

2026 CCC Annual Community Survey Report

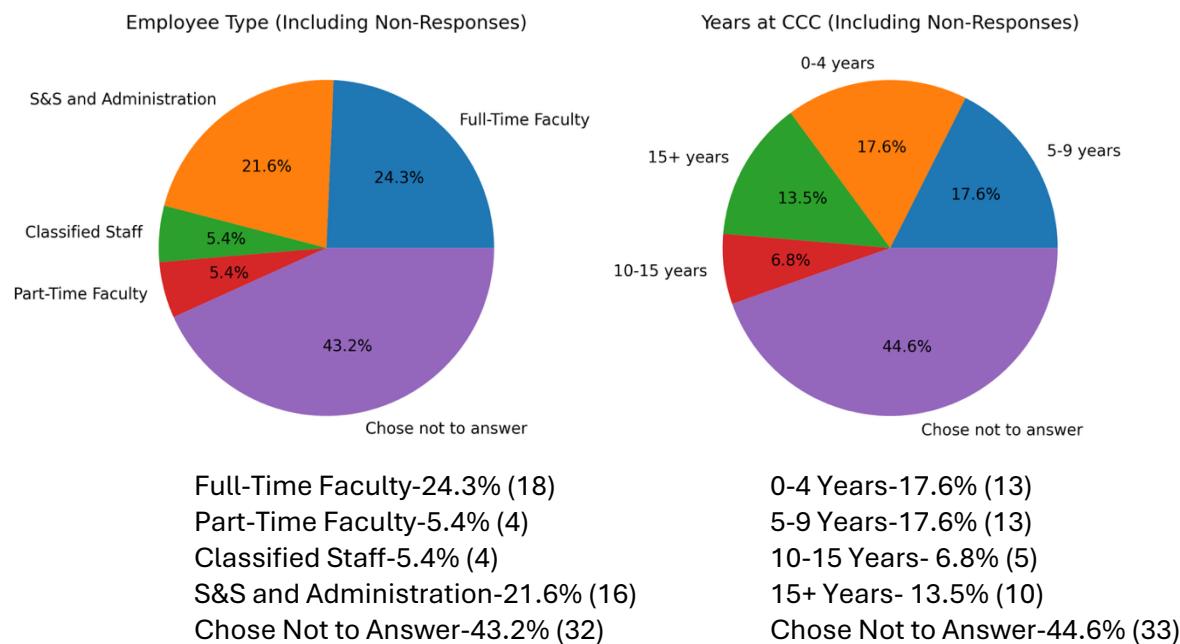
Survey Objective: To measure employee satisfaction and loyalty using the Net Promoter Score (NPS) framework and gather actionable feedback to improve the employee experience at CCC.

Survey Execution

- **Survey Period:** January 9- 23, 2026
- **Number of Respondents:** 74
- **Methods of Outreach:**
 - Emails to Employees
 - Announcement at Winter Term Inservice

Employee Snapshot

Respondents were asked two optional questions regarding Employment Type and Years Worked at CCC. There has been concern of being identifiable from demographic questions asked in previous surveys. Based on the high percentage of those choosing not to respond to these questions, it seems that apprehension still exists.



Net Promoter Score Results

Overall NPS Score for 2026: 23

Respondents were asked, “On a scale of 0 to 10, how likely are you to recommend Clatsop Community College as a great place to work or attend school to a friend, family member, or colleague?”

