

Comments from the Constellation Survey

Members of the Joliet Junior College community were asked to complete an on-line survey called a *Constellation Survey* prior to Campus Conversation Day.

Except for questions 1-3, each question on the survey allowed respondents to provide a comment. This document is a comprehensive listing of comments made on the survey.



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4. Joliet Junior College uses student assessment results to improve teaching and learning

The students make comments on how to improve classes and their learning experience and no one does anything about it
Currently all departments do not submit assessment plans and there is no motivation or consequence for this to change.
In some cases, it seems as though classes/content is offered more for the convenience of the professor instead of the student. This should stop.
JJC should be true to the mission. They need to be serious about hiring minority instructors and front line employees. Diversity is a big issue that is not being dealt with.
I work in a grant funded program, am not sure how it is affected by student assessment results.
I am not aware of what materials are sent to the students in regards to institutional surveys.
In assessing end of term program, I often use an informal evaluation survey
Students don't have the opportunity to evaluate tenure faculty. Unfortunately, some tenured faculty just slide by and are never evaluated or held to task.
The ways in which student feedback/assessment of instruction are utilized to improve teaching and learning is unknown to folks outside of academics.
STUDENT ASSESSMENTS SHOULD BE USED ON ALL TEACHING FACULTY
I am not sure about the performance question...I am not real certain about the assessment information re: performance...
Students opinions are often overrated. Some of the loudest complaints I hear come from ill-informed students who have little understanding of what education is about or what the instructor is trying to help them accomplish in the class.
JJC does value assessing student performance, but the way in which it gathers data about student performance does not seem valid to me. Assessment form direct teachers to reduce teaching and learning--complex activities--to words and phrases about goals and measurement in a rigid set of columns. Such an approach to gathering data encourages vague and general statements about teaching and learning that don't carry much meaning. The assessment exercise ends up being busy work which is endured, but it doesn't really yield meaningful information.

5. Student Services departments provide programs and services that complement Joliet Junior College's academic curricula

Holistic wellness does a great job in this area; while some of the other activities can be improved.
The Student Services does an excellent job of making campus a lively environment. There are so many activities going on on campus so that students are learning outside the classroom walls. The only suggestion I would make is that efforts be made to create conversations between S.S. and faculty so that connections between S.S. activities and academic activities can be made. Perhaps these conversations do go on, and I am just not aware of it...One possibility for dialogue would be the recent community service project (i.e. encouraging volunteer work) S.S. is directing. It would be great to find ways to get students thinking about citizenship and community service in an academic context, too.
Instructors come & go constantly and biggest complaints are they have no guidance for instructions and academic curricula.
Program and services come out of all areas of the college, not just the student affairs division. The college has a multitude of offerings that are designed to complement academics, however from a holistic view, their collective efficiency, effectiveness, consistency, quality of service standards and operations, as well as the ability to just keep up with the growth of the student population, are strained--internal competition for budget dollars and differences in outcomes measures further impacts the dynamics of performance.
There could be better ongoing communication with faculty about what services are available, and more regular requests/survey of faculty in terms of what is needed.
The student services needs to provide something other than karaoke for the students.
There is too much paperwork involved with Student Services and the pay for being an advisor is not enough. Club advisors dealing with club membership of 100 are paid the same as 20. Club advisors dealing with Honor Societies should be in a separate category!
There seems to be some conflict when new services are added. If the new service is additional help for the students, everyone at the college should welcome its existence. Currently, petty feuds seem to be breaking out over who offers the best services.
The college does an outstanding job. However, I feel that we have reached saturation point. Students are pulled in a dozen directions by departments, student services, support programs, etc. all for different programs. I think we could do a better job by have programming teams, task forces, committees, specifically to work with all areas to collaborate and eliminate duplication and budget waste. Don't get me wrong, the programs are wonderful however we simply have too many.
Some programs are more tied into the academic area than other offices in Student Services and this question invokes a very general response. I would like to see these areas more easily identified.
Some student services are not very accessible to people with disabilities (ie, Registration window is too high for a person using a wheelchair). No Spanish speaking personnel in admissions, or payment center

6. When making institutional decisions, administrators consider the impact on students and learning

This is important. I feel the college needs a strategic plan to retain students. We do a fine job getting them here, however we need to help them get connected to support areas, programs, student services, counsleors, financial aid, transfer center, etc.
The administrators do not take into consideration of the students at all- they only help themselves
While I believe this situation is improving, I don't believe the administration can do everything to rectify the problems. The faculty in all departments need to pitch in as well.
When creating or adding a new component or program, concerns over the impact and short vs. long term effect is vital. Having an envornment for learning is always a final determining factor in ifferring classes on-site classes
Great importance with grants & funding issues and whether or not enough money is disbursed back into the program.
The exception is designated room assignments. Some rooms are dedicated to departments regardless of usage and other departments have students being shuffled all over campus and into inappropriate rooms (ie natural science labs, small conference rooms, etc)
It is not always clear how larger institutional decisions are made, one can assume that teaching and learning is at the heart of those decisions--budget and meeting growth needs are often more emphasized and discussed openly as opposed to ramifications upon teaching and learning (perhaps the expectation is that this is understood).
I think the adminstrators are decent people who make decisions with the students' best interests in mind. The only disaster/miscalculation is the problems associated with Centennial Commons. It seems as though that project was pushed through too fast, and mistakes were made as a result.

7. Joliet Junior College clearly communicates its learning expectations to both current and prospective students

This is a difficult question to answer in a global way. I sense that different departments have varied levels of success in communicating learning expectations to students.
I feel this area should be improved with better communication between depts and campuses.
I'm not sure there is a consensus among faculty and/or administrators about what those expectations are or ought to be.
Learning expectations are not emphasized at the prospective student level as well as they are once a student is enrolled in a specific course.
Prosepective students may attend classes at an of our campuses for some time, before they realize they need advising, tutoring services or other forms of assitance. The learning process would be adhanced if students knew about all of the support available to them.
It's been my experience that there is very little communication with the students of this nature.
I have no idea what is meant be "learning expectations".
IT VARY'S BY DEPARTMENTS & FACULTY STUDENT SERVICE DEPARTMENTS HOWEVER DO ALL THAT THEY CAN
Clear objectives and learning outcomes are explained to clientes
Not everyone seems to agree with the importance of certain programs or requirements. Students in developmental courses still receive negative feedback from some of our faculty.

8. Joliet Junior College intentionally promotes excellence in teaching

I think that it is a goal of every institution. I say that we are doing an outstanding job as a whole, though I do believe that there are tenured faculty and adjuncts that do not excel in their teaching nor do they promote it.
JJC needs to continue professional development and offer more development for both full time and adjunct faculty. In addition, more time needs to be spent developing "front line staff". I hear many student complaints about being treated rudely.
Even though we say we promote excellence in teaching, we are not quite there in terms of hiring a diverse faculty to teach our diverse student body.
I try to select only the best faculty that I can find. If excellence in teaching is not part of this candidates teaching style then I will not make a recommendation for a teaching position
They need to look at a way to critique instructors for both teaching style and presentation both for tenure and adjunct faculty.
I get about two or three students for nearly every other class complaining about the instructor being too difficult. I know a lot of it is because of instructors with accents, but I feel that is going to happen at any University or college. The other complaints are usually 'heavy work loads' or 'going too fast'. I think because this is a satellite students expect an easy load.
Have had students complain of teachers not teaching properly and these students have gone to department heads and have been told even though the teacher did teach poorly they just signed a contract and can't do anything about the teacher. This is wrong and should be corrected.
Having over 28 yrs of teaching at the college and a reputation for being an "excellent" teacher (student evals) most of my praise from Admin. has come as a result of my "out of the classroom activities," serving on committees, in work groups, special activities, etc. I know feedback about my teaching has reached Admin. ears, but no real feedback has come my way over the years. No doubt, teaching is my job, but it's also my motivation for being there. A few kudos in that respect would have been appreciated.
Student grievances need to be addressed especially if it pertains to a specific instructor and there are more than one grievance regarding a specific instructor. I have heard students indicate classroom practices that should be looked into.
We have some fantastic full time instructors and part time instructors. The full time are rewarded with pay increases and free tuition for any courses but not so for adjunct faculty or support staff.
Yes, we say that teaching excellence is important, but we don't hire a diverse faculty.
Some instructors "Teach" the class from a syllabus by assigning reading material and then telling students to only "show up" on testing days. (A Math instructor who is retiring in the spring.) Also to return the textbooks as the instructor now hands out copied material which barely touches the surface of the course-material. A watchdog group should monitor instructors and sit in on classes to see just what is occurring in some classrooms.
I believe it's important to the college to promote this, however, there have been numerous student complaints about different instructors, and I am not sure of the action to taken to resolve certain situations.
I think the effort is too little and doesn't extend to adjunct faculty. There are a few instructors on campus that have no business teaching. I think the evaluations of instructors are all too often disregarded. I don't believe that these evaluations should stop with the department heads. These assessments reflect highly on the departmental heads ability to manage his/her department. And that is the business of the Vice President and the President. I have been in a few classes with instructors her were class-wide given negative assessments. Absolutely nothing happened. The instructor continued to be 5-10 minutes late for every class. She never returned e-mail or phone calls. I am in a position where I overhear conversations about this instructor. For the last two semesters her teaching ability has not improved. She is unorganized and teaches this disorganization to her students. Students are constantly frustrated and confused because she doesn't communicate what the assignments are or when
If JJC really cared about excellence in teaching, there would be far less reliance on part-time staff to cover classes. There would also be far less emphasis on attending committee meetings that have no relationship to excellence in teaching.
JJC has excellent programs/opportunities for teacher development. It has good programs during staff development week, and it offers the New Faculty Seminar. JJC may not be as successful in handling teachers who don't do a good job or don't do their job at all.

9. Joliet Junior College makes certain that students acquire the knowledge and skills required by their academic programs before awarding them credentials

I know only about the standards upheld in my own department. I am not in a position to say anything about the institution as a whole.
I believe it's important to the college, but uncertain of the credentialing information...
Let's make sure that our "rush" to be in the front of the new technology through Distance Education or "Fast Track" degrees does not cause us to compromise the quality of our products and we take on a "diploma mill" reputation.
Exit testing might be necessary to ensure this.
It appears that some general education programs are not monitored to ensure quality and support for teaching staff
General education assessment tests / exit exams in core curriculum classes would strenghten the programs. Currently, much desparity exists among grading standards throughout some departments, in part due to a large number of adjunct instructors.
This seems to depend strongly on the specific department concerned.
Students can just glide by depending on the teacher- some don't care about the awards and just give them to anyone they can.

10. Employees have a shared understanding of Joliet Junior College's educational goals for students

None of the offices are on the same page- Some do more than others and some do nothing at all.
I think we have area for great improvement. We all understand what traditional students need. However, JJC has over 12% of student who are Hispanic, many that speak Spanish as their primary language. I feel that we need to do more for other populations in terms of admissions through graduation.
10. There needs to be a lot more communication between departments to improve the understanding of goals. A lot of students complain that they've been mislead by somebody.
I am not sure that ALL employees know Joliet Junior College's educational goals
I do not believe many of the custodial/buildings and grounds employees understand the importance of scheduling around peak class times. Nor does the student activities personnel make adjustments to times for its activities--later than noon for example.
In some traditional areas the college excelles while in others it appears to be 30 years behind the times. i.e. nursing- excellent program Adult Ed-/GED programs poor quality and lack of support
Educational goals are unique to each individual. It is not the college that has educational goals but rather the student.
many administrators do not have this concern as foremost intentions/drives
The institution could do more to help employees understand the educational hopes for students...there are assumptions that this is understood, but evidence that not all folks are on board.
Certain departments such as business, technical, and especially ag/hort/vet tech seem to want to play by their own rules.

11. Processes are in place to determine which new educational offerings to develop

Because it takes so long to get approval from state and federal areas to add new programs, students may have to be on waiting lists for much longer periods of time that otherwise might not be needed. Broader programing and more with online and internet and interaction classes are needed.
The English/Foreign Department deserves great credit. They are forward thinking and see the bigger picture. They saw the NEED for two new english courses to be developed to help our 2nd language population. The course was not changed, but the curriculum was altered to focus on certain areas to help these students succeed. The new faculty person for this position is outstanding. I would love to see more of this at JJC.
In my department, adding new programs or course offerings is very simple and uncomplicated (non-credit. Pilot testing a program is encouraged and results are interpreted at a later date to determine the viability of a new program An area of concern that i have is not having staff to help me ensure each delivery program model (by thr instrcutors) is meeting standards
I have no idea how to answer the second part of this.
They are in place, I'm sure, however, they NEVER share this information or anything about "possible offerings in the future" to other staff memebbers.
I think it is important to offer classes locally for a such a large community. You would get a lot more people to take advantage of the low cost if they didn't have to travel far, especially with our 'Chicago Winters'.
Cannot speak of other departments - ours does.
Right now with budgetary concerns, I think that many new good initiatives get tabled.
Although very important to the growth of the college, new programs are implemented without knowledge of the college community (those outside the department responsible for the new program) Our way of finding out about these new programs is by interest questions from potential students or by reading about it in the newspaper. New programs, to be successful, need to have the backing of the entire jjc community.

12. Joliet Junior College regularly evaluates the effectiveness and relevance of its courses and programs

In the past, outside evaluators with bias data and opinions have guided these assessments, causing somewhat problematic or dubious results that still swayed Board votes on curriculum changes.
Some programs have been an embarassment for years for the college yet nothing is done (i.e. ESL/GED classes) Not aware of such evaluations.
Our developmental math courses are not consistent with regard to calculator useage which is now required of 3rd graders.
Again, I know only about my own department. I cannot speak for the college as a whole.
Reliance upon outside consultants for evaluation of services has ocured (LEMAP, CLARUS, Etc.) Satisfaction surveys provide feedback--weakness occurs in application of results toward service or process improvements...standardardized evaluation in some areas does not exist.
Evaluations have been given to the students near the beginning of courses. This makes it impossible for students to put evaluations of instructors after experiencing poor performances
I am sure that there must be a mechanism, because I have seen courses eliminated, revised, or added. But I am not sure of what that process is or how it is done college-wide.
I feel it needs to be done more often and not just evaluate the instructor but the materials and how they are presented and taught. Different teaching methods must be evaluated also.

13. Joliet Junior College has processes to ensure that students are prepared for the programs and courses in which they enroll

Shortfalls in this area include that fact that the intake of first time college freshman does not include a mandatory orientation to college. Intake of second language students (a growing population) and assessment of student competency in various technologies (as use of technology in the classroom increases) are of high concern. Many students self advise and retention initiatives to assist students toward the identification of a major or career could be much more directive.
Instructors have overridden prerequisites on students request
Students in developmental courses need to complete with a C or better before taking other courses in other areas. Students who succeed in other areas with a better foundation.
The checking that a student has the necessary preparation for a course is currently done by the department, taking away valuable time from actual teaching. Having those checks performed by some office such as admissions or registration would enhance the quality of instruction at JJC. (Valuable class time would not be wasted checking prerequisites.)
We really miss the boat when it comes to technology. Instructors are assuming that students know how to use a computer, the internet, or e-mail. They send students off to use BlackBoard without instructing them how to do so. They want them to print lectures notes usually Power Point presentations but don't walk them through the process and explain how to print in the different options. One student printing out a 40-80 page presentation can tie up a lab printer for 20 minutes and longer. Students are enrolled in classes that at a minimum require knowledge of the keyboard and how to use a mouse of which they have neither.
I find students are regularly enrolled in classes requiring basic ability to read and write at a collegiate level who do not have the skills to do well in those classes. I think having an open admissions policy is right for our college, but I also think it does a disservice to our community to put students into classes they are not prepared to complete with success.
Developmental class placement is based on test scores alone and studies show test scores alone are not accurate predictors of future college success
Students have been enrolled in classes that they are not prepared for, ex: math classes. I have heard complaints of students who were advised to enroll in classes that do not have scores in Colleague and/or find themselves struggling and dropping classes. How common this is I am unsure.
We offer a number of developmental classes to prepare students for higher level work, but too much emphasis are put on test scores and not overall academic achievement when looking at students coming directly from high school to the college.
The placement tests don't always work. This is always a problem with students enter class and have not had prerequisites!!
One or two students may slip by occosionally but for the most part safeties are in place to guard against a student getting in over their head.
Students who need development courses are allowed to enroll in general education courses before they complete the necessary remedial work; this policy simply sets up these students for failure.
I am sure they do, but they need to share them with ALL employees of the college.
Not everyone on campus is adhering to placement scores from Compass/Asset. This does a disservice to all students whose fundamental skills are lacking. Our school's philosophy should not be that students have a right to fail. Rather it should be that we will afford them every opportunity to succeed.
Placement testing often fails to identify students with remedial skills. Students with poor Math and English skills do not always receive the developmental help they need prior to enrolling in college level courses.

14. Joliet Junior College identifies specific targets for improving student learning

There are many programs to help students who may need extra help (StAR, Project Achieve, Peer Tutoring), but I think that more emphasis should be given to helping all students. All students should be required to meet at least once per year with advisors or counselors to assess their program status.
Again, we tend to focus on only certain populatins. Adult learners, adult minority learners, 2nd language students, ESL and GED all have specific academic needs. All student can not be helped in the same way. From intake to graduation specilization is important. Retetion!
Great academic tutoring and support areas
I have no idea what these "targets" might be.
I think this is important, but I am unaware of any published targets for improving student learning.
I'm not sure I inow what this question refers to.

15. Joliet Junior College maintains a climate that encourages students to express their ideas, even unusual or unpopular ones

Students should also be prepared to accept new ideas from faculty/staff.
That depends much on the faculty member teaching the class. I've experienced both good faculty and poor, in respect to flexibility to express ideas.

16. People working here understand the significance of Joliet Junior College's objectives that are not directly related to educating students

Huh?
Most faculty do not seem to have a clue what is happening around campus unless it is directly related to their area.
Community relations is more involved in advertising and deadlines, than relating correct and efficient communications to its students and community
Some understand the mission. Individual ego's may interuppt this process on occation. Educating, mentoring and building community are very important. I would like to remind some of that.
Communication is a key element here and I'm not sure communication is done from top to bottom. Somewhere it seems to always stop.
Some employees don't care about anything except for themselves. Most of the people that work here have no idea what goes on here, example what offices do what and they don't care to learn b/c they don't get paid enough to learn about the school
It depends on who you're talking to and at what level.
I do feel that faculty underestimates what and how other areas work at the college. I think that most faculty just do not care what jobs others may have to complete and how other areas that do not relate directly to the education of the students, does impact students.
More employees need to appreciate the community in which we live. No one should be hired who doesn't live in our District 525.

17. Joliet Junior College’s non-educational activities and objectives harmonize or fit with its fundamental mission, vision, and philosophy

An example of a non-educational activity would be helpful.
We do a great job in this area. However, there is simply too much extra curricular going on. Again, I believe the college would benefit from organizing the activities, lectures series, programs, etc.
Not sure that people can connect the non-educational aspects to mission. Decision to extend mission to include housing and to pursue referendums, are perhaps examples of areas where education of staff toward understanding the connectivity of these projects to mission is important for creating support among employees for these initiatives and others to come.
Football and the dorms-Terrible public relations in the community!

18. Joliet Junior College regularly solicits feedback to improve offerings and services to the communities it serves

A lot of feedback seems to be passed over, or taken care of at a minimal level.
No, our community is growing and becoming more diverse, but we are still catering mostly to the community of old.
There are a lot of union meetings and the people in the union don't show up to participate.
Not aware of solicitations to the public.

19. The results of Joliet Junior College’s non-educational work strengthen the overall institution

Not sure what you mean by noneducational work.
Football?
Positive experiences with a non-educational offering makes the student think they may want to enhance their educational background and continue with a credit course.
This seems to depend specifically on the department.
If we don't present a professional attitude in our jobs, how can potential students respect what we do. I would hope that more of us would work at being more professional while being more compassionate toward students who have questions or who need just a little extra attention. We cannot hold the hands of every new student but we can determine whether or not these new people need more information than is readily presented to them. Let's go the extra mile.

20. Joliet Junior College carefully defines and analyzes the unique needs of different groups of people it might serve

Again, if we are to stay competitive and thrive in this new century we have to do a better job addressing the unique needs of our diverse community.
I think the college serves who it wants. We have strict rules in regards to some cases but if a student complains enough they get their way while someone else doesn't get it. All the students should be treated the same in all regards.
We do an okay job. Minority support services are important. Cultural difference must be accounted for as we look at retaining more students.
Special population needs could use examination, including: student technology literacy and support needs, special intake for second language students, expansion of needed academic advising, improvement of transfer advising, full time freshman orientation program, support initiatives for residence life, to name a few.
This is very important, particularly with the changing demographics. There is evidence that we are beginning to focus on this more.
Still need to work on information not only in English but also in Spanish, maybe even a third language.
Our college serves many hispanics and spanish speaking students. However, the programs we have in place to assist these students are a VERY LOW priority to the college. Our program is "laughed at" throughout the community.
Need more special ed instructors, tutors for literacy programs for all levels, computer classes and workshops in the afternoons and perhaps a longer class period along with child care facility at City Center Campus.
All programs require a closer look by a 3rd party to ensure an objectivity with out bias
We need to do better. Our college community is changing and the number of diverse student groups is growing at the college. We have not addressed their unique needs for a number of reasons.

