019 and 2022 was significant.
  o Intra-Networking frequency's average decreased from 2016 (1.68) to 2017 (1.62) and recovers in 2018 (1.71), then dropped to 1.65 in 2019 and to 1.18 in 2022. The difference between 2019 and 2022 was significant.
  o Inter-Networking frequency's average showed the same behavior as Intra-Networking, decreasing from 2016 (1.61) to 2017 (1.56), increasing in 2018 (1.76) and 2019 (1.75), then dropped to 1.34 in 2022. The difference between 2019 and 2022 was significant.
  o Partners' Capacity average rating stayed about the same from 2016 (4.42) to 2019 (4.44) then slightly dropped to 4.06 in 2022. The difference between 2019 and 2022 was significant.
  o Partner Satisfaction fell from 2016 (4.79), to 4.68 in 2017, 4.60 in 2018, increased to 4.70 in 2019, then dropped to 4.50 in 2022.
  o Quality of Communication and Customer Service *increased* in 2022 to 4.79 and is the highest since 2016.

Findings

Demographic Information on Survey Respondents

The following report contains responses from individuals working within the Barbara Weitz Community Engagement Center (CEC) at the University of Nebraska at Omaha (UNO). CEC Staff, building partners, volunteers, and student workers were asked to provide feedback on their experiences in the CEC. The survey was sent to 178 individuals in the building, with 85 individuals moving past the first question, a 47.75% response rate, which is lower than the survey response rate in 2019 (57.53%).

Sent to:	178
Responses:	85
Response Rate:	47.75%

Those who took the annual survey this year were…

	Percent	Count (Total N=85)	
Permanent Partners[1]	11.8%	10	
Non-Permanent Partners	87.0%	74	
No Response	1.2%	1	

	Percent	Count (Total N=74)	
Primary affiliation with the CEC for Non-Permanent Partners	12.2%	9	CEC Staff
	29.7%	22	UNO Partner
	40.5%	30	Community Partner
	4.1%	3	Other
	13.5%	10	No Response

	Percent	Count (Total N=85)	
UNO Students	29.4%	9	Undergraduate
		16	Graduate
Faculty	20.0%	6	Full-time
		11	Part-time
Not Response/NA	50.6%	43	

|	Percent	Count (Total N=85)	
Primary Position Within Organization	17.6%	15	Director/Board member
	41.2%	35	Paid Employee
	5.9%	5	Doctoral/Graduate Assistant
	8.2%	7	Undergraduate Student Worker

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[1] 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.

| | 2.3% | 2 | Undergrad Student (not student worker) |
| | 24.7% | 21 | No Response |

Organizational Tenure

Out of 85 individuals that answered the survey, 51 responded to the question related to number of years their organization has been housed in the CEC. One-third (33%) of survey respondents in 2022 had been in the CEC for one year or less. This is different from the 2019 survey, where most survey respondents had been in the CEC since it opened eight years ago (45%). Therefore, this year's survey takers included more newcomers and fewer seasoned partners. In 2022, eight (16%) organization respondents had been in the CEC for eight years. This is the second largest portion.

Length of Time in CEC	Percent	Count (N=85)
1 Year or Less	33%	17
2 Years	14%	7
3 Years	6%	3
4 Years	12%	6
5 Years	14%	7
6 Years	4%	2
7 Years	2%	1
8 Years	16%	8
Total	**100%**	**51**
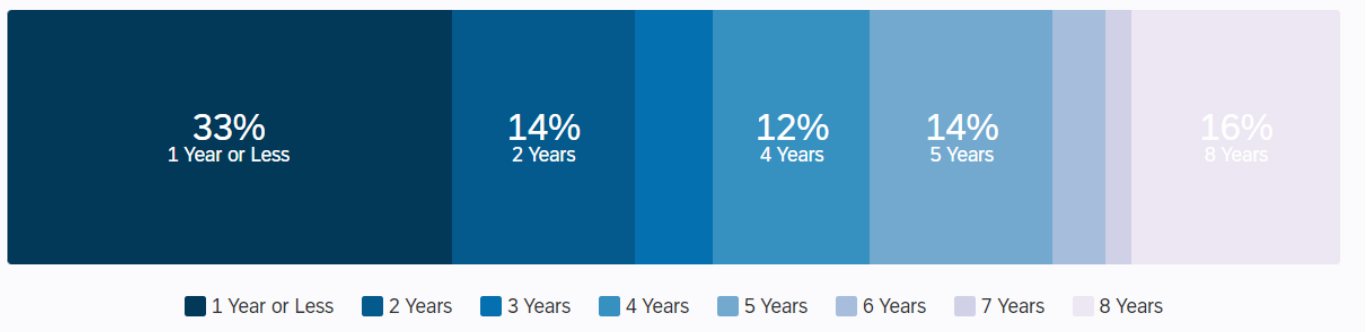
Section 1. Impact of COVID-19

Organizations all over the world were affected by COVID-19 and the consequences that this pandemic created. For the first time, the annual survey asked specifically about the impact COVID had on individuals and organizations in the CEC.

Regarding COVID-19's impact on individuals' ability to use their CEC office space, about half of respondents (48%) agreed that COVID-19 had a negative impact, while 32% neither agreed nor disagreed. This suggests that COVID-19 impacted the use of office space but perhaps not severely. In addition, two-thirds of participants (64%) agreed the pandemic negatively affected their organization's ability to collaborate effectively with other CEC building partners and over half (57%) their ability to collaborate effectively in the community. Finally, despite the harm produced by COVID-19 to collective activities among organizations housed in the CEC, half of survey participants (51%) strongly or somewhat *disagreed* with the statement that COVID-19 negatively affected their organization's ability to meet its mission.