NPS Meaning

What does this score mean: A **Net Promoter Score (NPS) of 23** is **moderate**. Here's how to interpret it:

General NPS Benchmarking:

- **Above 50** → Excellent
- **30 to 50** → Good
- **0 to 30** → Average/Needs Improvement
- **Below 0** → Poor

NPS Calculation

- **Promoters** (score **9-10**): Customers who are highly satisfied and likely to recommend.
- **Passives** (score **7-8**): Customers who are satisfied but not enthusiastic.
- **Detractors** (score **0-6**): Customers who are dissatisfied and may discourage others.
- **Breakdown of 2026 Responses:**
 - Promoters (9-10): **31**
 - Passives (7-8): **29**
 - Detractors (0-6): **14**

Respondent Scores:

- Score **0**: **0** respondent
- Score **1**: **1** respondent
- Score **2**: **2** respondents
- Score **3**: **2** respondents
- Score **4**: **3** respondents
- Score **5**: **4** respondents
- Score **6**: **2** respondents
- Score **7**: **13** respondents
- Score **8**: **16** respondents
- Score **9**: **12** respondents
- Score **10**: **19** respondents

Common Themes Regarding NPS score selection by respondents:

- Commitment to students and student success.
- Positive relationships with colleagues.
- Improved communication and stability under current leadership (noted by multiple respondents).
- Pride in CCC's local impact
- Budget concerns (noted by multiple respondents).
- Mixed feelings about leadership consistency and long-term direction.
- Appreciation for recent improvements, paired with caution about sustainability.

- Concerns lowering scores: compensation and cost-of-living pressures; workload and limited time; pockets of low morale, gossip, favoritism, or weak accountability in some areas especially if single person oversees a department, and ongoing budget uncertainty.

NPS Benchmarking:

- **Year-over-Year Comparison:**

- 2026 NPS Score: 23 (this is the baseline year)
 - 2026 Number of Respondents: 74

NPS Formula and Steps:

1. **Total Respondents** = Sum of all responses.
2. **Calculate Percentage of Promoters** =
$$\frac{\text{Total (9-10) Respondents} \times 100}{\text{Total Respondents}} \times 100$$
3. **Calculate Percentage of Detractors** =
$$\frac{\text{Total (0-6) Respondents} \times 100}{\text{Total Respondents}} \times 100$$
4. **Compute NPS** = (% Promoters - % Detractors)

NPS Calculation:

- Total Respondents: 74
- % Promoters (9-10): 41.9%
- % Detractors (0-6): 18.9%
- **NPS: 23.0 (rounded to 23)**