21. Joliet Junior College responds rapidly to the changing needs of students

The addition of orientation courses, tutoring and open labs is a very good example of how the college responds. However, the college does not appear to communicate with local high schools at a level where real positive changes can be made to ensure student success (graduation for JJC as a marker)
Many of the Adult Ed Students are on public aide needing other extended services, such as reimbursement for child care, transportation, emergency food funds, job search skills, resume writing and interviewing workshops.
No, we are still doing so many things the same way simply because we've always done it that way.
Education often moves as fast a turtle compared to industry. Are we really ready to prepare teacher's aides and pre-service teacher's for the "leave No Child Behind" mandate?
Perhaps because of funding response to student needs are not being met on a "rapid" basis. ie: parking, more informational materials, etc.
Some departments do an excellent job. However, a few significant departments are not doing well at all or doing their jobs.
The rapidly changing needs is generally hindered due to budgetary reasons. We need to be able to respond in a timely fashion, but budgets/space restricts us from doing so.
Kiosk systems and our web page need serious help. Our technology is slow to improve.
JJC always seems to be one step behind other institutions. We mostly follow--rarely do we take the lead.
Registration process needs to be improved. There are few colleges and universities that actually have students standing in long lines to register for classes. This process could definitely be streamlined.

22. Joliet Junior College measures how effectively it serves its students

Have not seen many surveys to students about the positives/negatives of student services.
not sure how - but I am sure we do.
Through student surveys . . . not sure what is done with the surveys
We are REACTIVE instead of PRO-ACTIVE

23. Measured student satisfaction with Joliet Junior College improves steadily

Graduate satisfaction is consistently assessed and communicated college-wide, but I don't remember seeing a specific area related to progressive improvement.
The more our student body increases, the harder it is to satisfy all their needs with limited funding, only a slight increase in full time employees and space.
This is a defacto statement. You either agree or disagree with it. As stated, you can't relate to the statement in terms of "importance."
Tough for me to know.

24. Joliet Junior College maintains strong relationships with former students

Being a former student of JJC, about the only time I hear from the college is when the foundation asks for money. I never see the college mentioned in the papers, or on local television stations.
As an alumni, I only receive a newsletter.
It is very important to bridge the students from GED classes to JJC classes.
We have a very active alumni association.
Some departments do but not the college as a whole.
I don't feel an alumni newsletter is maintaining strong relationships with the student.
For the oldest public community college we don't have enough Alumni Relations staff to do a good job. The staff now is under good supervision, but there is only so much a one person department can do.

25. Joliet Junior College makes improvements based on the complaints it receives

Students constantly complain they can not get through to 280-1333 or have let several messages and never received returned phone calls.
I think complaints are swept under the rug most of the time . . . hoping they will just go away. We seem to deal with complaints only when forced.
This may occur, but I am aware of only one occurrence in which there was a change related to student complaints.
City Center Campus has many problems including insufficient staff and student parking, poor quality classroom and offices, lack of security and ESL & GED classes end at 9:00 pm or later, and the reception desk closes at 8 pm which is definitely a concern in regards to student needs and safety reasons for we do not have a student service center here.
The JJC Division of Adult and Family Services -years of poor customer service, abusive behavior towards students, lack of response to the community and the institution at large. Years of complaints with no significant changes made. the institution is extremely negligent in responding to complaints from students and staff, in response to their concerns, which may enhance or help the overall improvement of the institution.
I have received several complaints from several students at which time I direct them to the person they must speak. So far I have seen very little results to rectify any problems.
I think that this is true in regards to the facilities, technology, and physical experience in the classrooms. I don't think that this is true in regards to courses that students take or the instructors that teach them, when there is an overall negative option regarding either. And that is not to say that one section of students should have the power to get a course removed from the curriculum or an instructor from teaching, but they could be better heard.
JJC responds to complaints; sometimes this results in improvements and sometimes it does not.
Haven't seen many changes that were driven by students.
Not all complaints warrant improvements. It may be a problem with one student and why change something that is good for the whole to satisfy one.
JJC has a huge "Parking" issue for staff and students. The excuse always used is "no money in the budget" Parking spaces can be added if the current space was better utilized.

26. Joliet Junior College has effective processes to use the feedback it gets from its students and its other stakeholders

We seem to form committees with the same groups of people leading the charge. It sometimes seems that we are afraid of change or including people who may disagree or have different ideals.
The "student satisfaction survey" and the "drop exit survey" were the two best instruments we had to gauge student satisfaction and factors for retention. They have been scrapped in the last year or so.
No, it seems that the college asks for the feedback, but doesn't have the commitment to follow through towards making the difficult changes.
I think it would help faculty to have the students follow chain of command. If they have a complaint with a teacher they should have to start there before going to administration. It would be ideal if the administrator told the student that this process needs to be followed just as it would in the work place.
It would be in the better interest of JJC to give faculty and staff a means of evaluating their supervisors. Thereby giving a voice to everyone in the institution, and ridding the institution of it's current process of checks and balances, where complaints are not acted upon.

27. Joliet Junior College regularly evaluates the effectiveness of human resource and personnel processes

The salary study that was done was a farce in the way certain positions were manipulated to rank higher/lower than others. And it was done at the Cabinet level.
Current means of evaluating job performance, should be reviewed to assure a fair and balanced system.
I think JJC really needs to evaluate the human resource department and personnel. There are a few employees at need to be looked at. Some employees do not stick to procedures and than when challenged they blow up because they can not handle the challenge. A whole lot of work is needed in this area.
The human resource dept. seems to be at a standstill. This dept. is one of the worse on campus. They can not or do not answer questions directly. There seems to be no leadership in the department.
It was inexcusable that we did not get a description of our new health plan until almost six months after that plan was instituted. I'm not sure if it was the administrator of the plan or JJC, but I believe all kinds of errors have been made with my doctors because I did not have the information that I needed!

28. Joliet Junior College makes certain that employees get the training and professional development their work requires

I believe there are pretty good avenues for faculty to receive training and development, but I'm not sure about others who work here.
The school should offer educational assistance to employees who would like to continue their education beyond an Associate Degree.
In new positions, there is virtually no training allowed. We are told budget does not allow.
This applies, at least, to the faculty. I am not sure about other areas.
Professional development has been the same for several years. There seems to be nothing offered for the non-faculty positions. As a support staff employee, I often feel like a 2nd class employee. Encouragement to attend any sort of development is non-existent.
Very little training if any is given and very little follow up is provided. If I need to find out how to do something, I usually contact someone who may have knowledge and ask for assistance.
The problem is especially severe regarding computer skills. If JJC thinks the workshops offered on staff development days fill this need, JJC is mistaken. I tried to sign up for free computer training classes taught at City Center, but the courses I signed up for were cancelled. This happened several times. JJC's productivity and morale would increase if it ensured that all staff members needing computer skills were given time on the clock for training and reinforcement.
Most staff at City Center Campus are not allowed to participate in "Staff Development" or other activities at main campus that build morale, character and relationships. Suggestions are: to repeat "Staff Development" workshops here and North Campus, along with Brown Bag Lunches, etc. Also internal staff development every 6 months could be helpful within each department for new and old staff.
I think JJC makes certain that only certain people get the training and it all depends on your level. The ones getting the training are the same ones all the time.
No questions asked, JJC totally supports the improvement of their faculty in their field and in teaching methods.
Workshops and classes are offered to enhance computer skills. But not all supervisors all employees to participate.
It is not available to all Departments!!!!
Professional development funds are available annually for faculty - the application process could be made a little less daunting, however, to make certain that faculty take advantage of all opportunities.
The college provides strong support for professional development for full-time faculty. I cannot speak for part-time faculty or non-faculty employees.
I do not feel that any group on this campus gets the professional development needed. I truly beleive that a tuition incentive beyond JJC would be outstanding. There are many, many professionals here would LOVE to earn a masters degree or higher, but need assistance.
Support staff is not given any direct traning or given procedures, discouraged from asking questions, told just do it and figure it out, and are not allowed to attend staff development trainings unless mandated.
Budgets can hinder this from occurring.

29. Evaluations regularly provide employees with concrete feedback on ways to improve

<p>Current evaluation system has the reputation of not mattering. It is a subjective tool and depends a lot on the relationship the employee has with their supervisor. A new tool will be in place shortly that may make a difference is the tool is done correctly. Measures have to be measurable. During the training, it was the consultants recommendation that only 5% of staff make it to the exceeds level; therefore, making it difficult no more how hard you work to get past the meets expectations.</p>
<p>Most people with the intelligence to teach college know when they are doing something right or wrong. Few department chairs, however, know how to motivate their faculty to do their best. Ass-chewing is not a motivator for anything other than a job-search to find someplace where ones talents are appreciated. Perhaps a little more training in management skills for chairpersons would be in order.</p>
<p>As faculty, I do not receive evaluations from my employer since I am tenured.</p>
<p>Many of the questions do not apply or are too general. My supervisor considers a Satisfactory as doing your job up to expectations and there is always room for improvement. Rarely is an outstanding or exceptional mark given nor is comments or construction criticism given.</p>
<p>There are many training sessions to help the employees know more but they don't use it and most of them don't care.</p>
<p>Staff does not have the opportunity to evaluate supervisors/Administrators. These are the ones who work most closely and directly with them. The head administrator has no clue to how poorly this director is doing, has not asked the staff, thinking everything is fine.</p>
<p>Evaluations do not mean anything. Everyone gets the same raise, whether they are performing or not.</p>
<p>My boss just yells and screams when she's upset with me.</p>
<p>The New Faculty Seminar and tenure process do a great job of helping new faculty to address and achieve training needs. More senior faculty should continue to be evaluated by students and receive feedback. All faculty should be encouraged to continue to improve their teaching methods.</p>
<p>Useful and specific professional development in my area--student academic support services--is nonexistent. This restrains my ability to help students and, more importantly, restrains students from learning more.</p>
<p>There is a small window of time when clerical personnel can ask for a review of their job for an upgrade/salary increase. Clerical personnel who did this review received a letter saying that their request was rejected, but did not include why or how one could better themself.</p>
<p>I haven't had an evaluation for over 2 years. The ones prior were all the same with very few goals given. When goals were given, no means of measurement or recognition if completed with success.</p>
<p>Unfortunately, with the current system the pay is the same whether you do an extraordinary job or just do the minimum. We are being asked to move to a new system, but told that monetary advancement on the salary scale will not be in place for 3-5 years. That is not only disturbing, but disheartening.</p>
<p>There are some supervisors/managers that wait to tell all on the evaluations rather than giving feedback throughout the year. This can be detrimental to the workforce by allowing individuals to start and continue a bad habit rather than stopping it immediately.</p>
<p>The evaluation form used to evaluate non-tenure and part-time faculty needs to be revamped! It's not a very useful instrument.</p>

30. Joliet Junior College's hiring processes make certain the people it employs possess necessary credentials, skills, and values

Some departments require all instructors to have Masters Degree with other departmental instructors are allowed to teach with only an Associates Degree. I believe there should be one policy for all instructors.
I've heard complaints about not hiring individuals with diverse backgrounds--however the search committees that I have served on look for the most qualified individuals. I don't believe we want to use "quotas".
Yes, we say that we want to recruit diverse talented people, but often these people get passed over for a number of reasons.
It is almost impossible to promote to a position at main campus from City Center Campus, even if the employee posses or exceeds in having the necessary credentials, skills and values for the position. Many support staff have taken a lower clerical position in order to make the move, which doesn't seem fair.
It depends on who you know. Requirements and skills can be waived if someone is "in your corner."
I think it is more based on who you know, who you will be working for and how the job description is written for that person.
JJC is a teaching, not a research institution. I have seen a lot of very good Masters Degree teaching candidates pushed aside in favor of the PhD. Most lack in two areas, they really do not "walk on water," and most cannot "teach" because they think it more important to "Profess." And, most hold the record for making a quick exit to the parking lot after class.
The college has seemed slow at times to begin the search process of hiring new faculty, thus not having the opportunity to consider some possible candidates, particularly minority ones.
Just because someone already has a degree or was already working in a higher ranking position does not automatically qualify them as a good worker who deserves a higher pay than the entry level pay.
While full-time faculty appear to be well-qualified, the significant reliance on adjunct faculty encourages continued use of marginally-qualified part-time instructors.
There are still many instances where friends and associates of directors or supervisors are hired, based on this relationship and not their credentials.
You should see some of the people employed here??? Makes you wonder who hired them???
Again, there is an over-reliance on hiring people for part time work. If the college really valued quality, there would be more full-time employees and fewer part-time employees.
My personal experience for many years has been that if you don't work at main campus and you possess or exceed having the necessary credentailas, skills & values for the job, unless you are offered a lower position (clerical) it's almost impossible to promote within the college.
Again this is another instance where our stated values seem to conflict with what we actually do. We say we value diversity, yet we keep hiring people who are qualified, but are not reflective of the diverse campus community that we promote.
Human Resources needs to have a greater involvement in the process. They should not just accept applications. No prescreening is ever done.

31. Joliet Junior College seeks out the views of employees on ways to improve operations and performance

We are all employees of the college whether we work at main campus, north campus or city center, full or part time. Constructive Comments to improve the college should be encouraged, investigated and if possible, improved upon.
The session administrators had to attend a month ago or so, held in the cafeteria, was an absolute joke. My group identified some very important issues, but nobody had the stones to get up and talk about them.
No one does a thing about it!!
In my third year at the college, I have been evaluated countless times by administration, other faculty, and students as part of the tenure process, but cannot recall a time before now when I was offered an opportunity to evaluate the institution based on my experiences thus far!
This former ritualistic exercise for show has taken on a true participative management style under President JD Ross. That's why I'm taking the time to participate in this survey.
Decisions are made at the top with very little input from other staff.
No one seems to care at the department level. It is important to find out what the outside world expects our graduates to attain.
I have never been asked as to what I believe would improve this college.
Everything on this subject is a big secret. When you ask questions you never get a direct response.
They may ask for opinions, but even when they receive the views, it doesn't seem to help. Employees don't have motivation to achieve success.
Our Department Chairperson is very open about discussing areas for improvement. Good communication is a strength in our area.
Many supervisors and directors don't want input and consider some employees as threats.
I don't feel this is true. When there is one employee in the group that "gets away with everything" and it brings the morale of the group down, I don't feel like the college sees this or listens to us.
Baloney.
This is the first attempt in a long time.

32. Joliet Junior College trusts employees to do their work effectively

To do work effectively, you should be given the tools, freedom, without undue stress to do so.
They trust them to the point that when a job is not done effectively, they do not question it.
In the custodial department people are not allowed to work an hour by themselves without at least an assistant lead present. Apparently cleaning is so difficult that only two individuals are trusted to clean on their own.
Thanks to the leadership of President JD Ross!
In our division there is no trust. Supervisors are treated as superiors, and support staff are given assignments with very little direction with constant changes.
ALL PEOPLE ARE NOT TRUST WORTHY AND NEED TO BE ACCOUNTABLE.
This applies to me as I am very trusted to complete my work

33. Employees are recognized for their contributions and accomplishments

Recognition builds character. Other than the Dean, how often if ever do you see any DAFS staff recognized for contributions and accomplishments in the Campus Briefs or anywhere else?
Such recognition is done fairly effectively "in house", but I'm not certain that faculty news and achievements, for example, are sent to the media with the same regularity or emphasis that I see other institutions doing, for example North Central College. JJC needs to do a better job of promoting the excellence of its faculty in the community, comparable to what is done by four-year private colleges and universities, if it wishes to be a stronger competitor in the education "marketplace" and to retain outstanding faculty members!
VP's and Associate VP, Director's, etc, need to get out and spend some time in the "trenches" with the "grunts." We need to ease their meetings, road trips and other preoccupations to accomplish this.
Faculty are recognized and given pay raises for completing more education. Support staff isn't recognized, receives no pay increase, and pays for their own education. Personally, when I completed my master's, 2 secretaries set me good job cards.
The Core Values recognition program does award people for doing a good job, but the same people nominate and get nominated, and often for just doing their job duties anyway.
You never see anyone in the Campus Briefs for Employee Recognition from DAFS other than the Dean do you?
I don't feel this is true. I am a prime example. I am support staff doing Administrator job, but only getting paid support staff pay.
No, not at all. A monthly certificate is not recognition enough. When an employee has an outstanding work ethic, does a job well, etc., it should be recognized on an individual basis with long term effects, (ie. raise, promotion, etc.)
Only if they are nominated for a specific award.
Usually the ones who blow their own horn get recognized. No concrete way of recognizing people other than one doing it for themselves or if another employee takes the time to write it up, RICH statements.
No, people are recognized, but not always for their contributions and accomplishments. Sometimes it seems like a popularity or friendship contest on who's being recognized. Committees on all levels need to look at specific criteria for awarding and recognizing employees
Yes we do, but often it seems like only a select few are recognized. Even with the core value recognition, it is peer recognition but how do administrators, supervisors, the JJC board recognize and honor outstanding contributions on campus. (Teacher of the year? Month? Clerical and support staff?)

34. Administrators communicate a clear vision for Joliet Junior College's future

Administrators speak and write a foreign language. It would be nice if they learned to talk plain English, instead of some administrative pedagogical-babble only they understand.
Again with Grant Funded Programs, the future of each grant is always unsure from year to year.
Visions also need an "action plan." I think we drop the ball here.
In the past JJC was an institution which allowed a certain degree of input from its employees, currently there seems to be a caste system, of administration over faculty and staff. This current situation has led to the further lessening of the college.
This is done publicly to some extent by the college president, but it needs to be done in public ways by other administrators as well.
Negative, partially because we are grant funded which may end June 30th of each year.

35. Joliet Junior College's core values stress the centrality of learning

Other than the banners, how are the core values implemented?
The core values are nominal at best, the pillars they are based on are great, but are useless if the institution does not take them to heart.
Our new set of "core values" resembles something from the business world more than from a community of learning.
We do well at hanging the banners and poster but assume its being integrated into the daily operation. We need more accoutability here.
Other than the core value banners, how are the core values stressed here at City Center?
Core Values are stated frequently but some sectors of the institution pay little attention to them
I have no idea what that means.

36. A clear understanding of Joliet Junior College's priorities guides employees in their work

Unfortunately, some are only guided by dollars. More unfortunate is that this is condoned.
Within our divisions, things change daily, and without notice or procedures, including work schedules.
What are the Colleges priorities?
Recruitment, retention, and outcomes guide our grant funding, but the process certainly needs a lot of improvement.
Supervisors can hinder this.

37. Administrators empower employees by clearly delegating areas of authority

Supervisors need to understand what empowers mean.
We have no authority, only the dean does.
I feel that at times the proper employees are not involved on the decision making process, since they tend to be the ones that do the work not the Administrators. They need to involve them in the begining not at the end. This can reduce many problems.
Negative, since July 1, 2003, I've been doing assignment to assignment from day to day with very little instruction, yet held responsible for end result.
Authority is delegated, but it is usually not the athority one needs to do thier job. The authority delegated is usually something the administrator doesn't want to do. This is a very tightly controlled organization by a very small group of people who are very reluctant to give authority/control to the underlings.
Micromanaging and lack of fairness at the departmental level.
Some Administrators need to go back to their jobs and leave the ones they nothing about alone.
In some cases there is no clear guidelines --- allowing and condoning duplication of services
this area could use some work
Some program and department leaders delegate more then others.

38. Joliet Junior College analyzes the effectiveness of its decision-making processes

The same people are on the committees, making decisions in the same way.
The referendum seems poorly planned and executed.
I do not believe that the college does this. Many decisions that have a great impact are left to a singular person with the person receiving a unfavorable decision no rebuttal.
Sometimes it appears as if the most important decisions are not evaluated for effectiveness, while "small" decisions are evaluated over and over.
It seems like alot of decesions are made within each department, unknown to main campus.
Joliet Junior College analyzes the effectiveness of its decision-making processes as applies to the underlings. The presidents cabinet, board of trusties and "other" select groups are exempt from this process.
When decisions are made, follow up is required to make sure the newly implemented process is indeed working. They need to check with the people who are responsible for implementing the new process not the administrator responsible for the area.