Question	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2 Box	N
COVID-19 has negatively affected my ability to utilize my CEC office space.	16%	5%	32%	32%	16%	48%	63
COVID-19 has negatively affected my organization's ability to collaborate effectively in the community.	13%	13%	17%	38%	19%	57%	63
COVID-19 has negatively affected my organization's ability to collaborate effectively with other CEC building partners.	8%	10%	19%	49%	14%	64%	63
COVID-19 has negatively affected my organization's ability to meet its mission	29%	22%	22%	16%	11%	27%	63
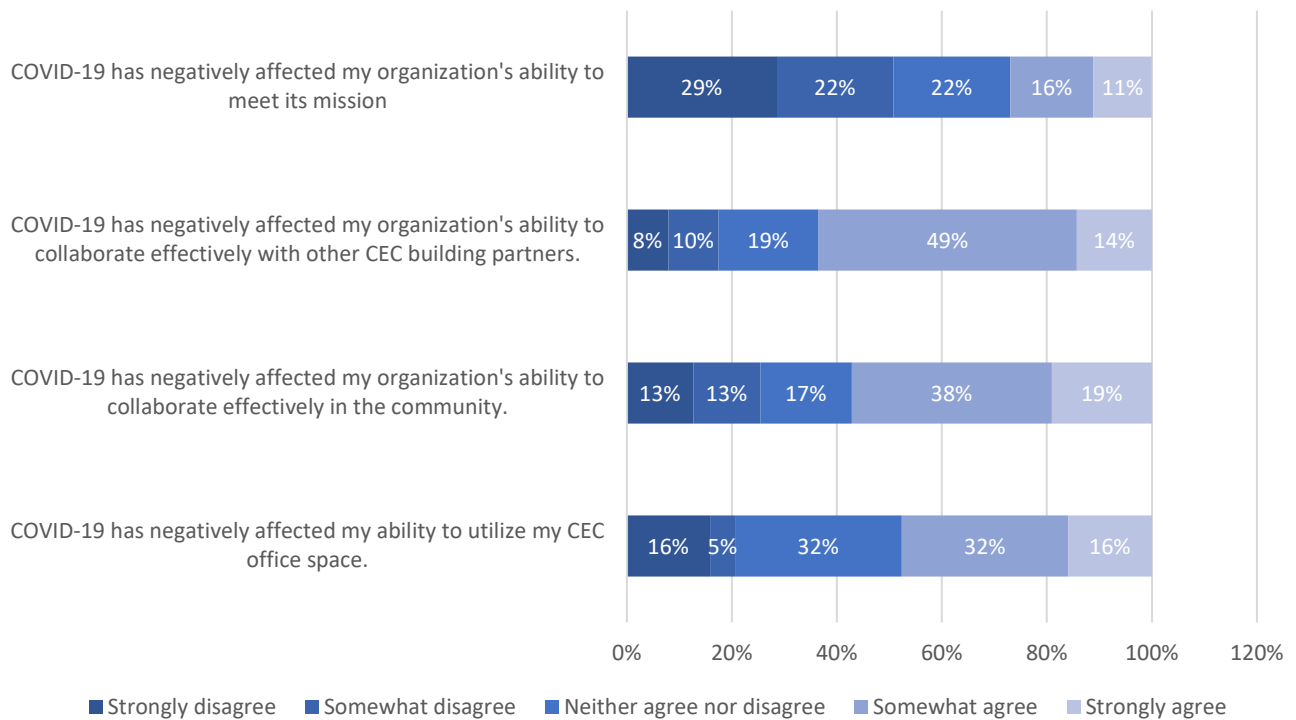
Section 2: Attitudes and Perceptions

2.1 Construct Summary - Yearly Comparison

Among the last previous periods of the survey being administered, averages in the scale for constructs of attitudes and perceptions show that they are at the lowest numbers in 2022, except for "Quality of Communication and Customer Service":

Construct	Scale	2016 Average	2017 Average	2018 Average	2019 Average	2022 Average
CEC Culture	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	3.99
Feelings of Belongingness	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	3.68
Intra-Network Frequency	0 =Never 1 = Once Every Few Months 2 = On a Monthly Basis 3 = On a Weekly Basis 4 = On a Daily Basis	1.68	1.62	1.71	1.65	1.18
Inter-Network Frequency	0 =Never 1 = Once Every Few Months 2 = On a Monthly Basis 3 = On a Weekly Basis 4 = On a Daily Basis	1.61	1.56	1.76	1.75	1.34
Partner Capacity	1 = Strongly Disagree 2 = Disagree 3 = Neither Disagree nor Agree 4 = Agree 5 = Strongly Agree	4.42	4.45	4.42	4.44	4.06
Partner Satisfaction	1 = Strongly Disagree 2 = Disagree 3 = Neither Disagree nor Agree 4 = Agree 5 = Strongly Agree	4.79	4.68	4.60	4.70	4.50
Quality of 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	4.64	4.79

See Appendix A for a statistical comparison of differences from 2019 to 2022 for UNO partners, community partners and all partners.

2.2 Attitudes and Perceptions – Response Distributions

The survey asked respondents to indicate the extent to which they agree or disagree with the following statements regarding how they view organizations housed in the CEC.

CEC Culture - Overall Agreement: 71%

Overall agreement with this area declined from 83% in 2019 to 71% in 2022. A common feature found regarding CEC Culture questions is that agreement declined in relation to all three questions asked, while the option "Neither agree nor disagree" increased from 2019 to 2022.

