



UNIVERSITY OF NEBRASKA AT OMAHA
BARBARA WEITZ COMMUNITY
ENGAGEMENT CENTER

UNO Barbara Weitz Community Engagement Center Annual Building Partner Survey

2023 Survey Report

Each year, the University of Nebraska at Omaha (UNO) Barbara Weitz Community Engagement Center (CEC) sends a survey to UNO employees and community building partners who have office space in the building. The survey plays a vital role in continuously improving the CEC's operations and supports our efforts to connect community building partners with UNO resources and services.

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Executive Summary and Respondents

This report summarizes results from a survey of individuals who are employees of community and university organizations and/or units which have office space in the Barbara Weitz Community Engagement Center at the University of Nebraska at Omaha. All information provided by participants is confidential and anonymous. Because many of the questions were optional, response percentages and counts reflect the responses for each specific question. The survey was sent to 221 individuals in the building, with 106 individuals moving past the first question, a 48% response rate, which was very similar to the survey response rate in 2022 (47.75%).

Attitudes and Perceptions

- **CEC Culture:** In 2023, 88% of respondents agreed that CEC partners seem genuinely concerned with maintaining a harmonious climate, and 90% agreed the members of organizations in the CEC to be cooperative. These positive numbers are an increase from 2022, where averages scored 81% concerning the first topic and 86% for the second.
- **Belongingness:** Feelings of Belongingness of people affiliated with campus or community organizations operating in the CEC increased in 2023 as an overall percentage from 2022 (56 to 67%, respectively). A sense of pride when showing the CEC to a friend or a relative decreased slightly from 2022 (84%) to 2023 (83%), but other indicators of belongingness all increased significantly in 2023.
- **Networking:** Overall, the daily or weekly frequency of networking actions within the CEC (Intra-Networking) increased in 2023 (22%) from 2022 (10%). Specifically, "attend meetings, ceremonies, or special events in the CEC" showed the most substantial increase between 2022 (19%) and 2023 (28%). There was also an increase in responses regarding daily or weekly networking actions outside the CEC (Inter-Networking). While the daily or weekly frequency of Inter-CEC Networking was 10 % in 2022, this increased to 22% in 2023. "Attend meetings, ceremonies or special events in the CEC" was the networking action experiencing the highest increase, from 9% in 2022 to 28% in 2023.
- **Capacity:** There was an increase in overall levels of agreement with partner capacity, from 68% in 2022 to 78% in 2023. Respondents' agreement that being in the CEC contributed positively to their organization's mission increased from 87% in 2022 to 93% in 2023. Agreement with the statement "Being in the organization contributed positively to my organization's sustainability" also increased, from 83% in 2022 to 86% in 2023.
- **Satisfaction:** Overall agreement with partnership satisfaction increased to 90% in 2023 from 86% in 2022. The statement, "The CEC and my organization have common values" had the only decrease in agreement in this section, dropping 91% in 2022 to 89% in 2023. The largest increase in satisfaction was reflected in the question, "[M]y organization's partnership with the CEC has positively affected the community," increasing from 83% in 2022 to 91% in 2023.
- **Quality of Communications and Customer Service:** Overall agreement with the quality of communications and customer service decreased slightly in 2023, from 96% in 2022 to 95% in 2023. Participant agreement about staff valuing participants' suggestions and input increased from 93% in 2022 to 95% in 2023, but their opinion about the CEC's staff communicating in ways that made them feel comfortable decreased from 93% in 2022 to 83% in 2023. Participant

agreement about staff providing a timely response decreased slightly from 2022 to 2023 (from 98% to 96%, respectively).

- A section was added in 2023 related to communication methods. Respondents indicated greatest satisfaction related to time-sensitive email (94%), Weekly email (93%), and Email reminders (91%). Respondents were less satisfied with the social media channels (33%) and CEC Facebook group (26%).