39. Organizational and committee structures support good decision-making

As long as there is equal representation from all areas affected.
Ok this school is so broke noone can get overtime but yet we can afford a float??? Who is making these decisions???
I've served on several committees and the focus is on main campus. Shouldn't there be committees and events repeated at all campuses such as the brown bag lunch series? Many of us feel isolated from participation, where it may be needed most....
We have too many committees. Many are make busy or make happy committees. All they do is contribute to mediocracy.
If all committee members participate and cooperate in a construction manner for a clear outcome, this would be very useful and important. But, the final decesions should be printed for all departmental staff to follow and be informed.
The Board of Trustees occasionally intrudes on what should be a faculty decision.
Committees may come up with good ideas, but many times the ideas are not used. Some feel it is a exercise for administrator to say they involved the staff.
Certain departments attempt to dominate other departmental curriculum on standing committees. There is a lack of understanding of the needs of other departments and egotism reigns.
This reflects to my previous comment. The dision making process on all levels should be done by committee.
More people need to become involved in these processes. It seems the same people volunteer time and again. Maybe a required participation would work.
We don't need anymore committees. Sometimes our teaching appears to be the last priority for us. The current student population needs more of our time and not less.
The same personnel serve on every committee. No new faces or ideas are recruited.
Some committees are not well funded to do what they are charged to do. Institution may not always receive feedback from these committees very well.
The structure is good. They get various members from various depts. The problem is the members don't change.
Sometimes the upper management should include the front line people when making some of the solutions/changes when it is those of us in the line with students that must be the messenger and how do we do that if we aren't involved. Case in point would be upgrades / changes / when dealing with web based/email based details. Train the front line people BEFORE changes are made and students are mad because the changes aren't working. Again user friendly---not so many different names, passwords, means of getting into the system.

40. Administrators ensure that employees have the resources they need to do their work

More resources need to be given to provide state-of-the-art technology in our classrooms (more labs, semi-smart rooms).
In the past few years, this has improved tremendously.
Really depends on the department that you're working for. ITC-YES
"Poor" regarding staff development.
Many times student resources are better than the staff. Or, personnel are given better resources even though they do not use them. Example: Teacher is given the best computer equipment and teacher gives their work to the secretary who has outdated resources.
Unfortunately, some Administrators do not have a clue of what the employees job entails so they could not ensure that the employees have the resources they need to do their work.
Our needs seem to be last, often taking 4 months to get need supplies, such as printer cartridge replacements. We also need access to a copy machine without having to go through our supervisor to have copies made.
Limited class room space.
Space (room availability a problem) as well as departmental "ownership" of rooms lend to territorial behavior which does not benefit ALL JJC students
I personally have had to wait 4 months for needed computer printer cartridge refills, do not have a copier code, and many requested supplies are never ordered.
We need more staff vs Administrators to do the work.
Administrators need to ask faculty more frequently not just "What resources do you need to get the job done?", but "What resources could you use to do your job with excellence?" if the college ever hopes to rise in stature.
some offices need more than other some are mor eimportant than others and when some offices need some resources they don't have the funding, which we all know is crap!!!
budget constraints makes it difficult to make sure employees have the resources for effectively doing their work

41. Appropriate maintenance ensures that both facilities and equipment can be used effectively

Financial restraints are an issue-not administrators fault
City Center is poor in the appearance, antique building, with windows, carpeting, air conditioners and heating units needing replacemnt, classrooms & offices needing painting, old tables & chairs in classrooms, elevator sounds dangerous at times, and parking lot needs paving & lighting, students need additional parking and security.
I believe the iservedesk has helped this.
City Center is run down, antique elevator, parking lot full of holes, no lights, kiosk not easily accessible and often out of service, constant repairs needed on heaters and air conditioners, windows needing replacement, drafts, dark stairways, very old and ragedy carpet needing replacement, office walls badly needing painting.
This has improved greatly in the last few years. It use to be just cosmetics work was done, like changing the paint color in J and H before offices in E were ever painted the last new color. We kept digging up the same steam lines for the last twenty years and just patching them. Now there has been money allocated to repair the unseen items that keep the place warm and the lights on.
T-Building is our newest building and is the only building that many of our students from business and industry ever visit. Many areas of this building have needed attention for years. For example, there has been a hole at the top of the main stairs by the main entrance to T, for nearly a year (and the whole staircase needs paint). It is sad that this is the first impression many students will have of our school. The washrooms are always overflowing with dirty paper towels (beacuse the waste cans are too small for the number of users). It could be a beautiful building, but it is not kept up as it should be.
Maintenance is a big problem. And general cleaning-two of my classrooms are not cleaned on a regular basis. I should not have to leave notes asking for it to be cleaned. We are always playing catchup with repairs. General maintenance of equipment has been cut and the age of instruments-all musical instruments is alarming!
Again, budget constraints are are work at JJC that does prevent or delay maintenance and we then work in panic mode, by being reactive rather the pro-active

42. Support services harmonize with Joliet Junior College's focus on education and learning

Not when top management seems to be oblivious to the performance of front-line management of academic support services.
Need to be allowed to interact with students and counsel them with their needs. Referrals, workshops, computers, open labs, tutoring, cafeteria for both students and staff with reasonable prices and a lunchroom for both.
Not sure what you mean by support services.
Not much harmonization goes on here. This is a I'm going to get mine and screw you organizational culture. We have gotten better, but we have a long way to go.
Because we work with a diverse population, we need more services internally and externally, such as computer courses, resume writing, interviewing and employment resources, transportation reimbursement, child care facility, emergency money, and sometimes shelter.
Support services are more concerned about forms and procedures than about handling fluid situations.

43. Technology is up-to-date and well-supported

With the exception of the on-line registration. The support offered to users is a joke.
Much better for PCs than Macs
Again, support staff is great, delayed due to scheduling limitations to extended campuses.
Finances not always available
Administrative software package has limits to its capabilities. In the areas where there are limits, no alternatives have been offered.
Priorities always seem to be main campus, again without proper technicians stationed here, have to wait for support staff to free time up to service our needs, that is after supervisors make the initial call...
We're lacking the training and processes to ensure that the technology is effectively utilized.
supported - yes! However some areas are very much OUT of Date
There is no tech support during the evening class hours. Can not reach anyone after 4:30 p.m. in tech dept; always get the voicemail.
The college treats technology as a cost center and a necessary evil.
Currently, the technology, especially in C-building, seems unable to handle the volume of students during peak time periods. Final exam week last semester was a nightmare!
Most of main campus is well equipped. However, in certain ways we are using old methods that can be modernized and improved. For example; College paperwork. Many forms are old triplicate copy carbon paper. Faculty office hours and class schedule forms are in need of updating.
It depends on if you are a priority to IT. Also, we are not given proper training-one of my labs was installed the night before school began and so I had NO training whatsoever!!
It is up to date, but not well supported.
As stated above, more financial resources are needed for updating and adding labs and adding semi-smart rooms. We need to look for alternative ways of bringing technology into the classroom as budget constraints will continue to limit new equipment. A better schedule of classes to allow full utilization of labs and semi smart rooms would help.

44. Budgeting processes ensure resources are effectively allocated

The budget seems fair, there just is a lot of waste in certain areas.
The budgeting allocations have been tightened considerably. I believe the college is doing a great job with what they have to work with.
Limited resources for math tutoring
I see a lot of waste and inefficiency when it comes to budgetary spending. Saving money on non-bid items is not encouraged. When a budget has money left in it at the end of the year it is not carried over to the next year ("500" accounts now being the exception). That's understandable but we are thanked by decreasing the next years allocation for that budget because we saved money and did not waste it all.
The right person not the budget get the resources.
Some departments are given the green light to prey on the resources of others.
Depends on the program and the Dean or Chair of that program.
See previous comments.
I don't see where the money DAFS brings in through the many grants is put back into the programs. We certainly could use more office space, classrooms, equipment, computers, furniture, and materials.
More money should be allocated back into the grant programs to hire more staff, certified instructors, salary increases and to add and improve services, classrooms, purchase new equipment.
This is the poorest thing on campus- When the employees work so hard for this school and we can't get overtime. But they can paint the hall white and make it look horrible!!! Tell me you can't spend the money on anything else like your employees!!! They all have very bad decision making skills
The budget leaves no overtime for clerical workers ,support staff etc., yet we have money to buy a float, and have no place to store it, so we have to add a driveway to a building on campus but the door is to small which costs another 3,000.00 dollars for a new door. The college never thinks about the trickle down effect when it comes to City Center Buying.
Projects are given to staff that doesn't necessary have the allocated resources.

45. Joliet Junior College effectively identifies the support service needs of its employees, units, and departments

Again, I feel we are forgotten about.
Are individual faculty members ever given the opportunity for input on support service needs???
Regardless of where we work, we are all employees of JJC and should be treated equally. At City Center, it is strongly frowned upon and we are discouraged from interacting with other employees from other departments, even internally!
Full-time employees are treated well however, part-time employees have no benefits and can't buy into the packages.
See previous comments.
We need more clerical help-now!!! We have tried for several years and yet others have two full-time secretaries. This is a major problem in our department and it is startine to show in the way our different disciplines work together!!! Fix this.

46. Support services are regularly evaluated to identify improvement opportunities

Student Services does do a good job. Problem solvers.
Abysmal.
Although there is an evaluation process in place, that process doesn't seem to place value on valuable employees. Employees get the same level of treatment and perks regardless of their work ethic.
Individual departments evaluate themselves. There is no college wide system for this.
Some areas seemed to be addressed more than others--which should be addressed.
As far as I am aware, this only happens once a year as mandated.
Only once a year by evaluations, with not improvements encouraged to my knowlege.

47. Student needs are identified regularly so that appropriate support services can be provided

We need retention and outcomes in order to get grant funding, so it is vital for support services to be a priority. Unfortunately, this has subsided since June 2003 where interaction with students has been limited.
More students are enrolling in classes but, tutoring services haven't increased to meet the demand.
Stars does a wonderful job, but we need more assistance for our ESL students
It is crucial to evaluate and identify the student needs for grants are renewed based on student retention and outcomes. If given case loads of students and when permitted to do my job as case management specialist, it has been very effective, but slow at making immediate necessary support services.
The addition of new proograms are in response to wagt the community is needing and or requesting
I am not sure how this particular process works at this time.

48. Joliet Junior College ensures that students have easy access to the people and services they require to be successful

Everyone needs to have flexible schedules so help in all areas is available most of the time.
Again, there are many complaints from students.
No Joliet Junior college doensn't give students access. Most of the people that work here send them all over b/c they don't know where to send the students to help them. To tell you the truth most of them don't care where they send the students just as long as they get rid of them.
Process needs to be refined!!
I feel that a college this size could better serve students with additional full-time counselors. Thank you.
Depends on the Dean or Chair of the program and what standards they promote for their departament. I've seen both sides of the spectrum at JJC.
I think the services we offer, tutoring, placement, athletics, etc. are very well accessible.
Complaints tend to be filtered through college channels, however, repeated comlpaints from different sources about a program, deliverey model or adminstrator go unheard or not addressed
Wheelchair access to Building K is sometimes a problem on weekends.
This is a no win situation. JJC may have the resources, but students don't always know how to access them. Some students don't always want to take the responsibility of doing for themselves and want it handfed and blame others if they fail.
need more counseling support during rush times.
Students often complain about being able to contact the necessary staff member after leaving several messages.
Too compartmentalized. People are not willing or encouraged to do cross training so there is a shared knowledge of services. There is too strong a division between faculty and staff and even more so with the VP's. Personalities inhibit the best practices for process and procedures.
It would help if all departments would have the same hours,when a student comes here and he needs to register for class the students needs all areas to accomplish this task. This breaks the circle of taking care of all aspects of entering our students in the system.

49. Departments can show their contribution to meeting Joliet Junior College's overall goals

Departments have their own agenda's that are not necessarily in alignment with the college's overall goals.
If this is done, I as an individual faculty member am not aware of it.
Again, DAFS is separate from the tradional college setting. It has it'w own registration process, classes, instructors, programs and staff. It's like a school within a school in a non-traditional setting with a diverse population, especially ESL students and the literacy programs.
We are not encouraged to work as team members so how is this possible plus many of us are isolated within our units.
how do you mean?

50. Joliet Junior College regularly measures its progress toward achieving its goals

What truly needs to be done seems to be addressed more often during negotiations--not necessarily when the problem is occurring.
Continuous improvement is very important. Hopefully we will continually try to improve. This survey is another good example.
Institutional Effectiveness does an outstanding job providing data and results in an understandable format.
the only thing that watch progress is their own personal goal- Like that whole study thing they did with the pay. They big wigs wanted it so they can get paid more but let us little people rot pretty much. They did it for themselves they didn't help anyone else but themselves
They may be doing this . . . this could be a communication that needs to be shared.

51. The processes for gathering and analyzing data serve the needs of employees and departments effectively

Again, feel isolated and forgotten about.
If there is an e-mail sent to all-staff we do receive it. Unfortunatly, our interanl mail is screened and only distributed if and when it is released to staff.
I don't believe that the right hand knows what the left hand is doing, although they may be doing the same thing or responsible to do the same thing. Generally speaking, staff don't see how all the pieces relate to each other.
I know that during our orientation meeting AQUIP was mentioned, in regards to this survey, but I don't know what it is or its effect on us as faculty.
This is only of benefit if the analysis is acted on.
It seems Institutional Effectiveness has its hands full with state requirements. This does not always leave time for the research required by different areas of the college.
We need to look at the data. It seems that we could more effectively schedule classes to save salary expense and still provide adequate course offerings for students. This may free-up some labs or classrooms to make room for new programs/courses.

52. Joliet Junior College regularly assesses whether students achieve program and course goals.

I know this is done at many department and program levels, but I am unaware of it being done by the College.
Assessments are done at registration and at the end of each semester, which is the basis of the grant funding. It is a very stressful and overwhelming in new enrollments, again mainly with ESL students.

53. Employees have access to the data and information that they need to improve the quality of the work they do

To my knowledge there is no written procedures and things change constantly often causing lack of communication and understanding.
We are not interconnected rather disconnected. Clerical/Support/Administrators have their own sets of rules and data information which is not shared. Some of us have easy access to materials and supplies, while others have to wait months for requested items. Also, some staff have copier codes while others are not allowed to use copier.
The custodial department can only access e-mail on their breaks on the email express. Since 10 people take breaks at the same time it is impossible on second or third shift to look at even the everyone email that the college sends out. And everything is sent by email. Not everyone is into email. We feel like mushrooms.
This may be true but no one tells you where to find it.
Some faculty still do not have access to placement scores.
Sometimes when students call for information, I know that it's somewhere on our web site, but finding it can be tricky as most things are not clearly labeled.
Some Administration don't want to get involved in the operations and therefore we lack the authority or anyone to champion a cause for improvement.
Employees have the access, I am not sure if they know how to get it or what to do with it when they do receive it.
This is a training issue on where to obtain the information.

54. Employees know the key measures of Joliet Junior College's success

I feel some of the employees don't really care about JJC's success. They just see what they do as a job and a paycheck.
I do not believe that these are communicated regularly to faculty, with the exception being current enrollment figures.

55. Departments set specific targets for the goals they want to achieve

Some departments better than others.
Department are to compartmentalized
If goals are set, I am not included or informed of them. Things change constantly within our department without advance notice nor explanation. We are often told, don't ask any questions, "Just do it!"
This seems to vary greatly from department to department.
Some do whether anyone looks at them or if they are evaluated is another thing.
Some dept. do, some don't.
But little is coordinated.
Our department chair is a hands off leader and very in effective in his department. We never discuss goals and success. I have worked here 24 years and don't even know where he lives. He is very unsociable and a poor leader.
There are too many goals. The same goals tend to be repeated year after year. In my opinion, it would make much more sense to have three to five goals each year that were truly taken seriously. Once these goals were met, we could set three to five new goals the next year.

56. Joliet Junior College has well-understood strategies to ensure it will continue to be effective in the future

Upper level personnel may have this, but it is not filter down.
Need to look into a new satellite campus on East side of boundaries. Lots of new private campus popping up in Orland Tinley Mokena like Devry, Xavuers, DePaul.. that will be taking away potential students at a higher rate if we don't act quickly to Develop a good, loud, reputation as a satellite campus in that fast growing area.
Probably so, but are these communicated at all levels annually?

57. Departments set specific targets for improving their work

Some offices do everything they can to accomodate the student and some are very very well at that and some aren't
Don't know.
I believe the intent is there, but have not seen much end results.
This is a much greater priority for some departments than it is for others.
In our department, each instructor is on his or her own with no guidance from the department chair. He is airagent and full of himself. His leadership is poor and does not recognize employees for their successes. He recognizes only failures.
Some departments do a better job than others.

58. Joliet Junior College compares its own performance with that of other higher education institutions

I don't see this as important as other areas. Our demographics differ greatly, so unless we are studying our graduates when they move on to other institutions, I don't feel this is a priority.
I thought I just answered this question.
Not really sure about this one. Have never heard of it being done or of any results.
Rather than leading the way, JJC invariably checks to see how everybody else is approaching a concern.
see previous comment #55
I'm sure it does, but again, this information does not seem to be widely disseminated, suggesting that we compare less favorably? If not, we all need to know where we stand in relation to other institutions.
I think overall we do very well competatively with other colleges in the area. We are one of the larger community colleges in the state and so we are being recognized for outstanding areas / programs but still need to do more to change the attitude that a community college is 2nd rate education in comparison to 4 year colleges.

59. Joliet Junior College has processes to ensure it is innovative and agile

The usual impression conveyed is that we are perhaps too large and too bureaucratic to be "innovative" and "agile" compared to a private, smaller school.
As so many other questions on this survey, each of us only has knowledge to our own department. So how does this give reflective results???
A number of the faculty and staff seem to resist change.
Innovative and agile?

60. Joliet Junior College allocates resources effectively in support of its plans and future goals

This they have done a great job at considering wht we have to work with.
Under the current circumstances, we seem to be doing quite well.
More funds brought into each program, should be maximized back into the specific grant program.
see previous comment
For the most part this is true. There seems to be discrepancies b/t departments receiving the resources even when a need is apparent.
Too much money is wasted. Comparisom shopping is discouraged. We pay way too much for many of the supplies that we purchase
Monies not always available
Overloaded expenses for things that could be done for much less. Bid out all jobs, three quotes for all requested purchase whenever possible/feasible.
In some areas yes like technology and teaching, but with support services not so. As we grow we need to keep up with staffing in support services and with resources.

61. Joliet Junior College measures its progress in accomplishing institutional strategies

JJC may be doing this, but it is not shared effectively and in understandable terms.
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62. Employees share a vision of what Joliet Junior College will be like in the next 5-10 years

I don't think the college commiunity is aware of the changing demograpics and its implications, nor do the commiunity or state and local government agencies for that matter. Include our local school (K-12) too. But, there are individuals who do see what is happening and are trying to be responsive. In general, i don't think there is much dicussion on this topic.
JJC may be trying to accomplish this by this survey and March 2 workshop.
We all have a vision, but I don't know if we all share the same 10-year vision. I am curious if we do! Maybe we will find out from this survey.
Again, not everyone seems to care as much as employees did in the past.
I haven't been asked to share my "vision", until now - perhaps this is a first step!
We all share are visions but the viosion never goes anywhere. Its all about what the 2nd floor wants and needs.
Definitely need more classrooms and a new downtown site.
Not sure it is encouraged at all levels to participate.

63. Joliet Junior College encourages its employees to collaborate with others on new projects

Again, not being located at main campus, it takes more time to travel back & forth to main campus for meetings, and need special permission to be on committees. It is not encouraged.
When I have asked for help, I usually get a timely response and a positive outcome. Staff generally a pleasant and cooperative.
usually self-initiated
In our department collaboration on new projects is encouraged if the project happens to be one which is the idea of the chair or the chair's confidantes. Projects proposed by those not in the "inner circle" are not encouraged.
If the collaboration is "forced" rather than "encouraged", the results are less than desirable.
Only the people involved and those who need to know. Usually the rest find out after it has been put into place not beforehand.

64. Joliet Junior College builds relationships with the institutions and organizations from which its students come

This is tried, but some high schools do not feel their students should come to JJC. Therefore, information is not given to students. If they come to JJC, they feel we did not do our job if they were not informed of certain requirements even though this information was sent to the high schools.
Local area schools, yes and no. more needs to be done.
If the college paid a stipend for recruiting, I think you would see a higher amount of faculty visiting area schools to promote their individual programs. Recruiting responsibilities are vital to maintain enrollment. It is an important job. Whoever speaks to students on behalf of JJC should be compensated for their time. It is over and above classroom responsibilities.
I feel that local "feeder" schools tend to downplay all the JJC has to offer. they tend to make JJC a second or third choice instead of the first choice. We do try to inform them, but many have a negative image of the community college system in general.