Question	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2 Box	N	Mean
Partners housed in the CEC seem concerned about sharing their experiences.	4%	13%	36%	36%	11%	47%	47	3.36
I perceive the members of organizations in the CEC to be cooperative.	0%	2%	13%	43%	43%	86%	47	4.26
CEC partners seem genuinely concerned with maintaining a harmonious climate.	0%	2%	17%	26%	55%	81%	47	4.34

■ Strongly agree ■ Somewhat agree ■ Neither agree nor disagree ■ Somewhat disagree ■ Strongly disagree
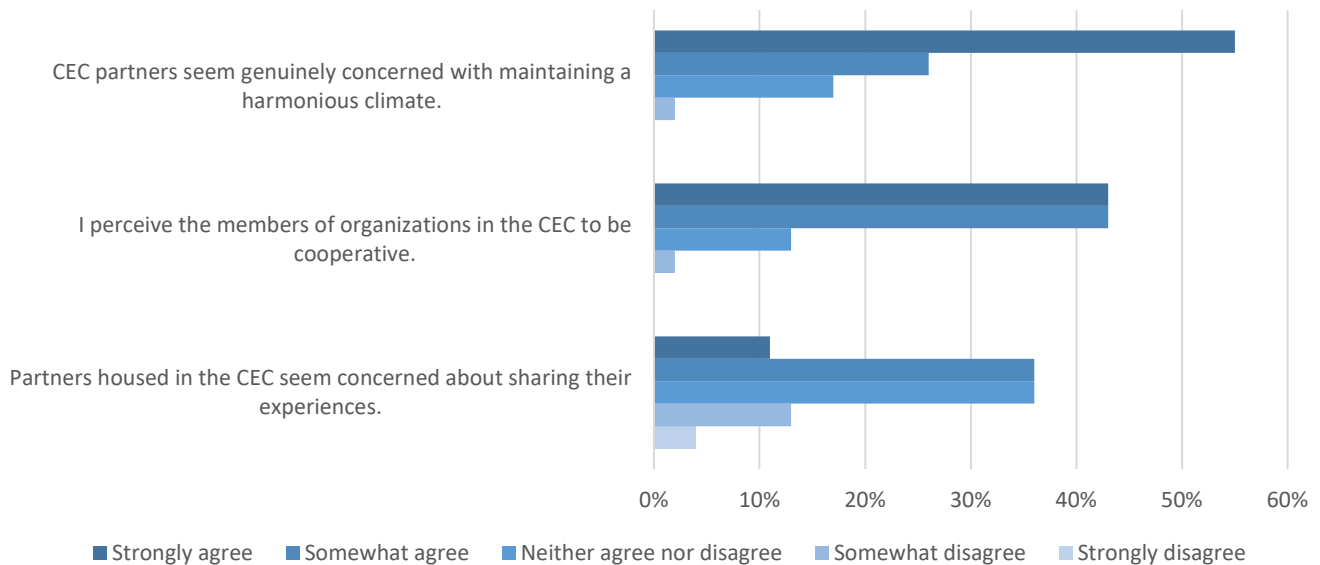
Feelings of Belongingness - Overall agreement = 56%

Overall agreement with this area declined from 75% in 2019 to 56% in 2022. Agreement on sense of pride when participants show friends and family the CEC decreased the least from 2019 (90%) to 2022 (84%) while "If someone criticizes the CEC, it feels like a personal insult" decreased most substantially from 2019 (70%) to 2022 (43%).

Question	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2 Box	N	Mean
If someone criticizes the CEC, it feels like a personal insult.	6%	10%	40%	24%	19%	43%	62	3.40
I identify with the CEC; being there is a part of who I am.	8%	8%	37%	23%	24%	47%	62	3.47
I feel an emotional connection with the CEC when I attend events and activities there.	2%	10%	40%	32%	16%	48%	62	3.52
I feel a sense of pride when I show friends and family the CEC.	2%	3%	11%	27%	56%	83%	62	4.34
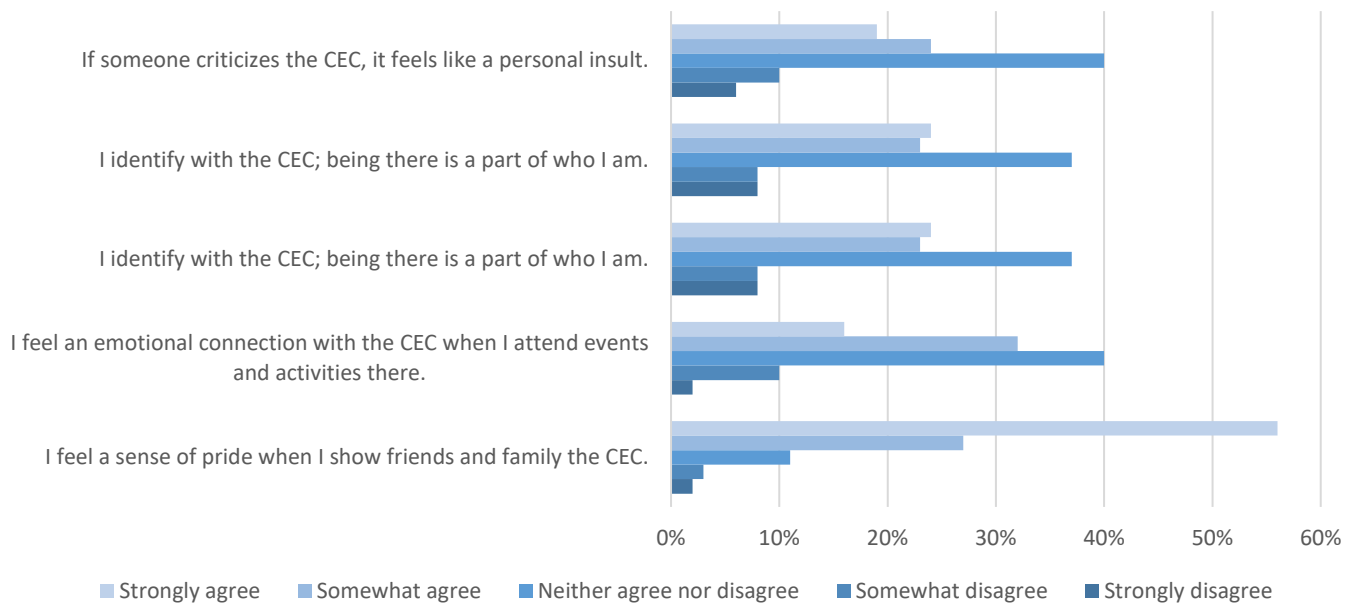
Intra-CEC Networking Frequency – Daily & Weekly Frequency = 10%

Overall, the frequency of daily or weekly networking actions in the CEC decreased from 2019 (21%) to 2022 (10%). Specifically, "Attend meetings, ceremonies, or special events in the CEC" showed the most substantial reduction between 2019 (28%) and 2022 (13%). In 2022, practices related to networking in the CEC were more frequent once every few months. The second frequency most selected for the four types of practices proposed in this section of the survey were "on a monthly basis."