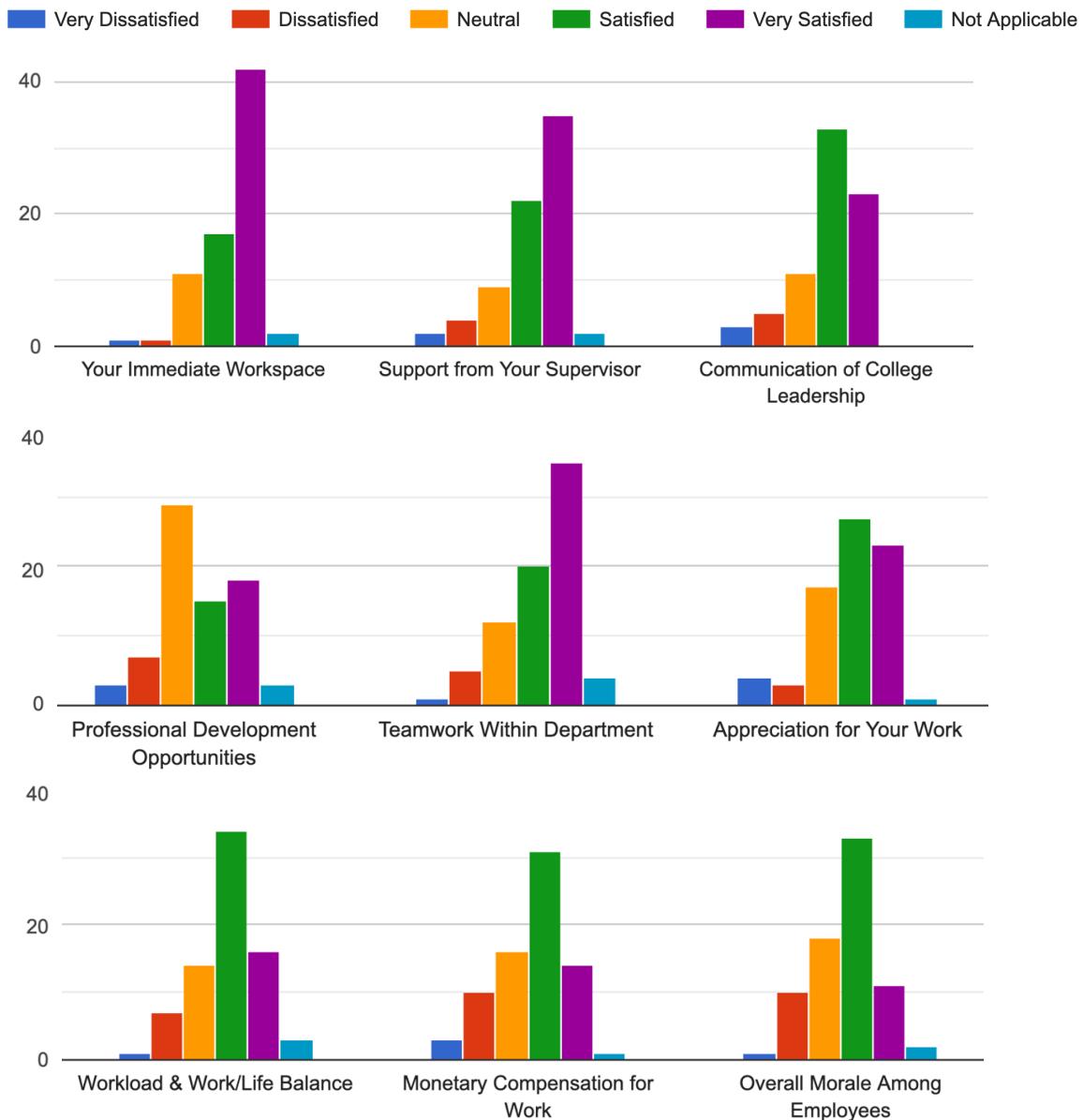
CCC's Score of 23:

- This indicates that while more people are promoters than detractors, there is still room for improvement.
- Our **detractors (18.9%)** could be negatively impacting word-of-mouth reputation.
- Our **promoters (41.9%)** are strong, but increasing this percentage could significantly boost overall satisfaction.

Employee Satisfaction Ratings:

Satisfaction ratings use a 1–5 scale (Very Dissatisfied=1 to Very Satisfied=5). “Not Applicable” responses are excluded from averages.

How satisfied are you with the following aspects of working at CCC?



Employee Satisfaction Rating Averages:

Your Immediate Workspace: 4.4

Appreciation for Your Work: 3.8

Support From Your Supervisor: 4.2

Workload & Work/Life Balance: 3.8

Communication of Leadership: 3.9

Monetary Compensation for Work: 3.6

Professional Dev. Opportunities: 3.5

Overall Morale Among Employees: 3.6

Teamwork within Department: 4.2

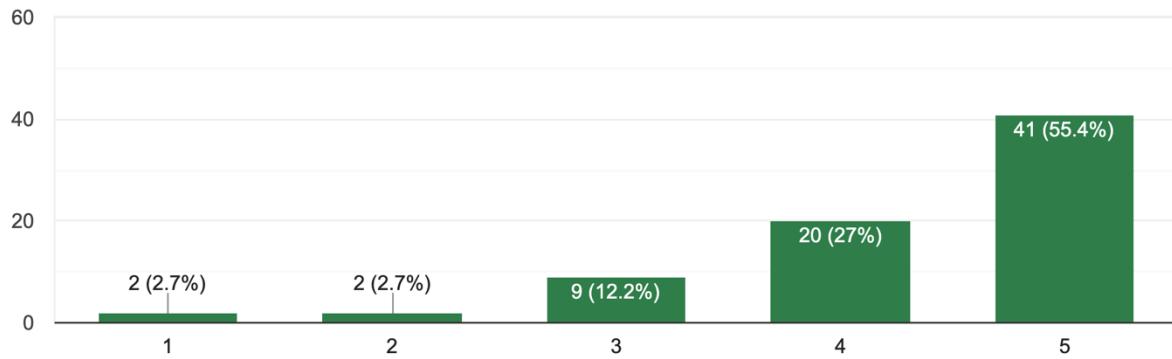
Engagement and Communications Ratings

Ratings use a 1–5 scale as provided in the survey (1=lowest, 5=highest).