65. Joliet Junior College builds effective relationships among faculty, staff, and administrators

There are DEFINITE lines drawn between Faculty and staff as well as administration and staff. It makes for an uncomfortable working environment, especially when serving on committees that have a representation from all campus areas.
Work stills needs to be done on this.
Here is where the college is most disfunctional. The Presidents Cabinet creates its plans and the Faculty creates its plans and the support staff hopes its doing the right thing because little real communication goes on here.
There is always a tendency to view the grass as greener elsewhere. That said, we have a good partnership among faculty, staff, and administrators. I'm sure there are many individual cases where this is not so, but as an institution, I believe we have great promise.
All campuses and deparments are not equal and there are diffent departmental rulles, priveleges accordingly which causes stress amongst colleagues of all levels.
There are too few regular and intentional opprotunities created and made available - doesn't seem to be nearly as important a priority as just keeping the whole place functioning efficiently and smoothly.
some get along well and work as a team Others....have built heirarchies causing discension, lack of communication and lack of cooperation,
There are many here who just want to come to work, do their job, and go home.
With the exception of one administrator I believe JJC has the best relations among these groups that I have encountered in my many career expericences.
Due to individual personalities, not due to anything organized.
The vice presidents tend not to be friendly. They themselves are greedy for power and do not even get along with eachother.

66. Joliet Junior College's key partnerships with other institutions and organizations are well-known

NA means I don't know throughout this survey...

67. Joliet Junior College creates and builds relationships with external organizations that provide services to our students

No responses

68. Joliet Junior College meaningfully involves its employees in institutional work

If this were done, maybe the personnel would take a better involment in where they work.
The opportunities are there if one takes advantage.
Until now.
Faculty are encouraged to participate in institutional commitees. Not all of this committee work is "meaningful".
These are vague terms... What do you mean by "institutional" work?
What does this mean?
The attempts are there, but again limited to few.
Depends on the level of employee.
This is another instance where the same select group of people seem to get chosen for committees that are designed to change or assess how we are doing.

69. The faculty and staff feel they are in a partnership with administrators

We are outsiders always looking in.
It's the Cabinet verses the staff and the staff loses.
much improved in recent years.
It depends on the situation and the department. Some/many departments have objections to impositions by department chairs.
There is a huge divide between "faculty" and "staff."
In our department, administrators are treated totally differently than staff. They have many more priveleges, perks, flexibility, and are unproachable to most staff, unless permission is given to interact within on certain projects. Basically, they are not to be bothered.
Most administrators are for themselves and don't care who they step on or about the other employees.
We rarely see our administrators and as far as the department chair is concerned, we rarely recieve advice from him.
Some may, but the majority feel they do as they are told.

70. Advising processes work effectively to get students in appropriate courses and programs

I think that there needs to be a meeting with the academic advisors and the counselors each year or semester to discuss changes in the curriculum. This would greatly enhance non-first year students who are further along in their studies.
More students should be encouraged to seek help of advisors.
Too many placement errors still exist.
I have met with several students that were led down the wrong educational path. These students were very aggravated and upset. I believe when a student is identified or desides on a specific carreer goal/program, they should be sent to that programs advisor/coordinator for course advisement.
Many students are unaware of the difference between an advisor and a coueslor so they seek the wrong individual and may not receive the best information.
Group Registration is TERRIBLE! This should be only for undecided majors. More of my students have been told incorrect information from counselors!! Specific majors can be a year behind in coursework if they are not referred on to the Academic Advisor ASAP. The counselors are a weak link in this area.
Students complaints are that the counselors all have different answers to the same questions.
Group registration is ineffective.
COUNSELING AND ADVISING PERSONAL ARE UNDERSTAFFED FOR THE STUDENT POPULATION TO EFFECTIVELY ASSIST STUDENTS
Very important, advisors are needed for all students to get and keep them on the right track.
Music students do not always receive accurate advising in group, on-line or other registration settings, until they meet with the Music Advisor, who then must spend a great deal of time undoing the problems!!!
Group registration is one of the worst ideas ever as students do not really receive the advise need to help them transfer or even get started on the right track of courses need in sepcialized area, i.e music

71. Joliet Junior College is serious about creating student learning opportunities outside of formal classroom settings.

Some faculty cannot get out of the mode of traditional classroom settings.
Maybe this is inevitable at a community college, but many students, and faculty for that matter, have a "convenience store" mentality: come to JJC for the minimum of time required to attend class, etc., then leave campus ASAP. Where is the "community" in community college???
Perhaps the student center, study groups, job shadowing, mentoring programs, study groups, resource rooms, library, and computer labs if and when students have knowledge of how to access.
There are several departments actively involved in promoting these sorts of opportunities. The ag/hort and nursing programs come to mind, and in a very different way, I think many of the fine arts department programs serve this function.
Again, the ACS center doesn't help the majority of students effectively.
If they are, it is not made known to everyone.

72. Joliet Junior College provides cultural enrichment activities for the communities it serves

JJC does provide this, but community does not take advantage of it to its fullest.
The current administration does not attend cultural events, except for the president. Athletics must be more important.
The programs are very strong. But all involved could do a better job of promoting them.
Excellent cultural activities are offered but not promoted by the college as effectively as they should be, even from a savvy marketing point of view, and certainly not nearly as well as other institutions in our area.
This has improved over the last two years or so.
All you need to do is look at the Fine Arts Department calendar to see how many cultural enrichment activities are offered at JJC!

73. Joliet Junior College provides free educational services for those who could not otherwise afford them

Don't know this answer????
What about our part-time employees? They aren't allowed to take classes tuition free.
Yes, but some of these free programs lack quality and resemble a revolving door, you go in and go around and around with no noticable improvement
Could be improved upon; Adult Ed programs, which are grant funded, ESL, Literacy & Parenting Programs, Dislocated Workers Program, (and others), scholarships, tuition waivers, etc. very important to continue, but make needed improvements with appropriate funds.
This must be a well-kept secret.
NA means I don't know!

74. Joliet Junior College’s basic education or developmental offerings effectively prepare students for courses and programs

The college currently has 4 times as many developmental courses than the courses that count toward a degree. What happened to the days when we actually taught students English and Math in a course that counted ????
The programs may be in place, but need more than any college can give them.
Why are students being allowed to move into our college courses if they can't read?
These basic courses are not monitored for quality or instructional content. teachers are left to thier own devices and resources. The college staff is no more an expert than after hosting these classes for the past 30 years. Local K-12 institutions often gooutside of the district to ask for help or guidance
I am not referring to the English or Math developmental courses.

75. It is easy for those we serve to get their questions answered

Time is of essence. Short staff is a problem, and lack of time during orientation/testing/registration every semester is a problem. We don't want to make it difficult for students to get needed answers to their questions for they will get discouraged and drop out of our classes, or continue onto college.
Depends on the Dean or Chair of that department and what type of service they require.
Some people feel it is not their job to answer questions they may know for fear of it back firing on them.
From the Board, the Administration, Dept. Chairs, to the faculty, and staff I am always amazed at how willing and available everyone is for questions and concerns.
This could use some improvement. I haven't noticed as many "ambassadors" out during the first week of the semester--to provide directions and answer questions.
Ask this question of the student that is placed on hold for an hour and a half or must stand in line for two hours to ask a simple question.
Students exhaust themselves trying to get answers. For retaking the COMPASS, to getting advising, renting lockers, transfer information, parking...
There should be one place for students to go for help. It seems that there are so many places to go for help that it is confusing for students.
We have so many evening students and all of our offices (administration and departments) are basically closed. I am thrilled that Distance Education is staying open with later hours. So, our students are relying on our Adjuncts to be all-knowing of JJC. Which is possible for some of our returning adjuncts, but not so much with the newer adjuncts. Hopefully your new 'adjunct' program is helping our adjuncts better answer our students. Great job!
Not always, many times workshops and info are not passed on between depts and campuses. It can be very frustrating trying to track information for a student sometimes.
Some areas are unavailable to students.(Financial Aid, Counseling) You have to have appointments or risk getting a wrong answer by student workers staffing the FA office. Counseling you have to wait hours for walk-in appointment. We need a central information desk to answer quick questions or to direct students to correct area.

76. Joliet Junior College has effective processes to determine the training needs of employees

Nothing is in place.
Please see previous comments re: computer skills and student academic support service skills.
This is more of a departmental thing. There is some money available from committees, but there is no college wide professional development program available for all employees.
They probably do, but I am unaware of them.

77. Communication occurs effectively up, down, and across different units of the organization

Depends on the situation...
The president does. The quality of communication within various departments and programs varies widely.
Decisions are made affecting your area without input. People are hired without your input.
The rule here is hord it.
That is the biggest problem around here. The communication is not the greatest.
Once paranoia is overcome, this area will improve dramatically.

78. Enrollment processes effectively recruit and admit students

There have been recent difficulties with the admission department and the admission of nursing students. This is a terrible problem, when there is a waiting list of 2 - 2 1/2 years to be admitted into the program and a shortage of nurses in the community.
Nursing and vet tech programs do not accommodate the number of students who are interested. Some nursing students are on the waiting list for 4 semester or more. Other schools in the area are able to accommodate students with more classes and evening and Saturday classes.
This college does not seem to have an enrollment management plan. We recruit but we don't retain. I think potential students MUST be connected with support services quickly. Admissions is the first point of entry and from there it is our job to help them navigate these systems. This college NEEDS a formal, mandatory orientation like other colleges.
First time enrollers have a difficult task in front of them to proceed through enrollment. I know this because of the frustration my son had this past fall.
The issue of retention of these students needs to be addressed.
Need more emphasis on recruiting. I know of so many students who live in our district, but go to Morraine or COD.
Too many students are not given correct advice.
GROUP REGISTRATION-What else can I say?
very poor recruitment effort
Since we are bursting at the seams why do we need to recruit more students?
Within our department, attention is given to enrollment, but not very much to recruitment of the best local students. The institution seems to have the all-too-common philosophy that we just sit back and wait for students to come to us, often as something other than their first choice of school.
We suffer no lack of students. I do not know if enrollment processes have anything to do with this abundance.

79. Students have convenient access to the information and resources necessary to support their learning

There is still a need for expanded services in the evenings and on Saturdays. A large segment of the population is being deprived of their due.
It may be there, but students don't always know where to look.

80. Departments have the data and information they need to make improvements

Depends on your supervisor.
not sure. Where would they be getting this information from?
I believe departments have the data and information needed to make improvements, yet certain departments lack access to funding to provide the improvements.
This needs more help from institutional effectiveness.

81. Joliet Junior College actively encourages innovation

I'm lucky that innovation is highly encouraged and acknowledged in my department. What makes it difficult is when unnecessary obstacles and barriers are put into place by other internal departments so that it becomes difficult to do the job swiftly, effectively, and without conflict. So much more could be accomplished and administrative time could be much better spent if it didn't have to be spent dealing with petty and personal conflicts.
Perhaps in some parts of JJC, but not in mine.
Since I served on several JJC committees, it was very apparrant that input from City Center was ignored and excluded from regular events that staff are encouraged to participate in at main campus.
It is too bad that those who want to be innovators only do it for the extra pay it generates.
This is not conveyed if it is the case - conformity seems to be prized more than innovation; otherwise, we would have a reputation for innovation, right?

82. Planning processes improve Joliet Junior College's effectiveness

We have recently implemented new processes and employee involvement strategies.
Planning processes are often conducted in isolation resulting in a disconnect between areas of the college. More communication between areas, committees, etc. would enhance effectiveness.
Planning processes involving the whole college are sometimes "hidden", which results in individuals not understanding why something is deemed important to the institution.

83. Departments work effectively as teams

Within departments this generally occurs.
On behalf of my department, we work great as a team. I cannot speak the same for other departments, but from what I hear... I am very fortunate to work with the team that I do work with.
Not every department works as a team. There are many departments that work as individuals.
We need work on this.
There are some departments that have students in common, like the science and math departments, who should coordinate the scheduling of their courses so students can easily take math and science in the same semester if they want to.
Not owers
Most departments work well together and really make an effort to collaborate efforts and talents to best serve internal and external customers. Unfortunatley, there are a few departments (very few)that consistently put up obstacles when attempts are made to work together and they end up stinking up the entire place. The lack of internal customer service, outrageous disrepect, and inability to see past personal conflicts to work toward a common good for the college as a whole and the community it serves is completely unacceptable. Yet, for some reason, it has been accepted here year after year.
In the past, my boss has tried to pit us against each other. Now, we present a united front against her verbal, abusive tirates.
I can and see departments working effectively as teams at Main Campus. On the other hand, at City Center Campus, due to Administrator conflicts, territorial issues, competition, power struggles, performance based positions, grant funding and other issues, there is not collaboration within the different departments. Tech Prep is a totally separate department along with TREES that stay secluded in their offices, working within thier own partnership and grants.
My department works effectively as a team; however, there are other departments that do not as a result of divided allegiances.
Team spirit is alive and well at JJC!
On the whole departments work as a team, there is a problem with the departments then working as a team with other departments and the school as a whole. It seems some departments are great teams but are unaware of anything outside of their area.

84. What characteristics do you think are important to be considered in the selection of the new president who will replace J.D. Ross?

<p>I believe that we need a president who is actively involved with the full administration staff of the college. Vice presidents should not have total power in setting guidelines for departments. Employee committees should be formed for important decisions such as department direction with course development. In turn, VPs and Presidents should be made aware of department concerns not simply through the department chair. It would be advisable for presidents and vice presidents to work together as a team and should take extra consideration of a department's agenda and goals.</p>
<p>1. personal integrity 2. effective communicator 3. greater emphasis on academic transfer program. 4. Stature in local community (as a referendum promoter)</p>
<p>Well rounded and highly educated person who is honest and top notch when dealing with everyone but also friendly and down to earth in his communications with people.</p>
<p>I think we need an administrator who is outstanding at growing the school physically. We have succeeded in making the school color-blind. We have done much to convince the non- traditional student that our school is open minded. Now we need to expand the school physically, to build new buildings and grow the traditional student body. JD has been wonderful at making the school move as a single unit, while advancing our reputation as an institution that is well rounded in its approach to admissions. But our school is too small in size and will suffer in the future if we do not start building again. We need more emphasis on PR to bring the school to the attention of the local taxpayer. We should consider College of Dupage a role model. I really believe that if we start getting into petty squables about unimportant things, we will ultimately suffer stagnation and declining funding. NOW IS THE TIME TO GROW!!!</p>
<p>A leader who has a clear and shared vision of what JJC can be as a valuable provider of important training and educational opportunities. A person who can effectively communicate this vision to the JJC service district for their intellectual, spiritual, and monetary support...much as President Ross has greatly done and accomplished. Proactive Forward thinking Proponent for the educational technologies Decent, kind and humane personality...a strong sense of purpose and direction and the ability to work with the board using it as a collaborative entity. A great sense of humor and the ability to see problems and people as opportunities not obstacles. The ability to take a hit and always come back stronger and with greater resolve.</p>
<p>HONESTY!!! dignity, some charisma to stand up to the Board. He or she must be very well educated and experienced and thoroughly understand the Community College concept. He or she must have previously worked at 1 or 2 community colleges or junior colleges (preferably in Illinois). This person MUST have a Doctorate Degree that was in the field of study of administration BUT an added bonus would be if this person was a teacher or professor in the past!</p>
<p>Moral and ethical values. Vision. Ability to relate to students, staff and faculty.</p>
<p>The new president should have previous experience in that position and have innovative idea that will lead the college to a higher level in the future. I feel the new president should have a hands on management style and be approachable. The person should have an understanding of the community and projection of growth.</p>
<p>College President experience</p>
<p>An individual not afraid to make a decision that might not be popular to everyone, even direct reports; strong desire to bring JJC into 21st century; encourage innovation; strong communication skills to all levels of personnel; immediately address areas of concern; willing to shake up the status quo (just because something has been done one way for many years doesn't mean it is the best way to do it)</p>
<p>1. STRONG LEADER WITH POSITIVE IDEAS FOR CONTINUING TO BRING JJC INTO THE 21ST CENTURY.</p>
<p>honesty, ability to share decision making, ability to meet and speak to community groups and faculty and staff, willing to take a different position than the board</p>
<p>Individual must be familiar with the district, the history of the institution, ability to interact with the key leaders in the community, be people oriented and desire to be a positive force for the college.</p>
<p>That this person share the same visions as they pertain to the educational process and the growth of the student service related areas.</p>
<p>Select an individual who is local to the area and once hired is not eager to move on.</p>

<p>A COMMUNITY LEADER... SOMEONE THAT THE COLLEGE AND THE COMMUNITY CAN LOOK UP TO AND RESPECT. ONE OF THE BEST THINGS ABOUT J.D. IS THAT HE IS SO MUCH A PART OF JJC AND JJC IS SO MUCH A PART OF HIM. IT SHOWS IN HOW PERSONAL HE TAKES HIS COMMITMENT. HE HAS SO MUCH HISTORY AND PERSONAL EXPERIENCE AT JJC. HE DOES NOT APPEAR TO 'ADMINISTER' DECISIONS; HE IS A PART OF THEM. HE LISTEN ALWAYS! (EVEN WHEN HE NEEDS TO BE SOMEWHERE OR THE INDIVIDUAL IS A MORON) HE IS ALWAYS OUT AND ABOUT IN THE COLLEGE AND THE COMMUNITY, NOT BEHIND A DESK. HE MAKES YOU FEEL LIKE A FRIEND, LIKE PART OF THE TEAM, LIKE HE IS ALWAYS PULLING FOR YOU AND THE STUDENTS AND THE COLLEGE. BUT, HE IS ALSO VERY STRONG AND WILL NOT FALTER FROM HIS DECISIONS NO MATTER HOW POPULAR... CAN WE FIND A PERSON LIKE J.D.? SOMEONE TRUSTWORTHY AND WILLING TO COMMIT AND BUY IN FOR THE LONG HAUL... NOT SOMEONE STEPPING UP THE LADDER OR WORKING ON THEIR RESUME. PLEASE!!! A GOOD NATURED AND OPEN INDIVIDUAL WITH A SENSE OF HUMOR AND A NICE SMILE. SOMEONE TO NOT JUST GET ALONG WITH PEOPLE, BUT TO UNDERSTAND THEM... ALL OF THEM: STUDENTS, PARENTS, FACULTY, STAFF... ALL OF US HIGH AND LOW. BOY, I AM GOING TO MISS HIM...</p>
<p>Someone who is fair and will look at the institution as a whole. Be able to make unpopular decisions when it is not in the best interest of the institution.</p>
<p>In my short tenure here, I have been impressed with President Ross' commitment to this institution and his support of the faculty. It is clear that he has a vision for JJC, and he is willing to share that vision. I hope that our future president can show these same qualities.</p>
<p>I think President Ross has excelled at putting an end to some of the most harmful dysfunction between the board, the administration, the faculty, and the staff. The next president will need to go beyond this and start JJC moving forward to meet the needs of the ever growing district. We need to find a way to offer more classes effectively and I am worried that satellite centers will be problematic. The next president should have experience with expanding a college both in leading the effort to get the funding and in building consensus among the college community about the form that expansion should take. I hope the the next president will be someone who recognizes the importance of listening as part of leadership. I'm not so sure we need the next president to have great ideas but we do need the next president to be able to bring us together to work on the great ideas people already here have. I hope the next president is someone who values and supports teaching. I hope JJC will not try to become another COD where adjuncts teach classes without ever having met full-time faculty in their discipline all in an effort to offer courses that are convenient for all students at any cost. We should offer courses to meet the needs of as many students as possible only up to the point where we can no longer offer those students a quality course. I hope the next president is someone who sees that JJC is coming up very short in many areas and works to improve our performance in those areas but recognizes that our lack of success in those areas is largely a result of factors we can't control. I hope the next president will see all our flaws but also see past the flaws to see the high quality faculty and staff fighting the good fight against the odds to meet the everchanging needs of many different constituencies. If the next president can that, JJC can continue to make the surrounding community a better place to live. The college will face new challenges soon</p>
<p>I believe that a new president must continue to have a partnership between the administrators, faculty and staff.</p>
<p>VISIONARY AND DEMOCRATIC LEADER - SELF-STARTER - CREDENTIALIZED IN ADMINISTRATION OF EDUCATIONAL INSTITUTIONS - EXTENSIVE EXPERIENCE WITH COMMUNITY COLLEGE SYSTEM - UNDERSTANDS AND WILLING TO FULFILL THE SERVICE FUNCTION OF THE COMMUNITY COLLEGE AS COMMUNITY BASED INSTITUTION OF LEARNING - WILLING TO DEVELOP PARTNERSHIP WITH LOCAL CONSTITUENTS AND INDUSTRY - WILLING TO STRENGTHEN INSTITUTIONAL CULTURE - HAS THE SKILLS TO GENERATE THE SOCIO-POLITICAL RELATIONSHIP NECESSARY TO SEEK SUCCESSFUL REFERENDUM - HAS THE TRAINING TO WORK WITH LEGISLATIVE AND POLITICAL BODIES - HAS GOOD PUBLIC RELATIONS SKILLS - OUTSTANDING LEADERSHIP QUALITIES THAT CAN ENGENDER GOOD WORKING SPIRIT AMONGST ALL INTERNAL AND EXTERNAL STAKE HOLDERS - HAS INTEGRITY</p>
<p>Integrity, Vision, Commitment, Energy and Strength</p>
<p>A very personable person who makes his presence known in all departments. Someone who is like J.D.</p>
<p>Personal characteristics such as the following:</p>
<p>EXPERIENCE</p>
<p>Leadership, compassion, mission-oriented</p>
<p>A true understanding of the meaning of "comprehensive" community college and the value of all programs that make up our community college. Be able to convey to support staff in students services and all other college offices the importance of their position and tasks on the value of the student experience.</p>
<p>HONESTY, INTEGRITY, RESPECT, AN OPEN MIND, FAIRNESS. SOMEONE WHO IS LOOKING OUT FOR THE GOOD OF JJC NOT THEMSELF.</p>
<p>Someone who is willing to work with the faculty as well as J.D. has. They must be open to ideas from all levels.</p>