Question	Never	Once Every Few Months	On a Monthly Basis	On a Weekly Basis	On a Daily Basis	Top 2 Box	N	Mean
Congratulate someone from another CEC organization about a promotion, special award, or achievement.	24%	46%	17%	11%	2%	13%	54	1.20
Attend meetings, ceremonies, or special events in the CEC.	6%	54%	28%	13%	0%	13%	54	1.48
Form partnerships with people in other organizations housed in the CEC.	15%	57%	20%	7%	0%	7%	54	1.20
Do favors for or trade skills with people in other organizations housed in the CEC.	41%	43%	9%	7%	0%	7%	54	0.83
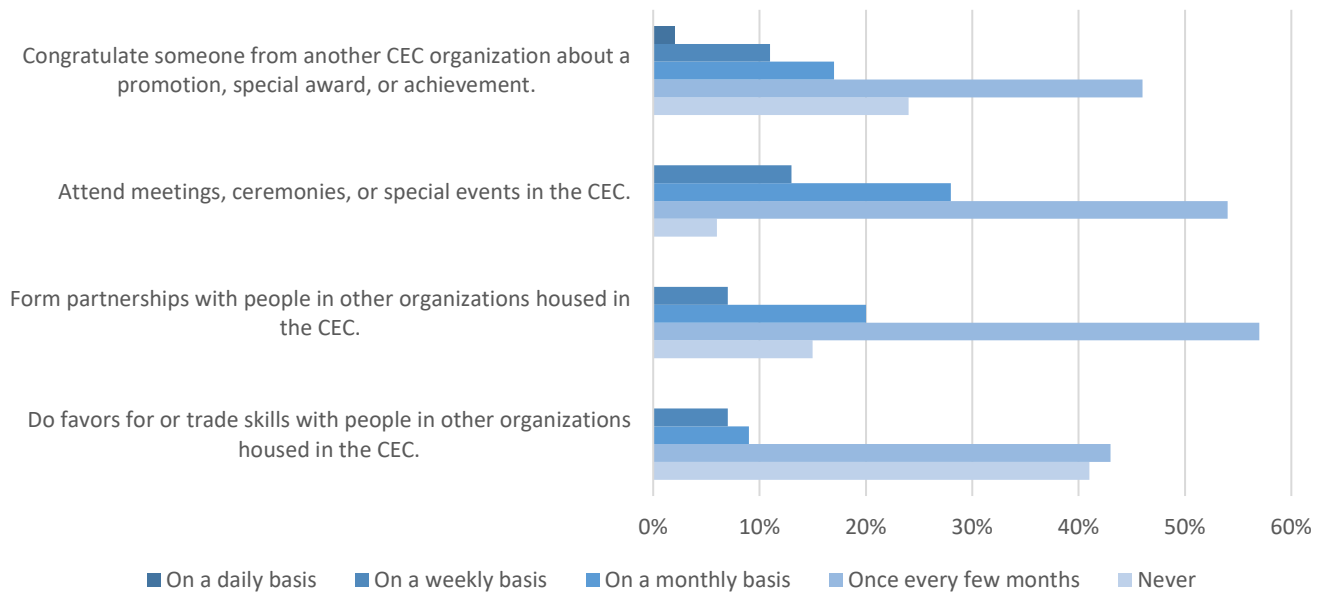
Inter-CEC Networking Frequency - Daily & Weekly Frequency = 11%

Networking actions out of the CEC also experienced a decrease in its daily and weekly frequency scores. While the Inter-CEC Networking frequency scored 23% in 2019, the same construct scored 11% in 2022. In 2022, the most frequent Inter-CEC networking activity is "Form partnerships with people in organizations outside of the CEC" (15%), which is followed by "Congratulate someone from an organization outside of the CEC about a promotion, special award, or achievement" (13%).