Connection to CCC Mission: 4.3 Average

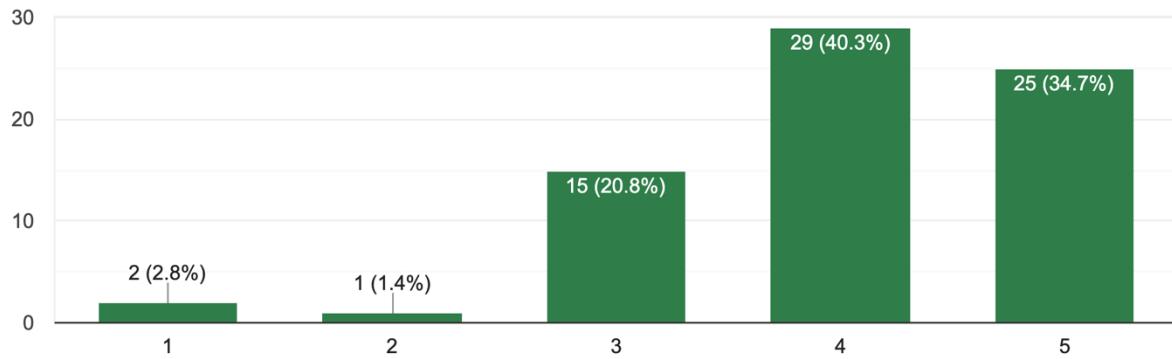
I feel connected to CCC's mission of empowering all students to reach their full potential.

74 responses

**Reviewed Strategic Plan & See My Role: 4.0 Average**

I have reviewed the CCC's Strategic Plan and see how I play a role in its success.