CEC Values

- Overall, familiarity with the CEC values was much lower in 2023 (50%) than in 2022 (72%) and the number of individuals unfamiliar with the CEC values increased as well from 2022 (19% vs. 8%, respectively).
- Overall values agreement increased to 85% in 2023, up from 74% in 2022. Some highlights include:
 - 88% of respondents agreed with the statement, “My organization contributed to the diversity of the CEC” in 2023, compared to 73% in 2022. *Value: diversity.*
 - 90% of respondents agreed with the statement, “In the CEC, I felt comfortable sharing my opinion” in 2023, compared to 89% in 2022. *Value: civil dialogue.*
 - 97% of respondents agreed with the statement, “When collaborating with others, my organization strives to ensure that all partners are involved in the decision-making process,” compared to 87% in 2022. *Value: reciprocity.*
 - 92% of respondents agreed with the statement, “I am better equipped to serve the Omaha community as a result of working in the CEC,” compared to 85% in 2022. *Value: continuous improvement.*
- The survey asked respondents to indicate how much they agree or disagree with statements regarding how CEC staff demonstrate CEC values in their actions. Overall agreement in 2023 declined slightly from 2022 (97% to 93%, respectively).

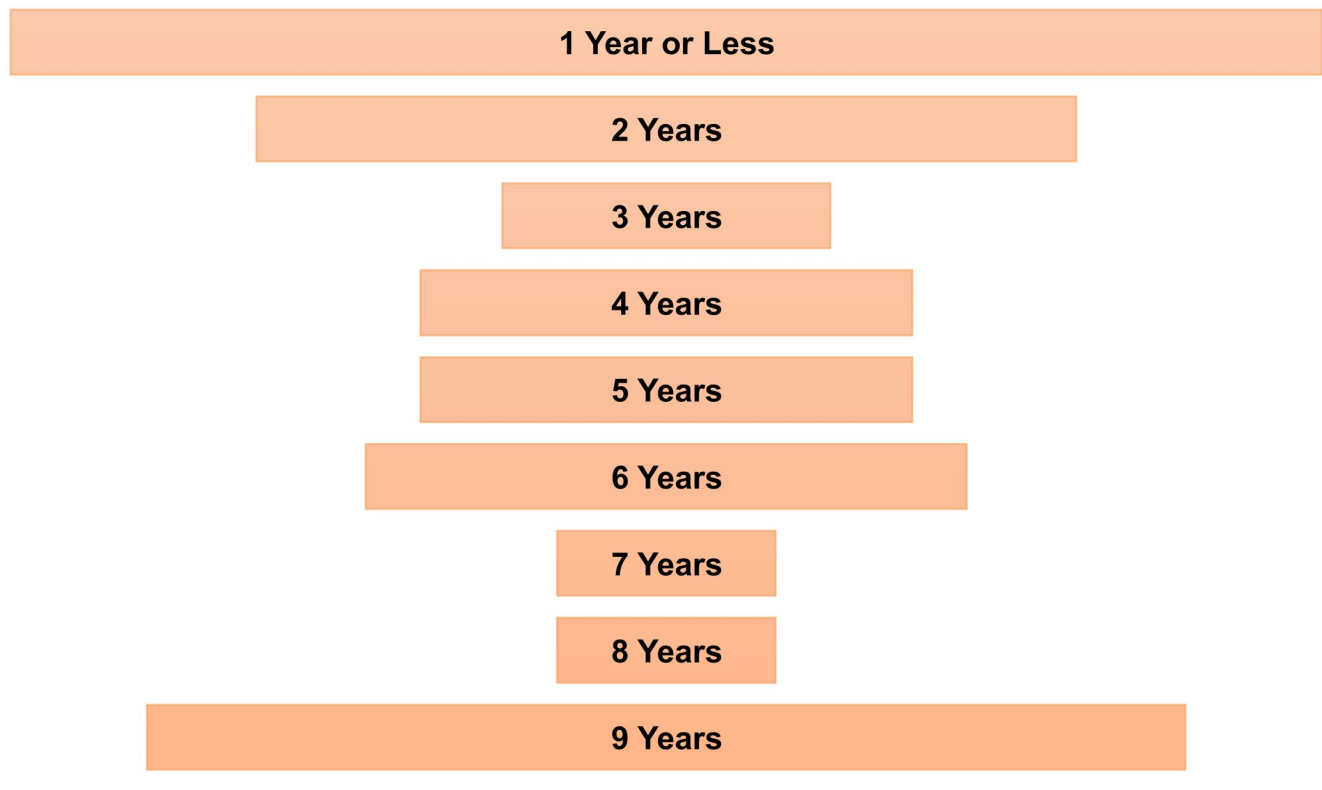
Future Programming: For the first time, the 2023 survey asked respondents to express interest in a range of potential future programming. Respondents indicated the highest interest in networking (47%), followed by connections with campus resources (46%) and capacity building and training (41%). The respondents showed the least interest in coaching (36%).