Question	Never	Once Every Few Months	On a Monthly Basis	On a Weekly Basis	On a Daily Basis	Top 2 Box	N	Mean
Congratulate someone from an organization outside of the CEC about a promotion, special award, or achievement.	19%	43%	25%	11%	2%	13%	53	1.34
Attend meetings, ceremonies, or special events for nonprofits outside of the CEC.	13%	49%	28%	9%	0%	9%	53	1.34
Form partnerships with people in organizations outside of the CEC.	12%	48%	25%	12%	4%	15%	52	1.48
Do favors for or trade skills with people in other organizations outside of the CEC.	25%	38%	32%	6%	0%	6%	53	1.19
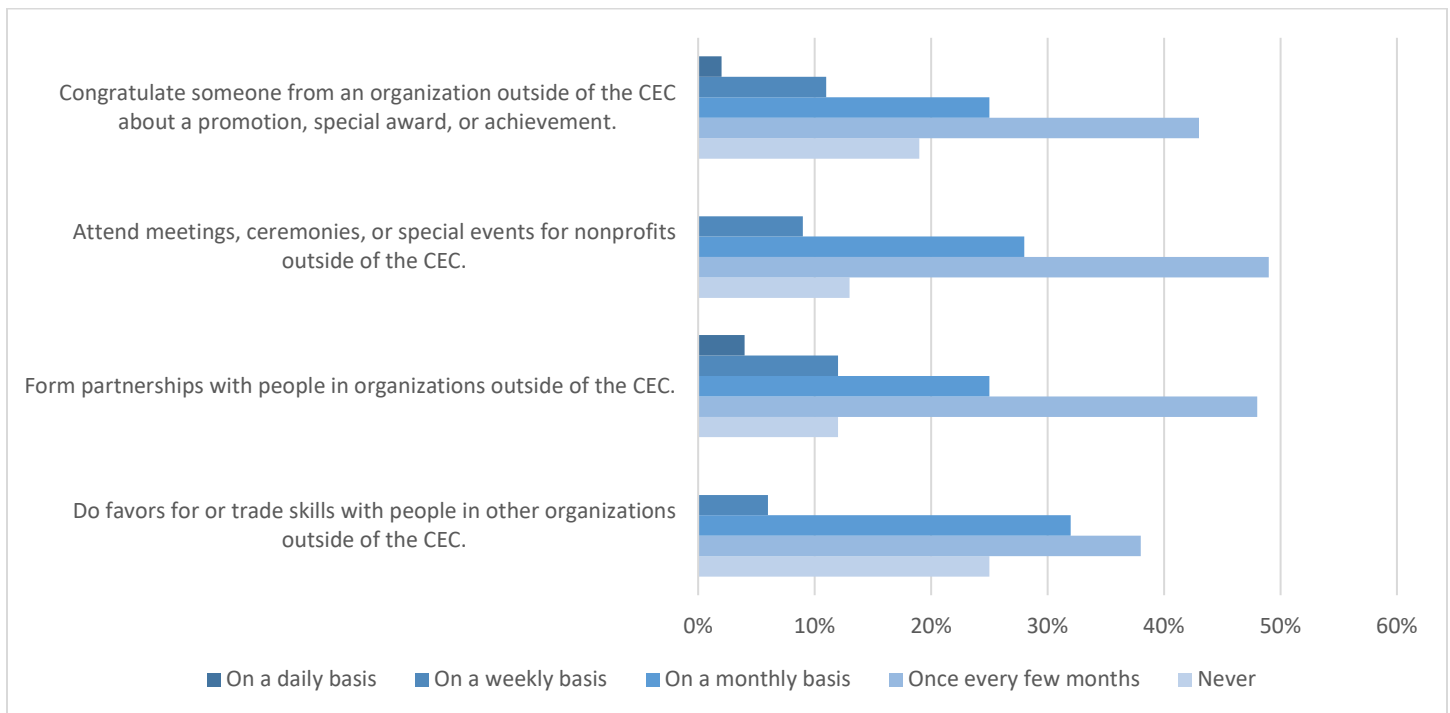
Capacity - Overall Agreement= 68%

Overall levels of agreement with partner capacity dropped-off from 86% in 2019 to 68% in 2022. Respondents' agreement that being in the CEC contributed positively to their organization's mission decreased from 94% in 2019 to 87% in 2022. In addition, agreement related to having a more effective interaction with nonprofit organizations outside of those located in the CEC experienced a decline from 79% in 2019 to 54% in 2022. In 2022, most respondents somewhat or strongly agreed that being in the CEC has contributed positively to their organization's mission. They also agreed that being in the CEC has contributed to their organization's sustainability and "As a result of being in the CEC, they have more effectively interacted with UNO campus departments/units outside of those located in the CEC."

Question	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2 Box	N	Mean
My organization's board of directors (or governing body) is satisfied with my amount of collaboration with other CEC organizations.	0%	3%	44%	22%	31%	53%	36	3.86
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.	4%	6%	22%	27%	41%	67%	49	3.94
As a result of being in the CEC, I have more effectively interacted with nonprofit organizations outside of those located in the CEC.	0%	7%	39%	28%	26%	54%	46	3.74
Being in the CEC has contributed positively to my organization's mission.	0%	0%	13%	24%	63%	87%	46	4.50
Being in the CEC has contributed positively to my organization's sustainability.	0%	0%	21%	30%	49%	79%	43	4.28
My organization's capacity to serve our target population has increased as a result of being in the CEC space.	0%	2%	27%	30%	41%	70%	44	4.09

Chart categories (top to bottom):
- My organization's board of directors (or governing body) is satisfied with my amount of collaboration with other CEC organizations.
- 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.
- As a result of being in the CEC, I have more effectively interacted with nonprofit organizations outside of those located in the CEC.
- Being in the CEC has contributed positively to my organization's mission.
- Being in the CEC has contributed positively to my organization's sustainability.
- My organization's capacity to serve our target population has increased as a result of being in the CEC space.

Legend: ■ Strongly agree ■ Somewhat agree ■ Neither agree nor disagree ■ Somewhat disagree ■ Strongly disagree

Satisfaction - Overall Agreement = 86%

Overall agreement with partnership satisfaction dropped from 94% in 2019 to 86% in 2022. The statement related to the CEC and partner organizations having common values had the smallest decrease in agreement in this section from 96% in 2019 to 91% in 2022. The largest difference between the two years regarding satisfaction is related to the organization's partnership with the CEC having positively affected the community. While in 2019, the percentage of respondents agreeing with this statement was 94%; in 2022, it decreased to 83%. In 2022, most respondents strongly agreed to continue working at the CEC. A high proportion of respondents also agreed that the CEC and their organization have common values, and that their organization is satisfied with the current partnership with the CEC.