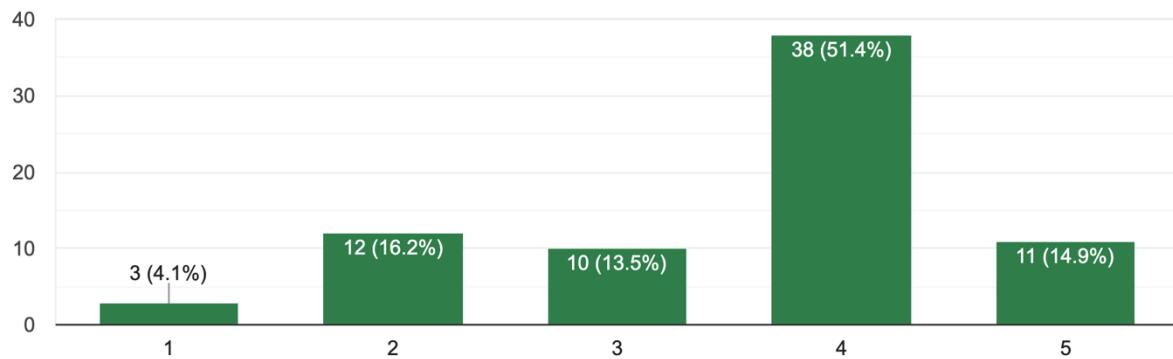
72 responses



College Communicates Important Information/Decisions: 3.6 Average

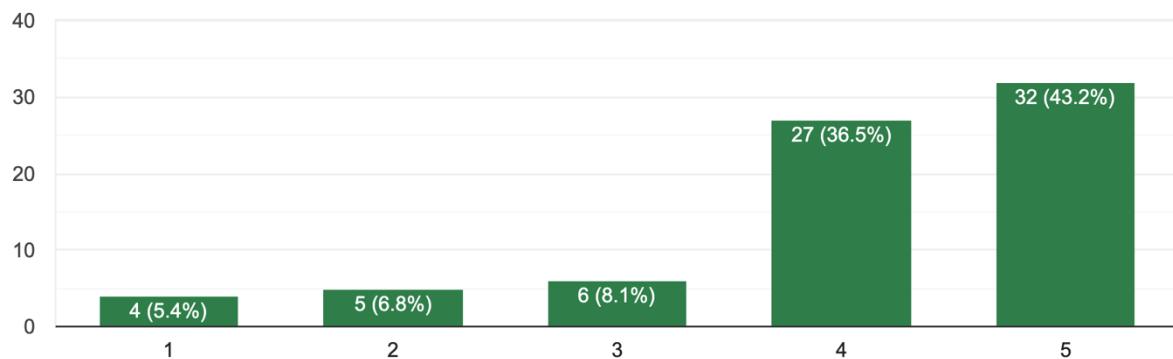
How effectively do you feel the college communicates important information and decisions?

74 responses

**Confidence in Direction Under Current Leadership: 4.1 Average**

How confident are you in the direction the college is heading under current leadership?

74 responses



Open-Ended Feedback Analysis Common Themes by Question:

What do you enjoy most about working at CCC?

Enjoy Most About Working at CCC



- Supporting students and seeing student success (dominant theme).
- Mission-driven work and serving the community.
- Colleagues/team relationships and a supportive work environment in many areas.
- Variety of work and feeling that their role makes a difference.
- A strong sense of community and belonging among staff and faculty.
- Positive relationships with colleagues and immediate teams.
- Feeling that their work makes a meaningful difference locally.
- Alignment with CCC's mission and values.
- Smaller college environment that allows for personal connections.
- Flexibility in scheduling or work structure in some roles.
- Pride in serving the broader North Coast community.
- Appreciation for benefits such as summer scheduling or work-life balance supports.
- Enjoyment of collaborative, student-centered work culture.

What type of communication or updates would help you feel more informed or connected?

- Continue the President's regular updates; many value the weekly email as a concise summary.
- More transparency and consistency over time (financial outlook, long-term priorities, key decisions and timelines).
- More opportunities for two-way communication (town halls, department visits, in-person Q&A; in-service scheduled to avoid class days when possible).
- Streamline college-wide emails (reduce overload; clarify what is urgent vs. informational).
- Regular, predictable college-wide updates from leadership.
- Clear explanations of why decisions are made, not just what decisions are.
- Fewer messages through informal channels such as rumors or word-of-mouth.
- A centralized newsletter or digest highlighting updates across departments.
- Advance notice of changes that affect staffing, schedules, or programs.
- Give notices of changes in staffing: hires as well as those leaving and retiring.
- Clearer communication about budget decisions and priorities.
- Better sharing of strategic plan progress and enrollment data.

What Would Make CCC an Even Better Place to Work?

- Compensation and benefits that are more competitive and keep pace with cost of living.
- Clear expectations, accountability, and follow-through across departments; reduce gossip/favoritism dynamics.
- Long-term financial stability and improved state funding; continued focus on enrollment growth.
- Filling vacant positions to reduce workload strain.
- Increasing opportunities for professional development and growth.
- More consistent leadership follow-through on initiatives.
- Stronger campus safety and security presence.
- Better cross-department collaboration and understanding.
- More recognition and appreciation for employee contributions.
- Streamlining business office processes to reduce frustration and inefficiency.
- More campus vitality and community-building activities.
- Financial stability to decrease fears of position elimination.

Are There Any Barriers That Make It Difficult For You To Perform Your Best Work?