Participant Response Summary

Sent To	221		
Responses	106		
Response Rate	48%		
Affiliation Breakdown			
	Percent	Count	
<i>(59 Responses)</i>			
Permanent Partners	5%	5	
Community Building Partners	70%	58	
UNO Building Partners	19%	18	
Other	4%	4	
Role Breakdown			
	Percent	Count	
UNO Student Status <i>(5 Responses)</i>	60%	3	Doctoral or Graduate Student
	40%	2	Undergraduate Student
	0%	0	Non-UNO Student
UNO Faculty and Staff Status <i>(19 Responses)</i>	16%	3	Full-time Faculty
	0%	0	Part-time Faculty
	47%	9	Full-time Staff
	37%	7	Part-time Staff
Primary Position with Organization <i>(58 Responses)</i>	19%	11	Director/Board Members
	64%	37	Paid Employees
	3%	2	Graduate Assistants
	10%	6	Undergrad Student Workers
	3%	2	Volunteers

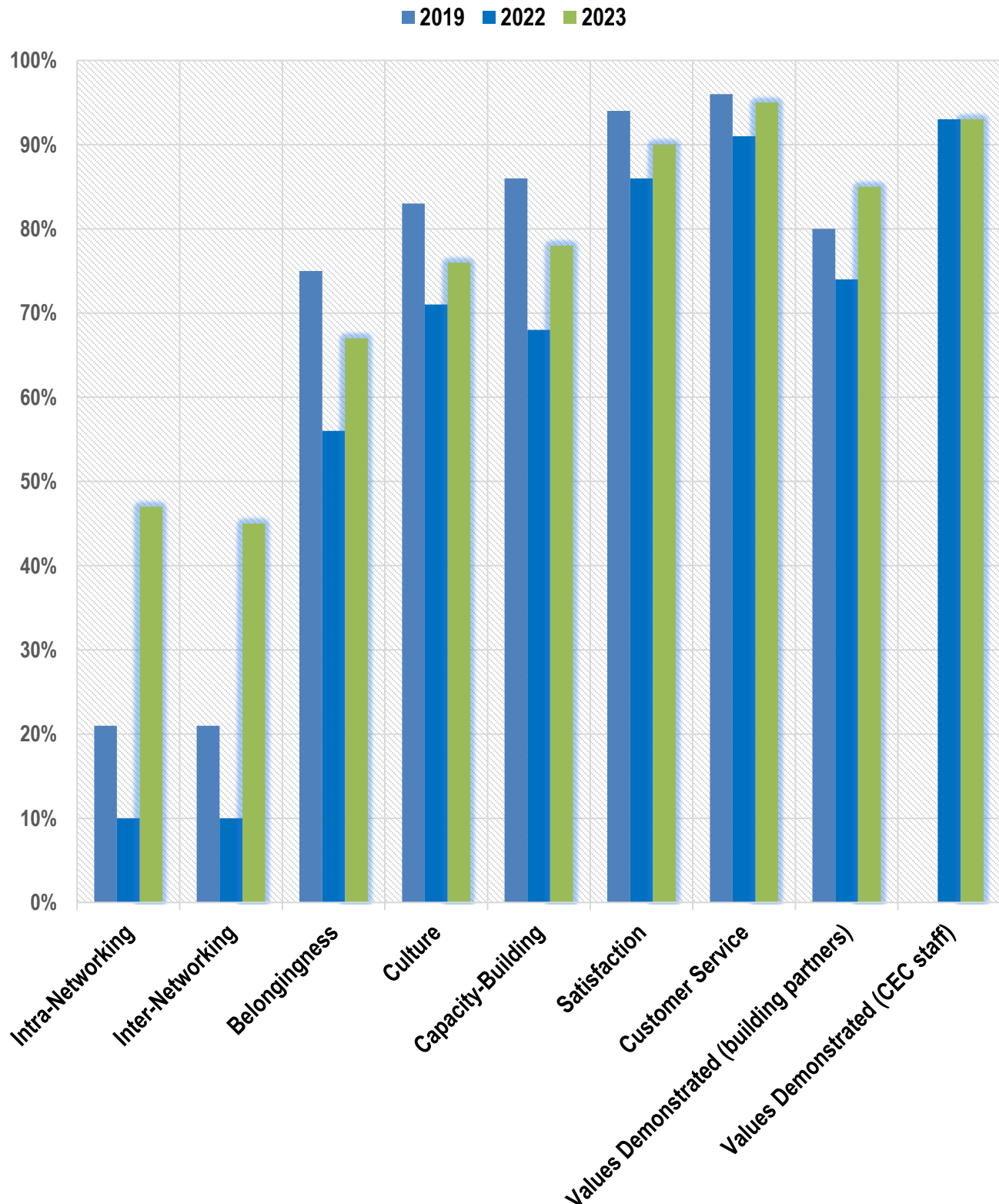
Organizational Tenure

Fifty-four individuals responded to the duration of years their organization has been in the building. Of those responses, 23% of individuals indicate their organization has been in the building for one year or less. For CEC surveys issued in 2022 and 2023, organization tenure of one year or less remained the highest category. Before 2022, 40% or more have been in the CEC since opening in 2014.



Trends Over Time

The following represents the trends of overall agreement in the major focus areas of the survey from 2019 to 2023. Note that the 2019 survey did not include the section “Values Demonstration of Building Staff.”



Attitudes and Perceptions

Intra-Networking Response Summary

Overall frequency* of weekly and daily intra-networking = 22%
Total Respondents = 77

In 2023, respondents indicated that they inter-networked with partners outside the CEC on a daily and weekly basis - a significant increase from 2022 and a slight increase from 2019.

- 2022 (10%)
- 2019 (21%)

Survey Questions	Never	Every Few Months	Monthly	Weekly	Daily	Top 2
<i>Congratulate someone from another CEC organization about a promotion, special award, or achievement.</i>	19%	36%	27%	15%	3%	18%
<i>Attend meetings, ceremonies, or special events in the CEC.</i>	5%	29%	37%	25%	3%	28%
<i>Form partnerships with people in other organizations housed in the CEC.</i>	8%	34%	37%	20%	0%	20%
<i>Do favors for or trade skills with people in other organizations housed in the CEC.</i>	25%	31%	20%	22%	0%	22%

*Overall frequency is calculated using the percentages of the responses from weekly and daily.

Inter-Networking Response Summary

Overall frequency* of weekly and daily inter-networking = 20%
Total Respondents = 77