Question	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2 Box	N	Mean
Overall, our organization is satisfied with our partnership with the CEC.	0%	0%	13%	19%	68%	87%	47	4.55
I would like to continue working at the CEC.	0%	2%	11%	13%	74%	87%	47	4.60
I feel that the CEC sets mutually-agreed-upon expectations for my organization.	0%	2%	17%	21%	60%	81%	47	4.38
My organization's partnership with the CEC has positively affected the community.	0%	0%	17%	30%	53%	83%	47	4.36
The CEC and my organization have common values.	0%	0%	9%	23%	68%	91%	47	4.60
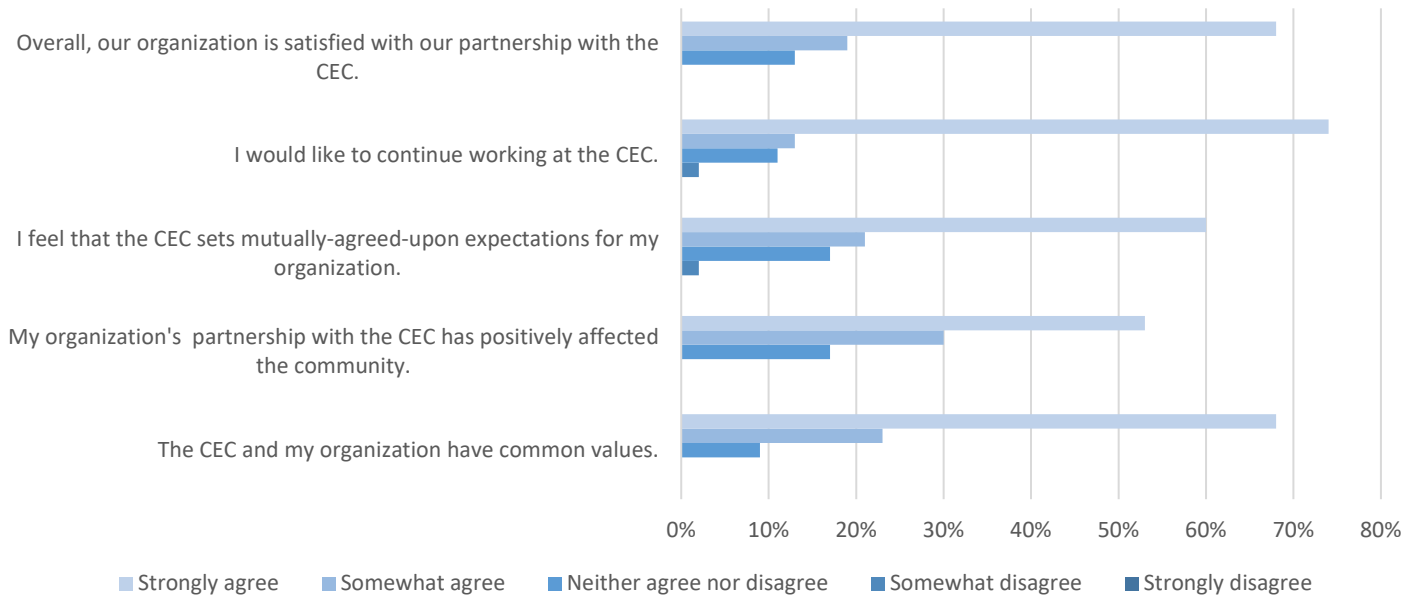
Quality of CEC Communication and Customer Service - Overall Agreement = 96%

Overall agreement with the quality of communications and customer service showed an *increase* in the 2022 (96%) in comparison to 2019 (91%). Participant agreement about staff valuing participant's suggestion and input *increased* from 84% in 2019 to 93% in 2022, and the opinion about the CEC's staff seeming interested in providing excellent customer service also improved from 92% in 2019 to 98% in 2022. In 2022, participants gave a high score to the service of the CEC staff. The most important area noted is that "The CEC staff seem interested in providing excellent customer service."

Question	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2 Box	N	Mean
The CEC staff provides a timely response to communications.	0%	0%	2%	13%	85%	98%	46	4.83
The CEC staff values my suggestions and input.	0%	0%	7%	17%	76%	93%	46	4.70
The CEC staff communicates in a way that makes me feel comfortable.	0%	0%	7%	9%	85%	93%	46	4.78
The CEC staff seems interested in providing excellent customer service.	0%	0%	2%	9%	89%	98%	45	4.87

Chart: Horizontal bar chart with categories:
- The CEC staff provides a timely response to communications.
- The CEC staff values my suggestions and input.
- The CEC staff communicates in a way that makes me feel comfortable.
- The CEC staff seems interested in providing excellent customer service.

Legend: Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree

Section 3. CEC Values

3.1. Familiarity with CEC Values

The CEC Annual Survey has asked individuals whether they were familiar with the CEC values over time. The following chart shows the results from the last four surveys. Overall, familiarity with the CEC values was slightly lower in 2022 (70%) than in 2019 (72%). However, individuals unfamiliar with the CEC values decreased as well. While in 2019, 13% were unfamiliar with these values, in 2022, this percentage was 9%.

Chart: Familiarity with CEC Values by year:
- 2022: Yes 69.6%, Not Sure 21.7%, No 8.7%
- 2019: Yes 72%, Not Sure 15%, No 13%
- 2018: Yes 79%, Not Sure 14%, No 7%
- 2017: Yes 70%, Not Sure 22%, No 8%