<p>First and foremost, I believe a presidential search should be conducted and someone outside of the present administration should be hired. I do not believe it would be in the best interests of the college to hire any of the present vice presidents. In addition, I believe a president should be willing to listen to his constituents, weigh the information presented and make a firm decision. He should have the needs of the college first and foremost. Mr. Ross is an outstanding president but sometimes lacks the courage of his convictions.</p>
<p>A person with integrity and experience at guiding an institution like ours.</p>
<p>No one can EVER replace J.D. Ross, however a person who will fill the position of President after his retirement should possess a true understanding of the vision of this community college. He or she should have an interest in this college as more than a stepping stone to bigger or better things. The next president should have integrity, the ability to listen, and sound judgement. The next president should be free of bias and display respect for everyone.</p>
<p>That is a tough question. J.D. Ross can be considered an institution himself. I think characteristics for the person to come after him would be: progressiveness, steadfast, innovative, proven track record of positive working relationships and a visionary individual</p>
<p>Dedication to the college, to learning, to the students, and to the community. Someone who is involved and truly cares about what happens here. Someone who shows respect for all and works well with the faculty and staff. Someone who has a vision for what good we could do and how we could do it. Someone who possesses our core values.</p>
<p>A person that has worked in a diverse setting. This should include higher and lower class status. As well as varies cultural differences.</p>
<p>Knowledge of the Community being served, dedication to the goals of the community college entity. Congeniality toward all employees, faculty, staff and clerical, etc.</p>
<p>I think it is very important for the new president to be a visionary leader. This will set the precedence of what his/her expectations are for the faculty, staff and administration which will set the goals and objectives for each department. In addition, a president has to be able to make tough decisions depending on the nature of the situations. In order for the college to make progressive steps, the archaic processes need to be eliminated. Sometimes too much history can hinder the growth process at Joliet Junior College. Finally, he/she needs to be a personable person and willing to talk with staff at all levels. Input from all levels makes a big difference on the growth of the institution.</p>
<p>Someone who is approachable, accessible. Someone who is not only intelligent but practical. Someone who doesn't play favorites.</p>
<p>This person must possess qualities very similar to J.D. Openness, honesty, high ethical standards, and must be willing to listen to new ideas. We need to hire someone who is innovative and creative. For JJC to continue on the road to success and future growth, communication between administrators and staff must continue on a much higher level.</p>
<p>We need another J.D. Can we clone him?</p>
<p>1. Someone who will listen to and meet with faculty and will not delegate this function to a VP. 2. Someone who has a positive track record for passing referenda.</p>
<p>Ability to work with others. Someone who is able to see both sides of an issue to make an informed decision. Someone with leadership experience preferably from another college or university. Person should be a visionary regarding our future. Good communicator. Ability to procure revenue outside of tax dollars. I personally would like to see someone from within the JJC community promoted to this position. It is always a good thing to have someone who is already in the know take the helm. It makes sense to advance an individual who has been with JJC and understands our complex educational and financial issues. Above all, they need to be accessible to faculty, staff and students alike.</p>
<p>Individuals considered for this position should be willing to delegate responsibilities and involve others in decision making. Front-line employees need to feel more empowered and should be part of the retention process. Additionally, this individual should not be afraid to over-rule decisions made by upper management if necessary.</p>
<p>I believe that the next president should reflect the core values that we look for at JJC. It is very important for the next president have integrity, gives respect and is respected, can collaborate, and understand what quality is.</p>
<p>Someone who has strong leadership skills but leads by humanity not braun. J.D. Ross will be a very hard act to follow. The person will need to be able to move the institution through some financial difficulties yet retain its commitment to the community and the JJC philosophy.</p>
<p>1) The candidate needs to have a clear vision of where he/she stands in terms of the competing priorities this institution is mandated to provide. I believe that by trying to do too many things, without a clear vision of priorities, we wind up doing too many of those things only fairly well. What, exactly, IS the educational focus of this institution? 2) Over the last 5-10 years, I believe about twice as many administrators have been hired as have faculty. There is a distinct danger of having more chiefs than indians. 3) Most importantly, the new president must be able to communicate and relate to his various constituents as well as has J.D. Ross. That person will truly have "a hard act to follow."</p>
<p>leadership with innovation, and a sense of high values.</p>

To have personality traits similar to J.D. We don't need a dictator running JJC. Someone with a heart. Maybe we can talk J.D. into staying.
The new president will need a complete and committed knowledge of the college's district, its students, its high schools and transfer colleges, its social services, and its people. The knowledge must go beyond demographics-- anyone can read a Web page and prepare for an interview. In addition, the new president will need to be an active part of the community. Preferably, the new president will have been a part of the college before becoming president. Above all, the new president needs the integrity of the current president--a total commitment to the college and a set of strong ethical values that are evident in words and deeds. Like the current president, the new president needs the ability to see the individual strengths in people and foster these qualities so that people are motivated to do their best for the sheer love of their work and the college. The position description and interview process for the new president need to identify these important qualities that go beyond ordinary "qualifications."
integrity;focus on students over own career, budgets, etc
The new president should ne an "insider," someone who already knows the culture of the community, the faculty, and the students. Part of J.D.'s success was his intimate knowledge of JJC history and culture. Community and teachers knew him professionally and personally and knew they could trust him. He is patient and a good listener. These are qualities that the new pres. should have. The new president ideally should have experience not only in administrating but also in teaching--in the community college environment. Such experience will give the pres. credibility in the eyes of other admin. and teachers. They will trust that the pres. can empathize with them and their concerns.
Leader who exhibits and demonstrates vision; is familiar with and able to assess our strengths and weaknesses as an educational leader in the community; has the ability to inspire and build confidence in our employees; willing to take risks; knows how to raise funding outside of current money stream; has high technological awareness; ethical; politically savvy; delegator
Get a good one. Open, not arrogant.
Someone with knowledge of the District (we do not have time to "break in" an outsider). Trust,honesty, (no special-personal agendas) and one who leads by example, as found in JD, who was able to bring a divided staff together. A perceptive Board of Trustee's knew J.D. Ross was the only one who could "rescue" the college after Gamble and the legacy left by others. Apply the same good logic, Board of Trustees, and stay clear of your own personal agendas and you will make the right choice for the right reasons.
Strong administrator who can withstand pressures from faculty and staff unions. Needs a vision of what JJC should be in the next decade.
Someone who has the ability to consider all department needs, not just a select few. If internal must consider the person's track record with listening to all, emphasis on all departments.
Understanding of the college's mission, history, and future goals. Demonstrates in past work a willingness to work with all groups of employees in meeting needs. That there is no personal agenda but rather none of a collective vision. Sensitivity for diversity in facultyl, staff, and students and willingness to be upfront about it. willingess and demonstration in past work with speaking with all groups represented on campus and community before making decisions.
open communication, a check and balance among the vice president, deans and department chairs, fairness in dealing with all employees, someone who has a vision on how to make a bigger parking lot, supports and encourages innovative teaching, do things with the best interest of the students ALWAYS in mind, and try to continue to build a philosophy at the school that the faculty and staff need to be student orientated.
Open, Community minded, Vision and insite into institutional future expansion and growth.
We need a person who will listen to all departments and
Good Communication Skills, Good interpersonal relationships, Good Administrator.
From what I know, J.D.Ross is essentially irreplaceable because of his relationship with the community and his history at and dedication to this institution. When we do have to do the unthinkable and select a new president, the main concerns should be selecting someone who will support the faculty and uphold high behavioral and educational expectations for students because, first and foremost, this is an institution of higher learning. However, the candidate must also understand the uniqueness of our student body and back programs that provide support and encouragement for all members of the diverse student body. He or she must also have the desire to maintain ties to the community in order to increase enrollment and secure our institutions future.
JD's replacement must be someone who has proven themselves to be a competent administrator - with prior college-university experience. He or she must have vast experience in culturally diverse settings and successful trackrecord of supporting minorities groups.

A visionary leader capable of lobbying for the necessary funding (private and public) to accommodate the future growth. Also, an individual who can work with the faculty, staff and community to galvanize support for a successful referendum. This individual must at the same time possess those skills necessary to sustain the good working relations that exist between the faculty and administration. One who realizes the importance and necessity of honesty and integrity much like J.D. Ross.
intellectual depth and curiosity; good listening and people skills; commitment to all academic areas of college; effective fundraiser and effective at promoting JJC in the community and beyond; commitment to important role of the arts in the college and in society; accessibility and "visibility" on campus at various times and at a variety of events outside of the classroom; a great supporter and friend of faculty and staff; collaborative in working style
Faculty advocate above all else.
Vision for the future, tempered with respect for the history of the institution; Good communication skills; Good public relations skills; Business acumen; Honesty; Humility; Integrity & sense of "fair play"; Humor
I think someone should be "in it for the college" not for the political aspect. They need to have a good character and be willing to stand up for the college to the community and board of directors. They need to be easy to talk to, calm, understanding, and friendly. J.D. Ross is such a nice person to meet and when I was a new employee here, I met him in the cafeteria. He really made me feel like I mattered to the college, we need someone with those same qualities.
person needs to be extremely knowledgeable in finances and the running of JJC. Person needs to learn to "trust" faculty to make the right decisions concerning student education. Person should be 100% against "grade inflation" and passing students that do not attain basic course knowledge. "Trust" the faculty and be 100% the faculty in all decisions.
People centered. Understands/works well with faculty. Interested in diversity (culture/race/religion) at all levels. Interested in increasing minority student recruitment/retention. Innovative and flexible. Open to new ideas. Sociable/personable. Down to earth/'real'. Experience in community college administration.
Someone who understands education at a community college and has people skills. We don't want someone trying to one-up you in every conversation. Honesty and openness. No ego problems.
Creativity, Integrity, Strong leadership.
I think the new President should have a visible presence on campus. Involved in the Community and an integral part of the Administration, faculty and adjunct faculty processes. The new President should also be hired from an extensive search and not necessarily from inside. The inside process will simply deter further growth and the needed changes of this campus. JJC needs to continue to be innovative and more forward in meeting the educational needs of a changing society.
must believe in shared governance and in maintaining an open, honest relationship with all constituents. Should be active in the community and be the college's face to outside groups.
I think that the person that replaces J.D. Ross will have some big shoes to fill. Some new ideas and input will be a plus for the college.
Open minded, innovative, ability to communicate effectively, visible.
Team player, loyal, devoted, diverse, active in the community, dependable
We have been most fortunate to have a person such as JD at the college for so many years and we have been doubly fortunate that he has served as President. It will be difficult to find a new president of equal integrity. We cannot expect to find a person with the same commitment to the college as JD but perhaps we can find a person who has a similarly great commitment to the goals and principles of higher education.
I believe leadership and communication skills are essential. An extensive background in college-level education would also be a must.
FAIR MINED
SOMEONE WHO IS TRULY INTERESTED IN THE GROWTH OF THE COLLEGE, AND WILL KEEP UP WITH THE TEND OF SOCIETY SO THAT THE COURSES AND DEGREES OFFERED GO WITH THE CURRENT TREND.
The new president must be a leader who can unite a diverse group of people into a team. The new president should have a sensitivity to Joliet Junior College's past but keep us focused on the future in an ever changing world. Our new president should forge a strong administrative staff that he can rely upon and feel confident when he delegates authority to them. Our new president must be of strong moral fiber, and set the example others can follow. Our new president should reach out to the surrounding community and keep JJC a presence in the community.
Develop new degree programs in the health care area
Reputation among his/her colleagues around the state. Integrity and commitment to the core values of JJC. Experience in a multi-campus environment. Experience working with the business & industry aspect of training and service provision.
An instructional leader

Characteristics such as strong leader who is compassionate, has a good understanding of community colleges role in serving a diverse student body, committed to hiring a diverse workforce and providing academic excellence to this college community.
** Integrity above all ** Skip the politics - focus on what is best for all of JJC, not just a chosen few ** Honesty is still the best policy.
Must be someone who is willing to be a viable, visible, vital presence in the community at large. This has been one of J.D.'s strengths and it had been missing in previous presidents. Must be someone with well
Education and the experience to run a College.
Effective communication skills
None
I truly believe that it needs to be someone that is very community orientated and that they are fully aware of the importance of JJC to the mult. communities that it serves. President Ross will be VERY VERY hard to replace, he came thru the ranks and was so open and friendly to all that it will have to be a very special person. At this time, I don't feel that we have any other administrator that could fill his shoes. Confident, Caring & Open minded to all ideas and then basing decisions on those qualities. "To thine own self be true" and "treating others as they want to be treated" truly do describe President Ross.
Occupational programs need to be considered as valuable as academic ones. The current administration appear to feel that the occupational programs, the faculty and the students are less important. When I look at some of the programs, I see them falling apart because of a lack in funding or not getting the appropriate attention they truly deserve. We have outstanding occupational programs at the institution, but if they are not attended to soon, they will be programs of the past. The next president should have a good background in both academic and occupational education. I myself am from an academic background, but I also know that an occupational program cannot be successful without good teaching labs and working equipment.
Caring, understanding, effective leader, knowledge of technology and the need for improvement, concerned with students and their needs.
Team player, likes to get input from all, good listener
JJC's new president should be a visionary who can see the direction community college education is taking and guide JJC to the forefront. The new president should also be able to recognize the best use of limited resources and only bring the most relevant projects to the board of trustees for approval. Excellent communication and listening skills are vital to the president position. JJC's next president should be a democratic leader who is trustworthy and honest.
Someone who is as sincere as Mr. Ross is. Someone who is as involved in the community as Mr. Ross is. Someone who is interested in an equitable opportunity for all students and all staff as Mr. Ross is. Someone who is as genuine as Mr. Ross is. Someone who is interested in making JJC an icon and not Mr. Ross an icon, as Mr. Ross is...humble. Someone who lets his staff know what is expected of them and is available for them if they're having difficulty meeting those expectations as Mr. Ross is. Someone who encourages CQI and doesn't encourage stagnate operations..."that's the way we've always done it" attitude. He is truly the best thing to happen to JJC's students and staff. I wish all of the VPs had his qualities...there's where I see problems.
I think that it should be someone from within the institution who is familiar with its workigs and background.
J. D. will be impossible to replace. A successful candidate will need high professional and personal integrity, excellent LISTENING skills, ability to always listen to all sides of an issue; never have fear of failure = take risks. Hold high level administrators responsible. Person will need to be an equal, accessible; and the true knowledge of life and times of the community college environment.
personable and approachable,well-grounded and cooperative team-player innovative and supportive to those initiating innovation and progress
I think that the next president should exhibit many of the same characteristics currently possessed by J.D. Ross. This new leader must be: ethical, honest, committed to the institution, approachable, respectful of all employees, and an effective communicator. Potential candidates should be able to articulate specific examples of times when they have demonstrated these characteristics. It is also important that the candidate have a proven track record of creating and maintaining relationships with a diverse body of individuals and groups. I would also like to see someone who is adept at handling conflict and can articulate a clear vision for the future of JJC.
Someone with vision, courage to shake things up and make significant changes in poorly-led and poorly-run areas (like Info Tech), and a good commnicator. The new president should have experience as a college president, and not be a newcomer to that position. Most JJC presidents have arrived with training wheels. Instead of waiting for the right person to apply, we should identify people who have a proven track record elsewhere and actively recruit them. Too often we have hired people who have never been college presidents. Small colleges or unattractive institutions might have to "settle for someone" like that, but not JJC. After all, when we hire teachers, we look for an applicant's successful teaching experience. Shouldn't that also be a standard for hiring a president?
Accessibility, insight into faculty & student needs, a forward thinking vision to expand and improve-not rest on our laurals. These are characteristics that our current President uses so well.
commitment to the institution rather than to his or her own career advancement--look to J.D. Ross as a model

Honesty, Integrity, I feel it should be a person who lives in close proximity to the college, and is an effective person in the community at large. Someone young enough to be innovative, but mature enough hold his own in decision making.
Characteristics that are important are: the same ones that J.D. Ross now possess: 1) Fairness; 2) Strong morals and ethics; 3) Ability to listen to someone with a problem and then assist in a solution; 4) Ability to communicate and get along with ALL employees of the college (all staff/faculty/administrators, etc.); 5) Positive visibility and participation in the community (organizations and events); 6) Shoulders big enough to handle negative situations and face up to them -- not afraid to admit if something went wrong 7) ability to communicate and work effectively with the Board of Trustees; 8) Support correct decisions by subordinates, even if not popular.
The goal would be to find someone who is as kind, considerate and caring as J.D. Ross. He truly loves and is good at what he does. The primary characteristic sought would be dedication to the institution and treating all staff as equal participants who are working together for the common good of the institution.
A honest President, trustworthy, one who listens to its staff. such as JD....but one who inquires and looks deeper - past his directors- into the workings of the staff and if they're working.
good communication skills, interested in people, honest, trustworthy, good leader, interested in the community
honesty, integrity, good listener, can say NO when needed, down to earth and very diplomatic
COMMITMENT, HONESTY, CARING, COMPASSION, ACUTE AWARENESS..
Sensitivity to rising costs to families. Understanding of the primary role of a junior college (don't become like MTV, a music video channel that hardly plays music videos anymore.) Technologically aware.
1. Candidate should be familiar with the region (Joliet, Will County, Midwest etc). (2) Candidate should have a balanced support of both general education and technical programs.
I think the person needs to be open to new ideas, innovative in the way that people learn, a person with an outgoing personality, a team builder, a person that can make hard decisions that are sometimes unpopular, a person that can work with a difficult board of directors, honest and straight forward, flexible, good problem solving abilities, a good public relations person.
I think that the next President should possess the same characteristics as JD Ross. They should not get into the politics that often exist. They need to be honest, straight forward, open to change, respectful of others, intelligent, not power hungry, interested in collaboration among departments and programs.
Honesty; respected by the College community, open-minded; a good listener; tolerant; active in the College district; a good communicator
I believe that the new president should be someone who is familiar with day to day operations at JJC. They should be honest, goal oriented and represent our core values accurately.
Common sense, makes a decision and accepts responsibility for the decisions that are made.
General community knowledge, a knowledge of the student base, a working knowledge of entry level programs and requirements for the students. A good financial background to understand the budget and its goals. A knowledge of the school's history and its future goals. to be able to realize that as a community college, one of the goals is being a trade school for the community to learn new trades and to be able to survive in reality and make a living in this area. Also do help our existing award winning programs, ie. culinary, nursing, automotive, machine shop, computer tech. etc. to continue to excel and to develop more programs to that level. Of course the person should also be able to communicate and listen to people. Organizational skills a must.
The new president needs to be visible on campus and have an open door policy. Employees should feel comfortable talking with the president.
ability to work with both the board and the faculty and to be seen as a go between the two.
J.D. Ross will be hard to replace. It would be wonderful to find another person with his qualities: a gentleman/woman in every situation, never self seeking, always having the student or employees needs uppermost in mind.
Team Player, Accessibility, Background in Community College, strong leader, caring about the little people
The person needs to listen to employees and students to hear the real issues.
Communication is employees is primary key.
Any college president should be supportive of academic freedom and value every discipline and field of study as an important component of the institution. I believe that a college president should have a strong background in academia, with teaching as well as administrative experience. I do NOT want a president who sees the college as a glorified job-training program instead of a legitimate institution of higher learning. Quite frankly, if we could clone our current president, I'd be happy!
Ethical, Honest, Committed to Continued Success, Driven
President Ross has been an excellent role model in choosing another President. Dedicated to Joliet Junior College and the community, able to interact with administrators, faculty, clerical and support staff, flexible yet strong in conviction to mention just a few characteristics I would like to see in the selection process.
Experience. Flexibility. Innovative. Willing to listen. Open to suggestions from everyone
Integrity, Leadership, Vision, Communicator, Good listener, Proactive, Good personality, People person,