In 2023, respondents indicated that they inter-networked with partners outside the CEC on a weekly basis - a significant increase from 2022, but a decrease from 2019.

- 2022 (11%)
- 2019 (23%)

Survey Questions	Never	Every Few Months	Monthly	Weekly	Daily	Top 2
<i>Congratulate someone from an organization outside of the CEC about a promotion, special award, or achievement.</i>	12%	34%	31%	22%	0%	22%
<i>Attend meetings, ceremonies, or special events for nonprofits outside of the CEC.</i>	7%	44%	29%	19%	0%	19%
<i>Form partnerships with people in organizations outside of the CEC.</i>	3%	37%	32%	19%	0%	19%
<i>Do favors for or trade skills with people in other organizations outside of the CEC.</i>	19%	25%	37%	17%	2%	19%

*Overall frequency is calculated using the percentages of the responses from weekly and daily.

Belongingness

Overall agreement* of belongingness = 67%
Total Respondents = 59

In 2023, respondents indicated an increased sense of belongingness, with 67% overall agreement. While still a decrease from 2019, this was an increase from 2022.

- 2022 (56%)
- 2019 (75%)

Survey Questions	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2
<i>If someone criticizes the CEC, it feels like a personal insult.</i>	8%	12%	25%	29%	25%	54%
<i>I identify with the CEC; being there is a part of who I am.</i>	2%	7%	31%	34%	27%	61%
<i>I feel an emotional connection with the CEC when I attend events and activities there.</i>	7%	2%	22%	37%	32%	69%
<i>I feel a sense of pride when I show friends and family the CEC.</i>	0%	2%	15%	15%	68%	83%

*Overall agreement is calculated using the percentages of the responses from somewhat and strongly agree.

Culture

Overall culture agreement* = 76%

Total Respondents = 59

Respondents' overall agreement in this category increased to 76% in 2023 compared to 2022 and 2019.

- 2022 (71%)
- 2019 (83%)

Survey Questions	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2
<i>Partners housed in the CEC seem concerned about sharing their experiences.</i>	3%	8%	17%	22%	29%	51%
<i>I perceive the members of organizations in the CEC to be cooperative.</i>	0%	1%	5%	31%	59%	90%
<i>CEC partners seem genuinely concerned with maintaining a harmonious climate.</i>	0%	1%	6%	24%	64%	88%

*Overall agreement is calculated using the percentages of the responses from somewhat and strongly agree

Partner Capacity

Overall agreement of capacity building = 78%

Total Respondents = 58

Fifty-eight individuals responded to the first two statements and 59 to the remaining statements. Respondents' overall agreement increased to 78% in 2023, a slight increase from 2022 and a slight decrease from 2019.