Legend: Yes | Not Sure | No
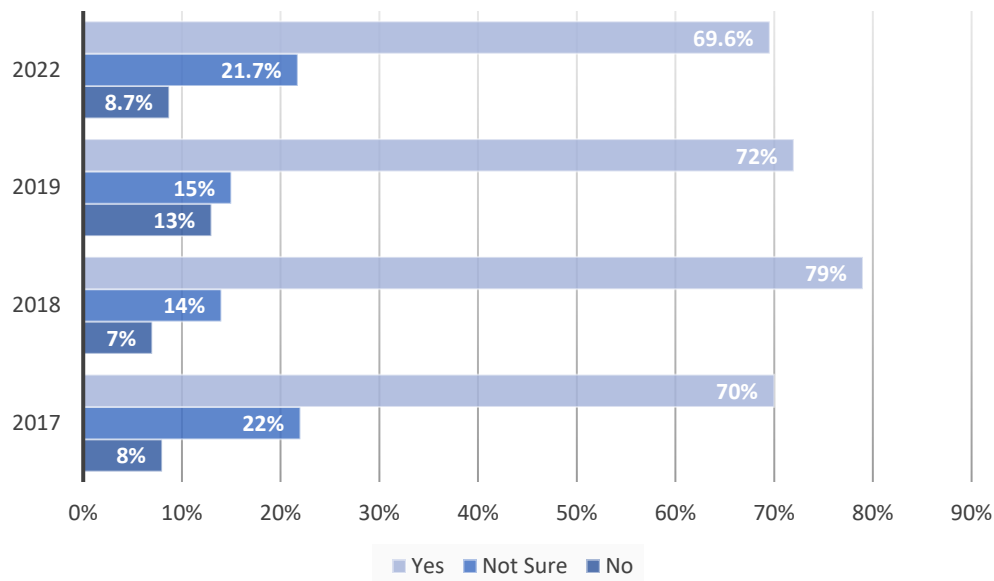
3.2. Scale Summary - Yearly Values Comparison

The following summary shows the average scored from 2016 to 2022 obtained in the top three boxes (Somewhat Agree, Agree, and Strongly Agree) of the Likert scale about the different values considered in this survey by asking respondents to indicate the extent to which they agree or disagree with statements related to Diversity, Dialogue, Collaboration, Reciprocity, Communication, Welcoming Atmosphere, and Continuous Improvement in the organizations that work in the CEC.

Construct	Scale	2016 Average	2017 Average	2018 Average	2019 Average	2022 Average
Diversity	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	5.58
Civil and Open Dialogue	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	5.19
Collaboration	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	5.25
Reciprocity	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	5.65
Communication	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	5.07
Welcoming Atmosphere	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	5.87

Construct	Scale	2016 Average	2017 Average	2018 Average	2019 Average	2022 Average
Continuous Improvement	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	5.46

3.3 Values Response Distributions

Overall Values Agreement = 74%

Overall values agreement decreased from 80% in 2019 to 74% in 2022. While 75% of respondents agreed that "There are many organizations in the CEC with differing points of view" in 2019, that score decreased to 59% in 2022. However, *more* people in 2022 (87%) think that when collaborating with others, their organization strives to ensure that all partners were involved in the decision-making process than in 2019 (86%). In addition, both in 2019 and 2022, the same percentage of people (85%) agreed they are better equipped to serve the Omaha community because of working in the CEC. The 2022 survey added a question that was not included in the 2019 survey, which is "The CEC embodies the values of a metropolitan university," and 87% agreed.

Question	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	Top 3 Box	N	Mean
Diversity										
My organization contributed to the diversity of the CEC.	0%	2%	4%	22%	15%	33%	24%	72%	46	5.43
In my work at the CEC, I collaborated with different types of organizations.	0%	0%	7%	17%	15%	37%	24%	76%	46	5.54
In my work at the CEC, I interacted with diverse populations.	0%	2%	0%	13%	16%	42%	27%	84%	45	5.76
Civil and Open Dialogue										
While at the CEC, I felt free to initiate dialogue around	0%	2%	11%	26%	17%	35%	9%	61%	46	4.98

Question	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	Top 3 Box	N	Mean
controversial topics.										
In the CEC, I felt comfortable sharing my opinion.	0%	2%	7%	11%	15%	39%	26%	80%	46	5.61
There are many organizations in the CEC with differing points of view.	0%	2%	7%	33%	24%	20%	15%	59%	46	4.98
Collaboration										
Through my organization's presence in the CEC, my organization developed collaborations that are innovative.	2%	0%	2%	22%	24%	30%	20%	74%	46	5.35
I met occasionally with representatives of other organizations to find common interests.	0%	2%	9%	13%	30%	39%	7%	76%	46	5.15
Reciprocity										
When collaborating with others, my organization strives to ensure that all partners were involved in the decision making process.	0%	0%	0%	13%	20%	43%	24%	87%	46	5.78
When completing collaborations I followed up to ensure expectations were met.	0%	0%	2%	22%	20%	33%	22%	76%	45	5.51
Communication										
I communicated my	0%	2%	9%	30%	15%	26%	17%	59%	46	5.07

Question	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	Top 3 Box	N	Mean
organization's success to the CEC staff.										
Welcoming Atmosphere										
If someone looked lost in the CEC, I asked them if they needed help.	0%	2%	0%	17%	7%	37%	37%	80%	46	5.87
Continuous Improvement										
I learned new skills since I started working in the CEC.	0%	7%	9%	13%	20%	30%	22%	72%	46	5.24
I am better equipped to serve the Omaha community as a result of working in the CEC.	0%	0%	0%	15%	26%	33%	26%	85%	46	5.7
My organization changed as a result of being in the CEC the past 6 months.	0%	9%	4%	35%	17%	26%	9%	52%	46	4.74
The CEC embodies the values of a metropolitan university.	0%	0%	0%	13%	7%	30%	50%	87%	46	6.17

3.4 CEC Staff Values

Overall Values Agreement = 97%

The survey asked respondents for the first time to indicate the extent to which they agree or disagree with the following statements regarding how CEC staff demonstrate the building values in their actions. Respondents rated all areas highly.