- Someone with a good knowledge base of the area and the college community environment.
Integrity, enthusiasm, knowledge of the community and of the Community College system, leadership and collegiality.
passion for educating, familiarity with the population served, knowledge of the differences between a community college and a 4-year institution, excellent communication skills, high moral fiber. (can't we just clone him? please?)
Honesty, and not political, definitely not hired from within.
VISION, PROVEN LEADERSHIP, COMMUNITY COLLEGE EXPERIENCE, EMPHASIS ON COMMUNITY INVOLVEMENT CLEAR UNDERSTANDING OF THE ROLE OF THE PRESIDENT AS COMMUNITY LEADER AND ABLE TO ACTIVELY INVOLVE THE COLLEGE WITH EXTERNAL ORGANIZATIONS AND GROUPS TO THE BENEFIT OF THE INSTITUTION,, PRESIDENT SHOULD BE THE STRONGEST FUND RAISER AND PARTNERSHIP BUILDER IN THE COMMUNITY..
Someone who is forward thinking and willing to think outside the box when it comes to operating and improving the educational institution.
Someone who understands and cares about JJC and not building a resume for the next institution to which they will eventually apply!
Someone who is open to technology, personable, a good listener who can react without judgement except when necessary. Other characteristics include someone who will try to make the college work as collaborators rather than separate entities or groups. One who represents and lives the core values of the institution. One who supports all the activities of the college and allows for free expression of ideas and concepts and will allow for beginning dialogue. Basically, since we can't have JD, have someone just like him.
Who can replace J.D.? The college will be hard pressed to find a replacement as well respected within the college and the community as our current president. Here is my list of characteristics:
Background in institutional planning, knowledge of key issues which affect faculty and staff, and background in overall higher education issues.
To carry on the same outstanding vision J.D. Ross has; genuine concern for both students and staff; ability to promote effective communication between staff, administration, and all departments.
Integrity and Innovative
Student Centered, change manager, technology savvy, honest, relationship builder, open to communication from all employees, respectful, intelligent, cooperative, creative, listener, analytical,
Honesty, Integrity, fair-mindedness, appropriate educational accomplishments, discernment in thinking, knowledge of Junior College processes, knowledge of District 525 area, willingness to work with board of education and staff in terms of listening to concerns, and be in a position to make a strong commitment in terms of years intended to stay with JJC
Integrity, honesty, genuine caring for people in general, experience in the community college system, fairness, ability to see both sides of situations, leadership, experience with unions.
Educated, good experience, with integrity, understanding, good humor I well being.
LEADERSHIP
Someone who is local. Someone who has already worked at JJC. Someone who understands community colleges and is not a wannabe university professor or administrator. Someone who is humble. Someone who assumes that the rest of us are doing our jobs properly, so major changes are not needed.
JD will be almost impossible to replace! Our next president will need to be fair in views, visionary, pro faculty/students. Not just there to make budgets work. I believe it is extremely important that the next president be able to work collaboratively with faculty and not antagonistic with them.
The most important characteristic would be the ability and intention to filter all considerations for change at JJC in light of what is best for students. Other characteristics that are important for a new president include: integrity, a positive outlook, willingness to really listen to faculty members concerns/suggestions and the ability to form a clear vision of future needs and potential challenges.
Strong academic leadership experience, organizational development background, supporter of a learning college environment, fundraiser-supporter of grant development, technologically savvy, standards driven, outcomes focused.
Knowledgeable, openminded, good listener, willing to follow through on projects, understanding, helpful and team player.
caring, fair, open, communicative, hard-working, collaborative, respectful, honest, deserving of respect, sees the whole college as a team.
A new president should have strong will to commitment to the community and college. Have a strong relationship with faculty and staff alike (as JD Ross). Also, to be able to devote much time to outside events to ensure enrollment.
Integrity, Strong Leadership, knowledgeable in financial and technology issues.
A person who is involved at all levels, with regards to students and employees.
It is important for the new president to possess the following characteristics: respect, visionary (forward-thinker), and creativity

THE PERSON THAT TAKES THE PLACE OF JD ROSS, MUST BE SOMEONE WHO CONNECTS WITH ALL STUDENTS, FACULTY & STAFF EFFECTIVELY. THIS PERSON MUST HAVE THE ABILITY TO APPRECIATE JJC'S HISTORY, BUT ALSO TO RECOGNIZE AND ACT UPON NEEDED CHANGES. A NEW PRESIDENT MUST ALSO HAVE THE ABILITY TO RECOGNIZE AND UTILIZE SOURCES FROM WITHIN THIS INSTITUTION.
Honesty, Understanding of all areas of the college i.e. not just liberal arts but also the technical areas, Strong communication and team work skills, Authoritative yet willing to hear people's views
The new president will need to maintain a working relationship with the faculty.
A new President must have a clear grasp of the role of a community college. If we hire someone that thinks that JJC is a small U of I, we will go backwards. He must enthusiastically maintain that the reason people come to JJC is for its educational programs and that programs are the core of the institution. A person with midwestern values, attitudes, and personality traits is desirable for the role of liason with the community.
I think the person should have "people skills". He/she should be able to effectively communicate with all levels of employees not just dept. heads or other administrators. J.D. has these skills, unfortunately none of the other administrators have the experience or the talent to be the new president.
The president must be able to work collaboratively and effectively with various levels of administration. In addition, the president must be able to communicate and problem solve effectively.
The characteristics that the new person will need are as follows: Very intelligent, fair, broad minded and committed to making JJC as good or better than it is now.
Fairness, and a vision for the future.
Community awareness; understanding of the importance of collaboration between faculty, administrators, students and staff; effective delegation skills (like J.D. has!); willingness to push for innovation and reform in the curriculum
J.D. cannot be replaced! The new president will need to be open, honest, innovative, decisive, tactful. He or she will need to be committed to consistently improving JJC, as J.D. has done.
NOT A POTENTIAL CROOK!!!!
I believe he/she be conforming to the accepted principles of right and wrong.
Educational goals toward the new students who are our future. Cultural awareness, we serve a wide population and different ethnic groups.
Someone who is as level headed as J.D. Someone that cares about this school as much as J.D. does. I haven't been here more than 5 years, but I do know that J.D. is the kind of person you cannot replace, so I can only hope the new President will do his/her job close to J.D. I also think J.D. should be part of the process of deciding that person.
An individual who has knowledge and experience within the community college structure. Someone who is a leader and not just a manger and leaves everything up to Vice-Presidents without question. Someone who is forward thinking, innovative and concerned about students and faculty.
Being available to the entire college staff and not just to the administrative cabinet. Needs to be apolitical. Needs to be able to get all of the facts before making a decision and having all of the key people involved from the onset.
Participative management skills
Kindness, loyalty, and intellect. A working knowledge of the community he/she is about to serve. The ability to make people want to work for him or her.
effective communication skills
honesty, integrity, someone who does not ride the fence. MUST go outside of the school for new thinkers. MUST not hire from within. Someone who CARES about JJC, has the knowledge, forthright to do the job.
Guts.
1. It needs to be someone from outside the current system. No one currently in the system is capable of running the College. Excessive amounts of in-fighting and too many 'personal agendas'.
I haven't worked here that long...but i feel the college lack unity and equality. We need some one that supports are departments equally and hold all employees accountable across the board. Someone that will improve pay for their employees and someone that will move the institution forward as a whole. We are the oldest Junior/community college; so alot of the problem that exist should have been taken care of by now. We have been around for 100 years and we are behind college that have been open for 60 years. What is that saying about free thought, innovation and vision....we don't really have one!!!! We have a lot of promise...
Definitely someone with experience in a similar position at the community college level.
Vision, Mission, good management, good communication
Friendly, relatable, strong-minded, firm, polite.
communication skills,willingness to make decisions, fairness, ethics,commiment to the college and not to resume building,sound judgement
Someone who is ethical, honest and genuinely cares about the institution and the community it serves, as well as all college employees. Someone who can look to the future, but take action in the present.

Someone who values honesty, trust, and education. One who looks at each and every student as an individual with different needs.
A person with a vision and a warm and compassionate heart who is not afraid to walk the halls and is proud of every aspect of the institution--even those jobs some may consider trivial. The school is only as strong as its weakest link. J.D. has been an understanding, concerned and informed leader. Our new leader should have a sense of humor and a love of teaching and human beings. Hopefully, it will be someone from the ranks who has worked here and is aware of the school's assets and drawbacks.
Seeking someone with very similar characteristics; someone who has significant experience teaching at a community college would be a huge plus. We need someone who is effective at linking faculty, staff and administration; who is a great listener, then acts upon the requests delivered by JJC employees and students. Also, someone who always deals honestly with every aspect of running the college. This is exactly what J.D. has done.
Characteristics needed in a president include: integrity, diplomacy, leadership skills and foresight.
A leader with experience in higher education management who understands the plight of an older junior college institution in need of financial maintenance and rehab and a vision for improvements with the community.
Honesty, integrity. Must be a people person in order to deal with all of the various people working for JJC.
Open-minded, availability to students and staff, fairness in decision making and setting goals
1. The ability to "weed" through statements to find the truth. Develop a way that encourages employees to tell the truth about programs and faculty w/o retribution. Be able to remind faculty that they are here for the students, not the other way around.
A commitment to the community college movement and all of its constituencies--job training and academic achievement. A person who is willing to make the tough decisions needed for the student's benefit. Also, a person who can understand the business end of running a large public institution.
Community leader who is fair and not afraid to make changes to advance students into the ongoing changes in technology.
courageous , foresightfull, assertive, peacemaker
The individual needs to understand the academic needs of the students we serve. This person should be compassionate but firm when making decisions. I believe it is essential for this person to have some background with interest-based bargaining if the current climate on campus is to continue.
We need someone with J.D.'s experience, temperment and knowledge of both his community and employees.
TO LEAD WITH HONESTLY, INTEGRITY, AND BY EXAMPLE. THE NEW PRESIDENT SHOULD HAVE STRONG MORALS AND THE ABILITY TO CONSISTENTLY SHOW FAIRNESS WHEN WORKING WITH STUDENTS, FACULTY, STAFF AND MEMBERS OF THE COMMUNITY.
The person who is considered to replace J.D. Ross must be willing to listen with an open mind, be willing to let others take the spotlight, and be willing to take risks with faculty and staff - to trust their professionalism.
The person must be humble, considerate, personable, confident, not arrogant, or proud. They should be a good listener and open to any and all people and their suggestions, all the way to the bottom. Sometimes people at the top can't see clearly down, but the people at the bottom can see clearly looking up. They should not boast about past accomplishments, which is in the past, but should discuss their vision and the abilities they bring with them for this college. They also should be someone who is very familiar with this community and not just in education. They should have a keen business sense, since that is what the bottom line is. Must be approachable. The job that the person is hired for is what they do and not their identity.
Creative, innovative, non-traditional
One that considers the employees because we are JJC!!! One that has an open door at all times. One who actually cares about the college and its students. Not easily influenced by the powers above. One who stands up for himself and takes into consideration what is best for staff and students One who wants to know the employees and the students. How to make JJC a better place. J.D. is this and much more. We will never find a replacement like him.
An individual with the ability to 'connect' with the community as President Ross has. Someone with vision to expand the college to meet its growing needs. President Ross's influence on the overall positive attitude of our college under his leadership has in great part been directly related to his interpersonal skills and approachability. He fosters trust, and autonomy lending to "happier" employees who thus perform at a higher level. Thus, this institution cannot GO BACKWARDS and must search for someone who will have at least these type of interpersonal skills. Then someone to help lead us in this rapidly changing educational system and demographics of Will County. The future President must have teaching-learning excellence as a priority.
Integrity and a willingness to replace people who are underperforming. Also, a new president needs to look at the organization and consider that we have too many administrators relative to the other staff.
Educated, Administration experience, open minded, well rounded (to know how to balance financial capabilities with institution needs.
honesty, integrity, familiarity with the community, familiarity with JJC, effective communicator, broad background in education/higher education, committed to team leadership rather than top-down management

<p>Like J.D., the President has to be visible and available to employees and students if necessary. The person also needs to be a strong communicator and open to staff ideas. The President needs to have a vision for the college and also needs to be a good listener to concerns of staff. J.D. has done a great job at many of these things and I'll hate to see him retire!</p>
<p>JD's shoes are going to be difficult to fill. He is an honest and honorable man. I knew JD before he became president and his fair reputation was undisputable. He is well respected and admired for his compassion, ethics and openness to everyone of us. Joliet Junior College would be truly blessed to get someone with only one of the above mentioned qualities. I would hope that we can get a person who sees the special needs of the population that is currently ready to enroll. We are finding more and more students who cannot read at a sixth grade level or do basic math. We are getting more students who don't speak English as a first language and we have no services for them. I would hope that our new president would see and remedy the situation that is currently happening in HR. It would be wonderful for this new president to visit departments and employees should be able to express their concerns about the working conditions and what they perceive to be problems.</p>
<p>Willing to listen to the concerns of both the students and the faculty and staff and to be able to come up with ideas that find some kind of middle ground. Is willing to work with those under him and those under them to, and is not a lone ranger type. Is willing to stand up to the Board should there be disagreements about what is best for the college (no YES-men or women). Somebody who is concerned with making JJC a more "user-friendly" environment for students.</p>
<p>A person who knows the community. J.D. Ross remembered what it was like to be a struggling student and parent which helps him to understand the needs of our students and staff. Hopefully, we can find another person with those qualities.</p>
<p>This individual should have these basic qualities HONESTY, HUMILITY, and be RESPECTFUL of all. Arrogance most often only serves one person. The next president needs visionary abilities but should always put the academic needs of students first. They should also want to be a part of the community and not be here because this is where the job takes them. Finally, the search should not rule out internal candidates just for the sake of going outside. Because our past track record going outside the institution for a president has been considered by some to have not always been the best.</p>
<p>A candidate should have a vision for higher education. As a leader, he or she should be not only skilled at keeping an institution functioning, but should also be able to direct the college to a better future. Serving the needs of the students and the community should be the first priority. If possible, an ideal candidate should have some experience in commerce as well as higher education.</p>
<p>Someone who understands just how important this institution is to the community and the positive economic impact this school has on this community.</p>
<p>transformational leadership</p>
<p>It would be nice to find someone who is just like J. D., but that will be next to impossible because he is a remarkable man. I would like to see someone who is honest, fair, familiar with OUR community and is active in the community, has high integrity, someone with vision, someone who doesn't walk around with blinders on when it comes to seeing who is doing what, one who will ask what a certain person does and get that person compensated, a person with good morals, someone who doesn't look down at people. Is this "utopic" person out there? I hope so. To hire someone without these characteristics would definitely make the college do a major backward step. It has taken a long time to rebuild what was lost with a few of the former chiefs, and we cannot afford to hire someone who can't keep JJC where it is now.</p>
<p>Find out the strengths and weaknesses of the person where they previously worked. Choose strengths that are necessary for JJC's future advancement. How did this person treat his/her employees. Was he/she progressive or conservative. Did he/she have high values and goals. What was the relationship between administrators and faculty in their previous positions. Where they fair to the "working force." Did they give benefits only to administrators and faculty. where the least paid given the least benefits.</p>
<p>He or she must know, understand, and embrace the mission of a community college. He/she must also be willing to work closely with the faculty and staff to build strong ties to the community. The new president must have strong communication skills, personally and publicly. He/she will be charged with the future of the institution, and that future will initially include convincing the public that it needs to reach into its collective pocket to pay for the necessary upgrading of the institution's facilities. Otherwise, the institution will not be able to expand and serve the community as a true community college must.</p>
<p>Someone who has a backbone and will help the employees and students and not just his buddies the Administrators!</p>
<p>Maybe we could just clone J.D. He is a man of integrity and honesty. He is approachable. His position is going to be a hard one to fill.</p>
<p>Innovativeness, risk-taker, collaborative-minded leader, proponent of excellence in academic offerings, supportive of and understanding non-traditional program delivery methods</p>
<p>A fair leader</p>
<p>Integrity Innovation</p>
<p>Leadership, Vision of the institution in the future. Understanding and sense of humor.</p>

<p>J.D. Ross is irreplaceable. His longevity and involvement in this community are invaluable assets. The person who assumes the role of college president will have to be a visionary and a strategist. That person will need to be open and receptive to faculty, staff, and the community and able to work effectively with the Board and the Union. This person will need to understand the significance of changing economics and how it will impact the college. This person will need to appreciate the value of a culturally diverse environment, and aggressively pursue this in the hiring practices of the college.</p>
<p>Must have the following qualities: People person, strong personality, student oriented, roll up your sleeve attitude and work with students and demand certain things from students that makes this campus a positive campus climate; fair promotions for all (not just favorites); fair raises for all (do the work, get rewarded), compensation for career advancement for employees, student recognition programs developed, must be community oriented.</p>
<p>(1) A recognition that JJC is something more than a dollar-driven training camp, but has the ability to give a well-rounded education to students who otherwise might never experience one. (2) A vision for the continuing growth and development of faculty members. (3) An ability to speak and write plain English and to communicate with all members of the campus community, whether faculty, staff, or students.</p>
<p>We need someone who can work with all the departments across campus to ensure that we have no more of the bickering or turf wars that have plagued JJC in the past. It's really key that his replacement be able to do what is best for the entire student population of JJC and not just a vocal few who want their way above the good of all others. This person should also respect and value academic integrity above all else. Academic standards and rigor are so important to JJC's overall success that our president has to support faculty in demanding top performance from our students.</p>
<p>Visionary, Honesty, integrity, open-mindedness, supportive of new ideas, and supportive of people who work hard to make good things happen. Someone who can recognize the importance of dismissing a person who brings down the morale of his/her employees and stands in the way of positive progress.</p>
<p>Advocacy, courageous, innovative, balanced, trustworthy, loyal to the mission of JJC</p>
<p>All of the current core values as well as a good understanding of the junior college system and experience in both teaching and administrating in an educational environment. This person must be a good listener, good facilitator, and be involved in community outreach. A person from our District would be helpful, but may not be possible.</p>
<p>The new president should be objective and fair as President Ross was. It is especially important to recognize employees' hard work rather than 'personal charm'. Group cliques within the employee base should be discouraged.</p>
<p>Experienced administrator with academic background. "Fresh blood", at this point, would be a good thing -- bring in someone from outside the institution so that we do not become too insular. Established, successful working relationship with people at all levels in the college establishment. Good communication skills.</p>
<p>We would like to see someone that is hands on in all departments of the college. Someone who is down to earth, and will listen to everything. This person will need to be able to relate to the kids and have good community relations. They should think that even the smallest job is important.</p>
<p>The new president should have a sense of the history of JJC and the community college background. This person should be well-rounded and not just a technology person or public figure. We have much work to do in the coming years and all areas should be treated fairly. Not all of our departments are as large as others, however, we all must deal with the student population.</p>
<p>I always liked a person who will get out of the office and let the staff and students see them.</p>
<p>to have an open door policy. Friendly and down to earth. Never make you feel that you are beneath them. Treat everyone equal.</p>
<p>GOOD LISTENER AND SOMEONE WHO TAKES WHAT STUDENTS AND DEPARTMENT PROGRAMS GIVE AS POSSIBLE IDEAS FOR IMPROVMENT OF THE COLLEGE.</p>
<p>I feel our president should be a person who projects the needs of our future students and is then able to implement those needs efficiently along with his administration. I would like to see a personable, friendly, approachable, understanding, compassionate, outgoing, dedicated individual who places high importance on higher education, and who strives to make the faculty and staff feel appreciated.</p>
<p>Charatersitics I feel are important to be considered in the selection of a new president would be: A leader who well known and liked in the business and private industry. They should care deeply about the college as a whole. This would not only include staff but more significantly all students and knows how to handle the large growth of Will County with enrollments increasing every semester.</p>
<p>Most importantly being able to work well with the staff and students.</p>
<p>Someone who is respectful of staff, students and the community at large...someone who truly embraces teamwork, assessment of employee skills/training, etc. and is geared toward excellent customer service--internally as well as externally.</p>
<p>To be in the eye of the public. To live in the area. To be able to join in with school activities. To be to talk to people and listen to what they have to say.</p>
<p>Someone with very good people skills and the ability to build cohesiveness and communication among the many departments.</p>