- 2022 (68%)
- 2019 (86%)

Survey Questions	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2
<i>My organization's board of directors (or governing body) is satisfied with my amount of collaboration with other CEC organizations.</i>	0%	5%	26%	21%	48%	69%
<i>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.</i>	0%	9%	12%	33%	47%	80%
<i>As a result of being in the CEC, I have more effectively interacted with nonprofit organizations outside of those located in the CEC.</i>	0%	10%	27%	32%	31%	63%
<i>Being in the CEC has contributed positively to my organization's mission.</i>	0%	0%	7%	25%	68%	93%
<i>Being in the CEC has contributed positively to my organization's sustainability.</i>	0%	0%	8%	20%	66%	86%
<i>My organization's capacity to serve our target population has increased as a result of being in the CEC space.</i>	0%	3%	22%	24%	51%	75%

*Overall agreement is calculated using the percentages of the responses from somewhat and strongly agree

Satisfaction

Overall satisfaction* = 90%

Total Respondents = 59

In 2023, 90% of respondents indicated overall satisfaction with the CEC, an increase from 2022 but less than 2019.

- 2022 (86%)
- 2019 (94%)

Survey Questions	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2
<i>Overall, our organization is satisfied with our partnership with the CEC.</i>	0%	2%	5%	22%	71%	93%
<i>I would like to continue working at the CEC.</i>	1%	0%	3%	8%	86%	94%
<i>I feel that the CEC sets mutually-agreed-upon expectations for my organization.</i>	1%	3%	10%	22%	63%	85%
<i>My organization's partnership with the CEC has positively affected the community.</i>	0%	0%	8%	29%	63%	92%
<i>The CEC and my organization have common values.</i>	0%	0%	12%	19%	69%	88%

*Overall satisfaction is calculated using the percentages of the responses from somewhat and strongly agree.

Communication and Customer Service of Staff

Overall agreement* of communication and customer service = 95%

Total Respondents = 63

IN 2023, 95% of respondents agreed that the CEC staff demonstrated levels of communication and customer service consistent with 2022, and greater than 2019.

- 2022 (96%)
- 2019 (91%)

Survey Questions	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2
<i>The CEC staff provides a timely response to communications.</i>	0%	0%	3%	10%	86%	96%
<i>The CEC staff values my suggestions and input.</i>	0%	0%	5%	20%	75%	95%
<i>The CEC staff communicates in a way that makes me feel comfortable.</i>	2%	0%	4%	10%	85%	95%
<i>The CEC staff seems interested in providing excellent customer service.</i>	2%	0%	5%	7%	86%	93%

*Overall satisfaction is calculated using the percentages of the responses from somewhat and strongly agree.

Communication Methods – Overall Satisfaction = 67%
Total Respondents = 57

This year, respondents were asked to “indicate their satisfaction with the following [below] methods of how the CEC communicates information.”

Methods of Communication	Not at All Satisfied	Unsatisfied	Neither Agree nor Disagree	Satisfied	Very Satisfied	Top 2
CEC Weekly Email	0%	0%	7%	47%	46%	93%
Time-sensitive Email Announcements	0%	0%	5%	48%	46%	94%
Email Reminders	0%	2%	7%	50%	41%	91%
Facebook Group	0%	5%	67%	11%	15%	26%
CEC Social Media Channels	0%	2%	63%	11%	22%	33%

*Overall satisfaction is calculated using the percentages of the responses from satisfied and very satisfied.

Values

Familiarity of Values

Overall values familiarity = 50%
Total Respondents = 64

In 2023, 50% of respondents indicated they were familiar with the CEC values, 19% said they were unsure of the values, and 31% indicated not sure in general to the question. Since 2022 and 2019, building partners have indicated that they are less familiar with the CEC values.

- 2022 (70%)
- 2019 (72%)

Survey Question	Not Sure	Yes	No
<i>Do you know what the CEC values are (have you heard of them)?</i>	31%	50%	19%

Values Demonstrated by Partners

Overall agreement* of values demonstrated by building partners = 85%

Total Respondents = 59

While respondents reported *less familiarity with the CEC values* in 2023, 85% of respondents indicated greater overall agreement that they/their organizations *demonstrated CEC values* in 2023. This was an increase from 2022 and 2019.