Question	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2 Box	N	Mean
In their actions, the CEC staff demonstrate the value of diversity.	0%	2%	4%	18%	76%	93%	45	4.67

In their actions, the CEC staff demonstrate the value of civil and open dialogue.	0%	0%	7%	18%	76%	93%	45	4.69
In their actions, the CEC staff demonstrate the value of collaboration.	0%	0%	2%	13%	84%	98%	45	4.82
In their actions, the CEC staff demonstrate the value of communication.	0%	0%	0%	24%	76%	100%	45	4.76
In their actions, the CEC staff demonstrate the value of Reciprocity.	0%	0%	2%	29%	69%	98%	45	4.67
In their actions, the CEC staff demonstrate the value of a welcoming atmosphere.	0%	2%	0%	13%	84%	98%	45	4.8
In their actions, the CEC staff demonstrate the value of continuous improvement.	0%	2%	0%	16%	82%	98%	45	4.78

4. CEC and the UNO Mission

The survey asked for the first time an open-ended qualitative question about ways respondents think the CEC contributes to the Metropolitan Mission of UNO. Respondents said the CEC contributes to the metropolitan mission of UNO in different ways such as through collaboration, community engagement, and encouraging inclusion. Answers mostly are reflected in the following word cloud. See Appendix B for a full listing of responses.

Appendix A - Statistical Tests on Attitudes and Perceptions

Independent t-tests were used to assess differences from 2019 to 2022 for UNO partners, community partners and all partners:

- UNO Partners = UNO building partner (with an office/cubicle in the CEC), Formal Position within SLA, The Collaborative, or William Brennan Institute.
- Community Partners = Community building partner (with an office/cubicle in the CEC).
- All Partners.

Regarding **UNO Partners**, Intra-CEC Network Frequency, Inter-CEC Network Frequency, and Capacity were significantly different in 2022 compared to 2019. Each decreased in frequency or agreement from 2019 to 2022.

For **Community Partners**, the difference between 2019 and 2022 was significantly different for Feelings of Belongingness, Intra-Network Frequency, and Capacity. Each decreased in frequency or agreement from 2019 to 2022.

For **All Partners**, Feelings of Belongingness, Intra-Network Frequency, Inter-Network Frequency, and Capacity were significantly different. Each decreased in frequency or agreement from 2019 to 2022.

For all groups, Communication & Customer Service was the only area that increased from 2019 to 2022 but the difference was not significant.

UNO Partners	2019			2022			Diff.	t	p-value
	Mean	SD	N	Mean	SD	N			
Feelings of Belongingness	4.20	0.80	14	3.70	0.90	33	-0.5	1.79	0.079
Intra-Network Frequency	1.81	0.84	13	1.15	0.75	27	-0.66	2.51	0.016
Inter-Network Frequency	1.94	0.88	13	1.10	0.73	26	-0.84	3.15	0.003
Capacity	4.88	0.16	4	4.03	0.78	23	-0.85	2.13	0.043
Satisfaction	4.82	0.33	13	4.47	0.71	22	-0.35	1.66	0.105
Communication & Customer Service	4.69	0.59	13	4.79	0.50	21	0.1	0.52	0.600

Community Partners	2019			2022			Diff.	t	p-value
	Mean	SD	N	Mean	SD	N			
Feelings of Belongingness	4.28	0.68	24	3.63	0.87	26	-0.65	2.92	0.005
Intra-Network Frequency	1.84	0.57	24	1.18	0.51	24	-0.66	4.23	<0.001
Inter-Network Frequency	1.74	0.82	24	1.59	0.67	24	-0.15	0.69	0.491
Capacity	4.60	0.59	15	3.97	0.61	23	-0.63	3.15	0.003
Satisfaction	4.61	0.63	23	4.50	0.61	23	-0.11	0.601	0.551

Community Partners	2019			2022			Diff.	t	p-value
	Mean	SD	N	Mean	SD	N			
Communication & Customer Service	4.76	0.54	23	4.78	0.40	23	0.02	0.143	0.887

All Partners	2019			2022			Diff.	t	p-value
	Mean	SD	N	Mean	SD	N			
Feelings of Belongingness	4.25	0.72	38	3.68	0.88	62	-0.57	3.35	0.001
Intra-Network Frequency	1.83	0.66	36	1.17	0.65	54	-0.66	4.48	<0.001
Inter-Network Frequency	1.81	0.84	37	1.33	0.73	53	-0.48	2.89	0.005
Capacity	4.66	0.54	19	4.06	0.67	49	-0.60	3.83	<0.001
Satisfaction	4.68	0.54	36	4.50	0.64	47	-0.18	1.35	0.18
Communication & Customer Service	4.74	0.55	36	4.79	0.44	46	0.5	0.45	0.648

Appendix B – CEC & UNO Mission Qualitative Responses

The survey asked an open-ended question about ways respondents think the CEC contributes to the Metropolitan Mission of UNO:

- It provides a space for organizations to be collaborative
- By truly abiding by the Mission. Sometimes Universities have grand statements that they only partially pay attention to. I always feel like the CEC is ON things like this.
- I am impressed with the diverse makeup of the CEC staff.
- The CEC treats all users with respect, as partners, with their own worth and perspective.
- The CEC welcomes the community to campus, encouraging collaboration between both students, local leaders, and faculty.
- The CEC contributes by being in a central location and sharing space with organizational partners that reach the broader community.
- It makes UNO a part of the community, not a silo in and of itself separate from the community.
- Community engagement
- By being diverse and accepting of all backgrounds and jobs within the CEC.
- Providing a free accessible space to collaborate
- Providing a safe space for collaboration, living through the values they set (walking the walk!)
- I'm not sure.
- Engagement is our middle name! That suits a metropolitan mission.
- I think that the "Maverick" spirit is alive and well in the CEC. The building is alive with independent spirit and a culture of "good-doing". It also meets the strands of engagement, discovery and inclusion with the disparate groups who work there.
- By being there to help all.
- The collaborative space is critical to demonstrating the open door between UNO and the community - I do wish the space could be more communal then booked space for specific events though. COVID had some to do with that but the value placed on being a partner v. being a meeting space for all does feel more exclusive and limiting at times, in my opinion.
- Serve the community, encouraged collaboration.
- The CEC creates opportunities for all to serve vulnerable communities within the city of Omaha. These opportunities are extended to a range of participants from organizations to individual students.
- Diversity and inclusion/student success.