- Chronic understaffing leading to overload and burnout.
- Inefficient or outdated processes and systems.
- Lengthy approval or purchasing workflows.
- Limited time to complete work due to competing priorities.
- Insufficient training or cross-training opportunities.
- Lack of clarity around roles or expectations.
- Budget constraints limiting tools, resources, or staffing.
- Feeling undervalued or under-recognized for work performed.
- Technology issues that slow productivity.
- Difficulty balancing service expectations with available capacity.
- Communication gaps that lead to reliance on informal channels (gossip) for news; inconsistent information reaching part-time faculty/classified staff.
- Resistance to change or lack of shared understanding of new processes.

Please Share Any Additional Feedback or Suggestions You Would Like CCC Leadership to Consider.

- Maintain visible leadership presence ('making rounds') and express appreciation for employee work.
- Improve operational processes and customer-service orientation in administrative functions (examples included accounts payable/credit card processes and timeliness to vendors).
- Provide more training/support to meet diverse student needs (example raised: dyslexia/reading challenges).
- Continue to rebuild trust through consistent governance practices and professional conduct in public meetings.
- Requests for leadership to better understand day-to-day employee work.
- Desire for leadership to listen, respond, and follow through on feedback.
- Calls for equitable treatment across employee groups.
- Need for clearer long-term planning and stability.
- Recognition that staff want CCC to succeed and are invested in its future.
- Requests for more support in addressing increasingly complex student needs.
- Concerns about morale if workload and compensation issues persist.
- Appreciation for opportunities to provide honest feedback.
- Encouragement for leadership to remain visible and approachable.
- Hope that survey results lead to meaningful action, not just documentation.

CCC Employee Survey – Strategic Alignment Summary

The CCC Employee Survey results show strong alignment with the college's Strategic Plan priorities and provide clear direction for strengthening institutional effectiveness, employee support, and student success. Across roles and departments, employee feedback reflects deep commitment to CCC's mission alongside clear calls for action.

Strategic Priority 1: Improve Student Access

What We Heard from Employees

- Employees are deeply motivated by helping students access education and support services.
- Staffing shortages and workload strain limit employees' ability to serve students effectively.
- Inefficient systems and processes create delays that affect student experience.

Alignment

Employee feedback reinforces that improving student access depends not only on enrollment efforts, but on having the internal staffing, systems, and capacity to support students once they arrive.

Strategic Priority 2: Increase Student Success

What We Heard from Employees

- Supporting students is the most rewarding part of working at CCC.
- Employees see a direct connection between employee well-being and student success.
- Burnout and limited capacity reduce the time available for individualized student support.
- Employees want training and tools to meet increasingly complex student needs.

Alignment

The survey confirms that sustaining student success requires investing in employee capacity, morale, and professional development.

Strategic Priority 3: Strengthen Our Reputation

What We Heard from Employees

- Many employees are proud to work at CCC and would recommend the college.
- Confidence in recommending CCC is influenced by organizational stability and leadership consistency.
- Communication practices shape both internal morale and external perception.

Alignment

A strong internal culture and clear communication directly support CCC's reputation as a trusted, student-centered institution.

Strategic Priority 4: Increase Organizational Effectiveness

What We Heard from Employees

- This was the most prominent theme across open-ended responses.
- Employees identified staffing gaps, outdated processes, and unclear communication as major barriers.
- Employees want clearer expectations, transparency, and follow-through.

Alignment

Employee feedback strongly validates Organizational Effectiveness as a key strategic focus and identifies concrete opportunities for improvement.

Strategic Priority 5: Build and Sustain Partnerships

What We Heard from Employees

- Strong internal collaboration is essential to supporting students and community partners.
- Employees value working across departments but note limited capacity due to staffing constraints.
- Clear communication strengthens internal and external partnerships.

Alignment

Employee feedback reinforces that sustainable partnerships begin with strong internal alignment and collaboration.

Overall Takeaways

- Employees are **deeply committed to CCC's mission and students.**
- Organizational effectiveness, staffing, and communication are critical leverage points.
- Employee well-being and student success are closely connected.
- Transparent communication and follow-through will strengthen trust and morale.
- Acting on employee feedback directly advances CCC's Strategic Plan.