- 2022 (74%)
- 2019 (80%)

Survey Questions	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree	Top 3
<i>My organization contributed to the diversity of the CEC. (CEC value: diversity)</i>	0%	0%	3%	9%	12%	33%	43%	88%
<i>In my work at the CEC, I collaborated with different types of organizations. (CEC value: diversity)</i>	0%	2%	3%	14%	14%	28%	40%	82%
<i>In my work at the CEC, I interacted with diverse populations. (CEC value: diversity)</i>	0%	0%	2%	2%	3%	45%	48%	96%
<i>While at the CEC, I felt free to initiate dialogue around controversial topics. (CEC value: civil and open dialogue)</i>	0%	0%	5%	16%	17%	33%	29%	79%
<i>In the CEC, I felt comfortable sharing my opinion. (CEC value: civil and open dialogue)</i>	0%	0%	3%	7%	7%	31%	52%	90%
<i>There are many organizations in the CEC with differing points of view. (CEC value: civil and open dialogue)</i>	0%	1%	0%	19%	10%	34%	34%	78%

Through my organization's presence in the CEC, my organization developed collaborations that are innovative. (CEC value: collaboration)

0% 0% 2% 7% 21% 28% 43% 92%

I met occasionally with representatives of other organizations to find common interests. (CEC value: collaboration)

0% 0% 2% 10% 24% 33% 31% 88%

When collaborating with others, my organization strives to ensure that all partners are involved in the decision-making process. (CEC value: reciprocity)

0% 0% 2% 7% 9% 33% 55% 97%

When completing collaborations, I followed up to ensure expectations were met. (CEC value: reciprocity)

0% 0% 0% 9% 19% 28% 40% 87%

I communicated my organization's success to the CEC staff. (CEC value: communication)

0% 1% 3% 17% 14% 29% 34% 77%

If someone looked lost in the CEC, I asked them if they needed help. (CEC value: welcoming atmosphere)

0% 0% 0% 10% 9% 26% 55% 90%

I learned new skills since I started working in the CEC. (CEC value: continuous improvement)

0% 0% 3% 16% 19% 22% 40% 81%

I am better equipped to serve the Omaha community as a result of working in the CEC. (CEC value: continuous improvement)

0% 0% 2% 7% 19% 26% 47% 92%

My organization changed as a result of being in the CEC the past 6 months. (CEC value: continuous improvement)

1%	1%	3%	31%	17%	26%	19%	62%
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*Overall agreement is calculated using the percentages of the responses from somewhat agree, agree, and strongly agree.

Values Demonstration by Building Staff

Overall values agreement* demonstrated by CEC staff = 93%

Total Respondents = 58

Ninety-three percent (93%) of the respondents agreed that overall, CEC staff demonstrate the CEC building values through their actions. This was a slight decrease than 2022, the first year we asked this set of questions.

- 2022 (97%)

Survey Questions/Value	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree	Top 2
<i>In their actions, the CEC staff demonstrate the value of diversity.</i>	0%	0%	7%	17%	76%	93%
<i>In their actions, the CEC staff demonstrate the value of civil and open dialogue.</i>	0%	5%	2%	23%	70%	94%
<i>In their actions, the CEC staff demonstrate the value of collaboration.</i>	0%	0%	7%	16%	77%	85%
<i>In their actions, the CEC staff demonstrate the value of communication.</i>	1%	2%	5%	7%	84%	92%
<i>In their actions, the CEC staff demonstrate the value of reciprocity.</i>	0%	0%	7%	18%	75%	88%
<i>In their actions, the CEC staff demonstrate the value of a welcoming atmosphere.</i>	0%	2%	2%	9%	88%	93%
<i>In their actions, the CEC staff demonstrate the value of continuous improvement.</i>	0%	2%	5%	21%	72%	94%

Future Programming

Future Programming Response Breakdown

To support building partner experiences and connections with the campus community, the CEC asked individuals to express interest in the following areas of potential future programming:

- **41% of 57 respondents** were either somewhat or very interested in capacity building and training.
- **36% of 56 respondents** were either somewhat or very interested in coaching.
- **39% of 54 respondents** were either somewhat or very interested in social activities.
- **47% of 56 respondents** were either somewhat or very interested in networking.
- **46% of 56 respondents** were either somewhat or very interested in connections with campus resources.