<p>Characteristics? Get the spelling right. A good communicator, a person with a true dedication to education for its own sake and also a sincere empathy with students needs. A person who will set the bar high and expect the college to live up to those ideals. A person who will demand that the instructors truly educate the students instead of giving them answers to tests in the REVIEWS!! How self serving is that? Also someone who can generate good will and therefor make the employees WANT to improve the college's curriculum.</p>
<p>The person must identify and realize the climate and people who work here. The person should be from our college or this area, not the east coast. The person must be a listener and be sensitive to the individual needs of others. The person should be racially estute in how he/she treats people.</p>
<p>FYI...there is a typo in this question. I think that it will be difficult to find someone who is as fair and approachable as J.D. Ross, but I think that those ae important characteristics. Also, it will be important to have a president who understands the importance of technology in the future of community college education. If we are going to be successful in the future, we must be innovative. The new president must be, as is J.D. Ross, well respected in the business community. JJC needs the support of the business community to help identify future training needs, to provide possible grants, and to encourage their employees to take courses.</p>
<p>I believe the in-coming President needs to have knowledge of all departments in the college. I think he should visit areas so he is aware of the productivity put forth.</p>
<p>JD is wonderful leader. This college is more than departments and services, but people who care about this community. JD inspires all of us to do a little better, go the extra mile, extend a hand. It is my hope that we find someone who comes from the Community College system. We are very, very different that corporate America and other universities.</p>
<p>Long term vision, importance of community involvement and awareness, promoting innovative educational experiences, promoting unity throughout campus, excellent decision maker, providing students with the knowledge necessary to make their educational experience successful.</p>
<p>- familiar with community college, support innovation and technology.</p>
<p>An individual who has a good track record of favorable faculty-adminstration relationships; an individual with a work history of "moving up the ladder" in administration (a diverse community college history of employment); someone with strong communication skills; someone who has good community involvement; an individual with a vision for innovation and change; an individual with strong ties with ICCB and ISBE; possibly a person with faculty background; a person with ideas for new and different resources to help our college grow to meet the demand; an approachable, congenial individual with a conviction to community college education, a good sense of humor, and a sense of belonging to our institution.</p>
<p>strong leader, good at team building and communication</p>
<p>We need someone who can convince the public that JJC is an institution worth supporting with their tax money.</p>
<p>Honesty in every decision that is made. Willing to make tough decisions. A visionary leader who can help move the college forward. A community college leader who understands the difference and respects the mission of the community college versus the university model.</p>
<p>That they be personable, have an open mind to Unions, have the "Open Door" policy.</p>
<p>able to define stategies and be a leader in acquiring the necessary resources for a growing community college</p>
<p>A manner like J.D.'s that clearly values every employee, regardless of rank.</p>
<p>If we could only clone J.D.Ross !!</p>
<p>use the blue print of the one we have now.</p>
<p>Mr. Ross is a wonderful leader. He is caring, thoughtful and very respectful to everyone. A new President will have large shoes to fill. I beleive we need someone who believes in the Community College spirit and remembers why we exist. Mr. Ross treats every employee as a peer or friend. His open door policy makes everyone feel welcome and important.</p>
<p>Open to input from faculty / staff</p>
<p>He must possess the same characteristics as J.D.Ross, along with his own unique and spcial characteristics. Most importantly, his number one concern has to be his committment and caring for Joliet Junior College, the community and the staff. Hopefully he will be able to continue on with all J.D. has accomplished at JJC.</p>
<p>Those will be very difficult shoes to fill. President Ross has always led by his own example. He is a wise and caring man who has clearly demonstrated his devotion to the success of this institution and its students and alumni. Honesty, integrity, a fair and impartial listener, able to make difficult decisions, able to say "no" and diplomatic enough to dealwith those disappointed "customers"</p>
<p>A person who has people skills and is able to communicate with the faculty. She must also be able to respect the faculties abilites to teach and direct students.</p>
<p>A clone of J.D. Ross would be the best. But, the best properties would be sensitive to needs and wisdom to handle any situation.</p>
<p>Someone who sees the position as an opportunity to serve the district.</p>
<p>good leadership skills and a strong vision of the needs of future JJC students and its employers to keep JJC moving ahead.</p>

The new president must be an educator, someone who is familiar with the classroom and dealing with college age students. A Masters degree would be preferred, a Ph.D nice but not necessary. Practical experience in education is a must. Previous experience as an administrator is a definite plus. A positive attitude and being a 'people person' is preferred. No baggage, and not a good 'ol boy. Pretty much, I am trying to describe J.D. and we need more, or at least one more, like him.
The ability to understand that JJC must provide a good education for both career students and transfer students.
1) A strong academic background
We need a person that can help all departments within the college effectively communicate with one another. The right hand needs to know what the left hand is doing.
Drive and vision for a higher educational institution. Plans and goals for creating brand/image for JJC to eliminate the label of "just a two-college"; JJC is more than that needs to be stressed to the community that we are recruiting. Stressing to employees that they are always a representative of JJC even if they are outside of work. JJC is a great place and they need to portray that to the community. More community involvement, a positive image for JJC, bring the communities to the campuses for events not just educational events more for families since the children are our future students and the parents can upgrade job skills.
no comment
The ability to promote innovation and teamwork on campus.
honesty, communicating and listening effectively, being proactive and taking risks
He/She should bring a better balance between academic and occupational programs. This will require someone who does not turn everything over to a vice president who has no real understanding or desire to gain an understanding of occupational programs. They should be open to listening to all points of view and have a desire to serve all groups in the college district. Also, there should be a complete review of the program of developmental education which has become a monster out-of-control. Instead of working with secondary institutions to prepare students better for college, we have become another level of secondary education. Developmental education is very important for those who both need and want it. It should be very available and of the highest quality but it should not be mandatory. Students should have the right to try (and fail if they do not meet the standards) and learn. Our developmental education monster has become an employment program for english and math teachers rather than a program to help students be successful. I have yet to see any independent data to show it really improves retention or graduation rates at JJC.
The candidate should have cultural diversity background; to be fully aware of the "growing" community needs specifically dealing and coping in developing areas in the campus that help non-english citizens without putting them down.
Must be inovative, have vision for the next 20-25 years, aggressive with funding, approachable, strong teaching background, able to related to educators, professional with good presence.
Replacement should be innovative but also has a good understanding of the current system; fair with all constituencies; not quick to make major changes; has informal sessions with students to discuss needs.
patience knowledge
Strategic planning, relationship/partnership builder, community orientation, business/economic orientation
A leader who is fair, will listen to the Board and the staff members of the college, involves himself in the day-to-day student activities if possible...
Friendly, open minded, well educated, past president experience. Someone who will come in and not reorganize and get rid of current employees.
Caring about the intstitution, vision for the future, listening to constituents at all levels, high accessibility
1. Communication
The candidate that will replace J.D. Ross will have to be a great speaker, like J.D. is. I think a stong, honest political back round is needed to insure the most private and governmental grant money that is so important in running a public college. Also he /she needs to have a clear cut path for the college's future, with out rocking the boat to the point of rebellion.
JD has shown us what true leadership is and should be. Find someone who has as many of his character qualities as possible: integrity, honesty, cooperation, respect for all of the employees and students, values diversity, dedicated to making JJC better, more interested in the well being of the institution than in promoting his/her own self interests, knowledgeable, fair and impartial, listens to both sides of an issue before making a decision, uses good judgement, involved in the community.....
Someone who will have authority to set administrative standards.
Experience in administration. Terrific people skills.
Innovative, customer focused, visionary, recognizes the importance of our core values
Someone with Business and Manufacturing background, rather than from Academia.
Fairness, Expereince with vocational as well as academic programs. Good promoter
has good,compassion, knows the college best as JD
SOMEONE WITH STRONG LONG RANGE PLANNING EXPERIENCE

Someone who has earned the respect of various employee groups, even though they may not agree on all issues. Someone who makes people accountable for actions when they violate policy.
People Skills, Communications, Public Speaking, Leadership,
A person who has a teaching background. Someone who is willing to communicate with students, faculty, staff and administrators and who understands the needs of each. Someone who is dedicated to improving education, not just saving money.
One who is familiar and sensitive to the needs of minorities. And someone who realizes how important it is to hire more minorities to represent the minority student population equally. Minorities, especially Blacks, are sometimes misunderstood and perceived as trouble makers, when all they need to see is more people of color who look like them and can relate to them. The new President must be willing and not afraid to make changes in the hiring process to ensure minority staff are represented according to it's student population.
The person who replaces J.D.Ross should be alot like J.D.
I think all of the characteristics J.D. embodies would be fine in a new president! These include: credibility, humility, openness to new ideas, innovation, honesty, and MOST IMPORTANTLY a broad understanding of demographic, economic, and social trends that extends behind our little corner of the world into a more global context. WHAT NOT TO LOOK FOR: Someone who is from the Joliet area and has never lived anywhere else and someone who is motivated by personal pandering than the interests of the college.
With the turn over in employees (due to many long-term employee / faculty retirements), the rapidly changing needs of education, and our current budgetary issues, the college needs a president who is willing to see the vision of the institution as a whole, and help foster relationships on all levels on campus to create more unity and cohesiveness, and aid in attain our vision for the future. It doesn't appear that many major changes are on the brink of occurring; however, that only reinforces the fact that a new president needs to have a long-term vested interest in steering the College. The new president MUST have a strong commitment to our academic standards as well as a desire to secure necessary resources so that the college can continue to thrive. Adjustments need to be made to accommodate the rapidly growing surrounding communities -- and our physical space is seemingly becoming more limited.
The new person should be personable, have a good rapport with individuals on all levels. Someone with vision, not only to take stock in JJC's current state, but know which direction to guide JJC into the future. A good manager is essential since maintaining a positive environment/atmosphere among employees is equally important to educating the students, since it is the faculty/staff who are the ones to teach/assist/direct the students that they may attain their goal(s). Said person should be sensitive to the needs of others, so that such needs are met (not just numbers or quota),
Respect and dignity for all students, staff, and faculty.
I would not want to step into the presidents shoes after JD leaves. JD is a great man and has done many great things for our college. I will miss him. If a person can be found with half of JD's qualities we should count ourselves lucky.
Someone who'll be able to get additional federal, state and local funding for College operations, across the board. I'd like to see someone elected that embraces technology to the hilt, installing new computers, learning aides, and curriculum to students.
I think someone that is not too radical but yet is not afraid to make changes. Someone who is going to care about the students and the employees alike. Someone down to earth that a person wouldn't be afraid to talk too (like J.D. Ross).
Innovative and progressive. Will push the college to be the best it can be in all aspects and all areas that this may involve. As the nation's first public community college, JJC should be on the forefront of innovation and leading the charge at conferences and other forums in relation to teaching and learning.
Be open to employees concerns and ideas. Work to have all employees, departments work as a team and not be so territorial; have all employees willing to help each other and work together in harmony.
Has a vision, and is a people person. He/she needs to be likeable. I think that JD greatest asset is that he is universally loved. Any decision he would make would be embraced and accepted by the staff. Few administrators can acheive so much as JD because when change is required they do not have the "stored good-will."
The person must be honest, caring, and pay attention to the smallest of details. They must understand the community in wich they will serve. They must understand that to build a strong college they need to build a strong foundation. They must understand the history of the college and what that means to students. They must be willing to take risks to get the job done.

85. How would you describe your current level of enthusiasm and/or reservation for improving the institution through the use of systematic quality improvement? Why?

I love teaching. I love my students. I would like to see my department take a look at the current job market and talk to those currently involved in that market. I feel that my own department lives in the past and is not interested in moving forward in many areas.
We always need improvement in every area and department. As far as doing it through the use of systematic quality improvement, I can't say since I do not know what it is.
CQI, SQI, is all over rated. It is all show and no go. It is a waste of time and money.
Guardedly optimistic. There needs to be a recognized and consistent pattern of listening to and adopting GREAT ideas from every single branch of the college in order to help JJC grow and prosper. Because some people here have Phd's or, are top admins does not necessarily guarantee that the most innovative and productive ideas will come from them alone. Human capital from our entire employee base needs to be fully realized and leveraged...its a free brain trust of amazingly talented and intelligent people who want the college to succeed.
Ho-hum. Not communicated enough.
It is worth trying because any improvement is better than none. Simply doing nothing is the easiest option, but of course won't lead to change. A systematic, as opposed to random, approach is clearly preferable.
I feel the college should work together a whole rather than individual departments.
I'm excited to be part of this district
Taper; many things started never finished or put on hold
QUALITY IN TEACHING AND SUPPORT SERVICES IS VERY IMPORTANT TO THE SUCCESS OF THE STUDENT.
enthusiasm is good - reservation is concern for willingness to share resources fairly
The administration has grown substantially faster than that of full time faculty, and this imbalance of growth leads to a reservation for improving the institution and the use of any subjective systematic quality improvements.
N/A
Improvement is welcome and desirable no matter what label it carries
I believe change is good and will be more effective if the people involved are kept informed and are part of the change process. This does not always happen and people will then lose interest.
I am excited about this program, though concerned about the ultimate effectiveness of this process.
I'm concerned that the process can be dominated by the few who have free time while the many who have no time because they are busy serving the needs of students are left out. The false consensus built can be used to justify changes that in reality have little support.
I have reservations about who would run and evaluate such a program. This type of program can be easily used to bend an institution to the views of a few or one.
MY LEVEL OF ENTHUSIASM IS VERY HIGH
Very enthusiastic....Systematic methods are tried and tested and proven...
Don't know what you mean by systematic quality improvement.
I am eager to make quality improvements to coursework and programing.'
GOOD. I HAVE SEEN IMPROVEMENT OVER THE LAST 5 YEARS. IT SHOWS FORWARD MOVEMENT TO A HIGHER LEVEL
High, helps to open up the lines of communication
moderately enthused
LOW. WE HAD CQI AND HAD USED THE METHOD TO SOLVE PROBLEMS. NOW WE GIVE IT A NEW NAME AND ACT LIKE ITS SOMETHING NEW. I'M TIRED OF SPENDING TIME ON COMMITTEES AND THEN THE CABINET DOES WHAT THEY WANT.
Not much enthusiasm. I'm too busy trying to keep up with what I have on my plate right now.
All ideas should be listened to.
I think it is a good idea, and touches more of the campus community for input and responsibility in carrying it out. I'm hoping that it will end up being helpful.
It is a necessary evil
My level of enthusiasm is high as I do serve on a number of internal/external committees now. I feel that it is part of my professional development to get involved in committee proceedings. This also helps me to get acimated to the new culture of academia.

I think the college can only get better. Joliet Junior College has a vast array of departments and divisions. Grant funded programs are not and can not be viewed the same as other departments. So therefore, the questions were focused toward the college with no consideration for grant funded programs. I am not aware of how the college functions & so my answers were geared toward the environment I am currently in and not toward the college as a whole.
Very enthusiastic because I am part of this community and dedicated to the continuance of the college community.
I am very enthusiastic about improving the institution. Whatever avenues are available to promote improvement I am very open to and am willing to put in place within my own department.
I have seen TQM CQI ect with little improvement in my area.
I don't have any opinion one way or the other using thte systematic quality improvement. By taking these surveys, I would hope that things would be done about the things which need to be addressed.
High enthusiasm - we need 'bench mark' standards for our programs, this will increase the reputaiton of the college too.
Poor because we need facilities,equipment, and maintenance improvements and the taxpayers will not pay for it.
These types of evaluations allow administration to continue in the same direction or make changes based on both employee and student needs. I feel this will only improve everyones level of understanding regarding JJC's future.
Enthusiasm is non-existent in support areas. Front-line people are not asked their opionions about quality improvement.
I am committed to the process. This system is like any other where it must be constantly moving forward and systematic quality improvement will hopefully provide that map
It often seems like its more work than its worth. That is, there's much to do, but suggestions simply wind up being shelved.
wait and see. Have see to many attempts for improvement with no outcomes.
I love this place. It's by far the best job I've ever had. I'll do anything it takes to improve this institution.
I love the AQIP process and I think it is definitely the most desirable way to improve the institution. Maintaining momentum is a challenge, but people involved in the current Quality Action Projects have been committed and hard-working. The concept of the Campus Conversation is really exciting. It looks like a productive and enjoyable way to energize and involve even more people.
completely deflated due to repeated failures of prior initiatives
I am optimistic that the process will provide a systematic approach to creating dialogue among admin., faculty, and staff. Communication is a way of creating a sense of community and a chance to air concerns and begin a process of solving any problems....I have to be honest, though, I am not very impressed by this survey. The questions are general and will draw only general responses. It's hard to believe that meaningful and specific information will come from these questions.
I don't see that it is truly taken to heart, the mode here is to give it lip service. Management is top-down "build my resume" driven.
High
Above average to high, because we respect J.D. Ross.
Enthusiasm is high. A great place to work but our administration needs to get tougher. Too much vacillation such as general education requirements/dept. politics, etc. when making decisions. Too afraid of being sued.
Lukewarm.
Not very optomistic that this will work. need everyone to be on board. I think it is a good idea but I need to see that the majority of employees are participating.
I'm fine with it
Not to enthusiastic, things seem to be going well.
I still would like to continue to be an employee on a full-time basis if there is a position available.
Having taught in the K-12 system, I am extremely wary of programs that use generic or "systematic" approaches to improvement. I understand the necessity of these kinds of programs (there has to be "accountability" especially where funding is concerned). Oftentimes this kind of approach, while well-intentioned, only generates busywork that rarely impacts the performance in the classroom. In fact, the blanket approach to institutional improvement often detracts from the learning experience and does not allow for more authentic forms of assessment.
It's a great idea; however if improvement through quality is going to be effective, it must be managed correctly.
Very enthusiastic. It is necessary to provide quality servive to both our internal and external customers.
I have some reservations about some systems for quality improvement, i.e.Total Quality Management, which may be more suited to a corporate environment than an academic one. I think our tools for evaluation should be modeled on the best academic institutions in the country rather than other areas of government or private industry.
My current level of reservation is high.

I have reservations about how well a survey of this type addresses the issues that concern members of the JJC community.
I have reservations about the improvement of the institution. Many times we have these "grand" ideas and they are never implemented.
high level of enthusiasm!
Great enthusiasm. I want to leave JJC a better place, the best IL community college.
None, systematic quality improvement tends to be a lot of data gathering and committee meetings and hand waving with no real results. Lots of work and no results? No thanks.
I applaud the use of systematic improvements as long as the timeline of such improvements don't get off track.
I am very enthused. We have a very good institution. We need to make it better. This is a vehicle for doing so.
Currently my level of enthusiasm is average at best. I now lack a sense of achievement and motivation. Over the years, I have watched too many employees do a lackluster job and still get the same recognition that I get. I have watched depts. get new positions without having to go through procedures. I have seen upgrades to positions even after the compensation study showed no need for an upgrade. Goals set among employees are unequal. These factors all have an effect on my level of enthusiasm.
The main improvement we need is more facilities to accommodate the number of students we have. Not enough space
I have little enthusiasm for systematic quality improvement because of the ineffectiveness of "total quality improvement" as demonstrated some years ago during Faculty Development.
LEVEL SOMEWHAT LOW, DO TO LACK OF DOLLARS FROM STATE AND LOCAL GOV.
Sometimes the systematic quality improvement may be good and sometimes it can be a hinderance. Not all things relate the same to all departments.
No one seems to listen
It seems more reasonable than the old periodic "visit" from a team. Appears to be more honest and inspires genuine concern for improvement rather than merely for window dressing.
This seems to be an exciting time to work at JJC. I am thrilled and definitely willing to do everything possible to move forward in this direction.
Very positive. Innovation and trying new things is part of this departments purpose
My current level of enthusiasm is fairly high. I've had the pleasure of serving on a few teams who genuinely strive for institutional improvement.
In my position we need as much enthusiasm as possible from all levels. My current enthusiasm level is average.
High. I am that type of person
I think the only way for us as a college to grow is by being there for the student---giving the best we can and all opportunities and respect.
I feel ok about it. If it just more talk and time wasting, I have better things to do.
My reservation is that there isn't always follow through to the process
My enthusiasm is generally low due to the fact that quality improvement at JJC tends to be a directive from supervisors who do not fully appreciate the tasks and demands of their subordinates. Poor quality can be attributed to many factors, especially poor attitudes which can be difficult to address and change. At this time, there does not seem to be a process in place where personnel issues affecting quality can be resolved.
I am skeptical because depending on your Administrator, he/she doesn't encourage, back, or provide the resources required to effectively improve processes, although you've provided the details of what is required and we see that it can happen. I see few "champions" in the organization. People don't want to get involved because it would involve more work initially, although in the long run, it would be more effective, accurate, and timely.
Since I will be retiring soon as guess my enthusiasm for the future at JJC has waned.
I am truly dedicated to improving JJC and do so in my work. The medium to which we move forward must be viewed as important as the system; individuals "in charge" of the quality improvement must be willing and ready to get their hands dirty with the rest of us...not be delegators, but doers of the system, as well as truly dedicated to JJC. We do not need to hear where we have been, but where we are going and how we are moving forward.
processes are vital for continual refinement and expansion of a high quality institution
I think this process can be a great opportunity for improving the college. I am concerned that people may not fully understand the purpose of the steps necessary to make this an effective process. I think there are many barriers that can exist preventing the implementation of this process and I hope that they are addressed. It may be helpful to provide more information to participants as the campus conversation day approaches so people are aware of what to expect and the ways they can most effectively contribute. The only way to "do more with less" is to prioritize and this process allows the college to examine items/areas to focus on, improve them, and begin the process again. It is important that there is also follow-up built into the process.
The sooner, the better. There is too much dead wood sapping the vitality and resources of JJC.
Very enthusiastic.

High enthusiasm with no reservation for quality improvement. I think all attempts have a positive effect.
I am very enthused due wholly to the leadership of the institution and the common goal for quality improvement.
hopeless, waiting for the responsibilities to trickle up.
medium level
I FIND THAT I NEED TO BE VERY RESERVED AS A NEW EMPLOYEE...THERE IS A SENSE OF "OWERNERSHIP" AT THIS FACILITY
No enthusiasm at all. Systemic quality improvement will be rigid and statistical. That's the LAST thing this institution needs.
I support the concept of systematic quality improvement. An proposed improvement/iniative will have to be translated into a concrete concept to be implemented at each level in the college.
I am very excited about improving JJC with a systematic quality improvement program. I think that this is the only fair way to go about bringing change.
I am always open to change and I think every organization or institution deserves to look openly at change. I'm not sure I have an opinion as to how that change occurs - systematically or otherwise.
I feel we are on our own around here. Little to no department support from the chair
Let
As a fairly new employee, I am undecided at this point.
It sounds good. If the process is laid out and people can follow, they are more likely to accept the findings and work toward improving the institution.
enthusiasm high, I enjoy helping the students with their studies and with dealing with the reality around them.
NA
very high because they high you to teach and then they give time and resources to do your job without any outside interferences
I am enthusiastic for improving JJC from the standpoint of an employee and a student as well.
Mixed feelings - In past have found that at times JJC loses sight of what is most important - "the student" - and politics is more important
It is ok. It seems to me obvious that one should continuously look for ways to improve.
I would be in favor of some method of quality improvment that encompasses all departments. We all need to have the same goal. Basically it is about what we can do for the students.
Very important. Have high hopes.
I would say that I am skeptical of seeing any genuine change at JJC. At many levels, I see an attitude of "but that's the way we always have done things" as an impediment. I also perceive that some staff members are more interested in protecting their turf than with improving services and programs.
At this point I don't feel I have enough information to make a judgement.
I would love to see our school improve, but all areas must be involved in the process AND listened to
JJC is a dynamic and fabulous place to work, some areas need attention. After all we are here for the students and not to compete with departments.
I would describe my level of enthusiasm as high, as I am in a profession that constantly changes and public safety depends on constant quality improvement.
great idea, poor implementation - we do all this work and nothing changes.
I would describe the current level of enthusiam for the institution overall as that of bleak. Many employees feel a level of disenfranchisement.
eXCITED ABOUT THE PROCESS, BUT MOST PLANNING AND QUALITY IMPROVEMENT SEEMS TO TAKE PLACE AT ADMINISTRATIVE LEVELS,, FACULTY AND PROGRAMS OFTEN NOT INCLUDED IN THE OVERALL PROCESSES OR PLANS
I am optimistic, but skeptical.
I am very enthusiastic that JJC is seeking and hopefully implementing quality improvement. I trust that this is not simply an exercise to satisfy NCA.
I think it is a great thing, especially if all people get to be involved inthe process.
I currently have a high level of enthusiasm for improving this institution. I am especially interested and involved in improving the disconnect that is apparent between areas and systems.
JJC is developing a renewed sense of enthusiasm about improvement through planning and therefore many people seem enthusiastic about the future.
I don't know enough about systematic quality improvement to make an educated comment.
Low -- upper administration doesn't usually follow through with plans.
High, always willing to serve to make myself and the institution I am part of better.
I have energy for improving this institution. I believe JJC is a very vital part of this community. As an employer, JJC takes excellent care of me and my family and I believe I owe JJC my very best effort.

Great!
Great idea---contiuous improvement makes us all work on a continuous basis, rather than doing what has to be done and then forgetting about it for the next nine years.
Very enthused. It is needed
No Comment
It's tedious because I think that we're all doing a great job.
I am supportive of this but somewhat hesitant as to the whole purpose of how it will be utilized.
I am very enthusiastic about improving JJC. JJC is a great place to work and I feel fortunate that I work at an institution that values employee input.
Very hopeful and enthusiastic because JJC has so much potential.
Low enthusiasm because of my position (non-administrative).
I don't feel let into the process enough. I know people are working hard at this, but I really don't know what they are doing or accomplishing. I can't be enthusiastic about what I'm not really informed about. The information that is provided is never specific.
I really am not sure to what degree this will aid the college and work environment. Hopefully it will give the college an overall performance/outcome of their employees in which changes can be made.
I am enthusiastic and supportive of the system but my reservations lie in the flow of the strategic planning process. I need to know the college's priority in overall goals and objectives to align my department's goals and objectives to support the college. For all areas of the college to be working together toward consistent planning, the leaders of the college need to decide and communicate the direction the college wants to move toward for the current planning year and not look for it to bubble up.
It is a good idea for input from employees.
I would describe my current level of enthusiasm for improving the institution through the use of systematic quality improvement as exciting. It is important for an institution to thoroughly assess its current goals and vision to implement a systematic change at ALL levels.
I AM NOT ENTHUSIASTIC BUT ONLY BECAUSE THE INVOLVEMENT ONLY CREATES MORE WORK AND NOTHING HAPPENS, THERE ARE NO CHANGES TAKEN PLACE
I am excited about it if our comments will actually be used. JJC asks for our opinions but does not always use them.
Moderate enthusiasm, some areas need work.
Very enthusiastic.
I'm all for improving the institution.
This is the first time that I have been involved in this process. After seeing the outcomes, I will be able to compare it with the previous process.
I think it would work better if everyone participated and it didn't take so long.
Low enthusiasm. I put everything I have into teaching, and enjoy it. Being forced into a cycle of continual assessment is mind numbing. I don't like it, and have little interest.
I don't have a lot of confidence in the quality improvement models typically used in institutions. Lots of talk and reams of paperwork, but very little ACTION that is measurable based on my past experience in both academic and non-academic settings.
I am cautiously optimistic because I see how difficult it is for some people to change or compromise. There is territorialism over classrooms - if we can't compromise over that, how can we improve with larger issues?
enthusiatic
Our communities all around us are growing considerably. We need to make changes (and I mean not to raise our taxes) to fit the needs. I have family and friends that have attended and will attend JJC. It is a great place to get a education.
I have a high level of motivating myself and students toward education, because this area is very important to our future. This includes our students, staff, school.
I think anything has the potential to help, but I also think we can sometimes spend too much time and money trying to fix things that are not all that bad in the first place.
My enthusiasm is best described as "luke-warm" - I see the positive potential of such process yet up to this point it appears to be more exclusive than inclusive. We are "told" about initiatives and not given many opportunities to have input.
Satisfied
I have reservations
Medium. Because the school does not listen to some of its suggestions
Good.
enthusiasm is very low because I think our time is better spent focusing within our own departments and it should be department chair and administration's responsibility to bring forth the views from their departments

There seem to be individuals at the institution keeping the process from moving forward.
i don't have that much faith
Seems that so much time is devoted to planning, and the process gets bogged down or lost in the implementation phase. Can be very disheartening.
High
It doesn't really matter to me, as long as something gets improved.
It sounds great in theory, and on paper. Unfortunately, it usually doesn't make a smooth transition into the workplace.
I have no reservations and feel comfortable in sharing any of my opinions. I am not especially fond of systematic quality improvement programs. It should be the concern of each individual to constantly try to improve. It's a continuous endeavor.
First, I do not know exactly what "systematic quality improvement" involves; but if my idea is correct, I am skeptical. I will admit that I have always maintained that skepticism about these quality improvement programs, then found them to be more effective than what I had anticipated. At the same time, I have found them to involve a lot of spinning of wheels to find an answer that was expressed early on in the process, but then buried under all the rhetoric of the process only to be returned to.
I am enthusiastic! I hope that we will be able to open channels of communication.
Good - We should be open to changes that will improve the overall functioning of departments.
Gives each individual a chance to grow, improve and work more as team members with a common goal and bond with the college community.
A high level of reservation. The only people that seem to be able to make the changes are those that have been here for awhile. The rest of us are treated like we could not possibly have a good idea in our heads.
Negative. I have been here a long time. More and more I find decisions being made for the convenience of faculty and staff and not education improvements for students. It may be a nice place to work, but I believe the academics are being short-changed.
Good. I am on the Advisor committee and we are actively making changes to our program.
middle of the road
I am greatly enthusiastic about this process. I believe it works, and it is much more effective than reviewing programs every ten years.
I work with a great group of individuals. I would prefer to do this in writing versus the computer to make sure this is confidential.
My level of enthusiasm is moderate.
Very high level about improving the institution . . . but not sure of the follow-through on these types of initiatives
I have no enthusiasm.
Truthfully, I am not excited about anything that will require more meetings and committees. If an innovative approach to systematic quality improvement, without a huge occupation of time, could be implemented, I would be willing to contribute to ensuring JJC's quality and future.
I hope some of the ideas will work but I think our lack of faith in certain leaders will ultimately make the processes not work.
Too slow. The future is now.
I'm all for it if we will see the results of our efforts. If changes are being made that will improve the student's experience at JJC, then I'm in total support.
Staff is trainable and can make a difference, but when you have the person in charge of a department who does not adapt, even with training, what is the use? I think the department heads need some sensitive training.
JJC needs a lot of improvement. I realize that a lot of those improvements were hoped to be accomplished through the referendum, but the community doesn't seem willing to pass that, so we need to look internally at what we can do to fix the problems - for instance more afternoon classes might spread out the crush problem of not enough classrooms which in turn might help the traffic problem. These may not be the best ideas, but we need to think of solutions like these that will help improve things without spending a lot of money.
I look forward to positive evaluation. Hopefully, employees can do the same for their boss.
N/A
I have been here over 20 years. I am linked to the community and my reputation goes out with graduates. If I am not update my program fails. I am constantly looking for ways to improve. My course outlines of three years ago are no longer valid. That is how fast my technology changes. Administration does not appreciate that rate of change.
I think it is a direction we have to go but in moderation.

I am enthusiastic about the move to improve this institution. I believe it has great potential. However, I am concerned that management here is not up to the task of leadership. Many of them could benefit from additional training in leadership and management techniques.
I don't know. I will withhold comments until after all is said and done.
The college has gone through several of these quality improvement processes and it seems like nothing ever comes of them. So to come up with, yet, another one feels like we are spinning our wheels.
I am for any improvement that organizes and creates teamwork between departments. Change is always difficult but necessary to be contemporary.
My feelings are mixed. While it is a good tool, it should not be the only tool used to improve the institution.
If things start to change and not just the things the administrators want then I'm all for it.
Somewhat reserved--I've seen this before--it only works if people want it to work, especially those in management positions. I'm not convinced everyone wants it.
There should be a current system in place for quality improvement.
We seek and protect the status quo.
Since I don't know anything about it, I can't answer the question
pretty enthusiastic, the institution has a lot of potential and good leadership
I am enthused as long as I agree with the type of progress made. Progress for some is not necessarily progress for all.
I am a strong supporter of ongoing quality improvement, but I realize that unless the majority of faculty and staff are supportive, and the administrative leaders are consistent, it may not be viable.
I really believe a lot of this quality improvement stuff is silly and just another fad. I also feel personally left out of the loop. Those who were "chosen" to participate are not necessarily the hardest working or most dedicated employees here, so the rest of us are kind of the forgotten ones. Sure, you're asking my input now, but I really wonder why the same faculty are always the ones doing these projects. I'd do more if I were asked.
I'll buy in as long as what I have to say will be listened to and considered.
Very enthusiastic - we must meet the changing educational environment with the use of systematic quality improvement.
As stated before, I question whether this program will work. I feel that in some departments the administrators will write what the employees want to hear and the whole process would be skewed.
I am concerned about the greater reliance on quantitative measurement of how students are progressing. We are not "selling a product", we are encouraging students to progress in wisdom, and to develop their learning skills which may be, but are often not, measureable in some quantitative way.
I don't like it, I don't feel like it helps.
I am very happy with the current student population in my area. Our enrollment is at an all-time high. I am enthused about my teaching duties and challenges ahead. However, I am concerned about some of the newer faculty and their commitment and knowledge of where we have come from. As I stated earlier, sometimes it feels as if our teaching responsibilities are the last thing of importance to the school. The committees and subcommittees have gotten out of hand.
A little low right now. This college is not making improvements to keep up with the needs.
LOW...THINGS KEEP CHANGING, BUT NOT ALWAYS FOR THE GOOD.
I am very enthusiastic about it. I feel it is a better way to involve staff as well as faculty and afford the opportunity to keep lines of communication open between all members of JJC. When people feel involved, they develop a sense of ownership and feel empowered.
There is always need for improvement in any establishment so I am quite enthusiastic that we will find ways to improve our quality of service.
The morale of employees need to be improved upon. Rather than hire outside, how about looking internally at staff for promotions and give recognition to those that go on to better themselves through education and certifications.
I think it is a great system. It is proven to work in industry, but it seems to not have the "buy-in" from JJC employees. I think there may have been so many different "improvement initiatives" in the past that were never acted upon, that many employees have become apathetic towards the idea. Let us start with some small successes and publicize them internally and externally. Then, employees may accept the system.
I believe in continuous quality improvement...it is a lot of work and may take time...needs to come from top-down and vice versa.
I like new things. But I don't believe it needs to be handled by the use of systematic quality improvement.
im enthusiastic but im not sure that the college is capable of improving at the rate that is necessary. Especially, Technology and Marketing-wise.
I hate surveys.

Recently, since December, I have lost enthusiasm for the improvement of this institution in systematic quality improvement.
High! I am excited about making JJC better.
My level of enthusiasm is minimal. The idea of systematic quality improvement is not well understood by me and seems very vague and broad.
No comments.
My enthusiasm is probably at the fair level. I have been at JJC for a long time, and have seen how we lack in resources or the commitment of resources for areas needed in improvement. I know this is a problem everywhere.
I am somewhat enthused, however, I also believe that there is such as thing as too much systematic evaluation that leads nowhere.
Some of our students seem to come from a disadvantaged educational background, and that makes our job more difficult.
The AQIP process is exciting. It allows for improvement to be part of the fabric of the college.
GOOD
very high
I frankly am a bit tired of hearing about "systematic quality improvement" while at least one sector of the college which cries out for plain old-fashioned improvement is ignored by top administrators.
Good, we are doing the best we can with what we get.
I am doing all I can to promote this college
Again, a college this size will onle benefit from systematic improvment. This will guarentee improvements are made because they are necessary, affordable within our budget process and timely. Good things take time and a clear plan can only help us.
Medium level of enthusiasn
very satisfied. I have participated in numerous programs over the past twenty years and experienced many opportunities to improve my knowledge and skills
Fair I have soo much to do and soo little time.
It takes time and effort and the agreement of many people on campus. As long as the money and effort is there, then improvements will happen.
I'm enthusiastic about improving the quality of our institution, enhancing learning both inside and outside the classrom, and working to improve communication. Systematic quality improvement sounds nice but my experience has been that it is often busy work rather than genuinely productive in serving the mission of the college.
whatever is best for the college I am for.
If you are asking me what I think of this survey, it's a lot of talk. Goals should be understandable to all of our employees and putting it in high-falutin' language isn't serving our needs. I was a psych major and I don't thing I've ever read so much gobbledy-gook as some of the stuff that comes out when we talk about JJC goals.
I am open to all forms of looking at what we do and how we can improve.
Most people look at the quality improvement process as worthless. Busy work to make it appear that we care about quality.
I know everyone feels a need for improvement but, if everyone is willing to help is the question.
If it is implemented with sicerity, I am very enthusiastic. If it is simply lipservice by the administration, it will simply cause more problems
N/A
I have great reservations due to the total focus on academic programs at the expense of occupational programs. As long as we have this focus among the people in charge, the overall improvement of the institution is doubtful.
its been my observation the staff seem to be standstill; some staff are not willing or open in terms of customer service; the enthusiasm is slowing me down.
Not sure what is meant by systematic quality improvement. NA
Level of enthusiasm for improving the institution is encouraging as long as the improvements are significantly noticeable - not just some token improvements that have been seen in the past or tried and then forgotten.
I'm willing to help to do what needs to be done to improve Quality, in foodservice and customer relations.
Identifying strengths and weaknesses and discussing improvements always worthwhile; overall consensus and consistent committment to implementing changes always difficult
Systematic quality improvement is a good idea because it makes the staff members think about what should be changed.
Excellent. It is an excellent institution but there are areas that can be improved. Working together assists with some of the best solutions.
I'm all for any system that will help the college continue to grow and meet the educational needs of our community.

I think it is a great idea as long as the college picks only one or two topics or areas to focus on at a time.
I am guardedly optimistic. I hope this works for the benefit of all and is not something driven by a few and imposed on the rest.
satisfied
Skeptical. Sounds like lots more committees accomplishing little or nothing and taking up lots of time and money
Too many committees, too many meetings.... you won't get there that way.
low
interested
Average enthusiasm. I am wary of managerial phrases such as "systematic quality improvement".
There is no incentive or enthusiasm. We have the same people go to the conference and I never see anything brought back to share with the staff.
POOR BECAUSE ONLY SELECTED PEOPLE ARE INVOLVED. THEY ALL SEEM TO BE THE SAME PEOPLE
I am very excited that new options are being explored to better the college.
In the middle. The college need more classrooms and parking. Don't move existing places.....build a building just for classrooms and a parking lot. More communication on all levels within the institution.
I am completely for moving the institution forward. I am skeptical, however, of the use of "systematic quality improvement." Seeing our students as customers and management-driven quality initiatives deemphasize variation (an essential component of education), rely too heavily on quantifiable outcomes (ignoring the rich diversity of learning outcomes), decrease employee control in favor of management control (this rule only applies to managers who still operate with 1970's/80's management style), and imply that employee needs are subservient -- even antithetical -- to the college's goals. ***It is theoretically and practically IMPOSSIBLE to apply the student-as-customer theory to higher education because in the market, CUSTOMERS determine specifications. Should we let 18-year olds determine what we teach? Anyone who knows the basics of student cognitive and affective development knows students are...no, do not even have the ability...to determine what their outcomes should be.Very little data, outside the realm of cost-effectiveness, is available on the positive of quality improvement. In fact, outside the realm of cost-effectiveness -- I have not seen a shred of evidence or research (which makes me question why AQIP embraces it so much). For proof that even AQIP doesn't know what it is doing, just look at their website and goals and you will see a byzantine, discombobulated mess of statements, quality criteria, or standardized goals, each with 10 to 20 of their own goals or criteria, and all of it impossible to fit together into any kind of coherent whole.***Unclear reasons and rewards; a language that is intentionally offensive (and even antithetical) to instructors, many administrators, and education in general; little to no organization or effort on the part of AQIP to be organized or explain how any of this fits into a larger whole (just a giant mountain of standardized platitudes that only a machoist would attempt to decode and a messy website); and no ev
I'm quite baffled by the whole process. While assessment and adjustments are legitimately necessary, there seems to be a bit of a disjointed approach to all this.
I am excited about what students clubs are doing but I have concerns about the admissions process and the low graduation rate of our students.
I believe that any method of improvement that does improve what we already have will only be to our and the student's benefit.
My enthusiasm is extremely high due to the fact that I'm a new hire to this campus. Everyone without exception shows nothing but enthusiasm for the college and their position at the college.
Don't understand what the use of "systematic" quality improvements means.
I cautiously have a high level of enthusiasm because I am aware of the potential effectiveness of systematic quality improvement for organizations IF implemented properly. If not implemented properly, it could actually work against the institution.
no comment
So-so. I sometimes am swamped with my own class load. I need to know that it would help me be more effective.
I am excited. Rarely do staff get a chance to truly express their concerns and compliments. I think only a positive outcome can come from this.

86. Overall, how would you describe your professional satisfaction at Joliet Junior College?

I do have complete freedom in how I teach a course. However, I do not feel that I have any say in the courses that really would be necessary for a graduate of my department. Suggestions seem to mostly be considered as rambling.
I'm dissatisfied with many employees and the kind, quality and amount of work that they produce. Years ago we were taught well to be very knowledgeable and professional in everything that we did for and at the college. Now we have hired some people who seems to only warm a seat and collect a paycheck and never go out of their way to learn something extra or to be helpful to others. It is sad what is happening here but I must admit that I see it elsewhere also.
I think the quality of our students is declining. I also think that JJC is pretty backwater, we are not cutting edge nor are we very sophisticated. As a professional, I am constantly amazed at the small-town small-mindedness of most of the staff at our school. We just seem a little backwards thinking.
On a scale of 1 to 10, I would rate it at a 7.75.
I am generally satisfied particularly in regards to my own department and the top administrators.
I am highly satisfied at JJC.
Rewarding
Fine
I AM A NEW EMPLOYEE; HOWEVER, I AM VERY HAPPY AT JJC.
good
I possess a high level of professional satisfaction. My immediate superior is a wonderful, people oriented leader.
In my current position I do not see any areas of advancement that have been presented to me or to be trained for.
Highest level
On a level of 1 through 10, with 10 being the highest, I would say 6. I do work with some people who respect and are appreciative of the work I do. While others look down upon you if you are not a teacher or administrator.
I am very satisfied with the heart of my work - teaching, but feel that much of the departmental level work is ineffectively planned, and that my department is not working at its best capacity.
I love teaching and I think JJC is a great place to work despite its imperfections.
I am extremely satisfied with the faculty and students. I wish the technology component at the school was more reliable.
SATISFACTORY
Very Good
I think all departments try to do their best, however I feel that the students would show more respect not only to employees but to others if their manner of dress was upgraded. I think casual wear is taken advantage of in some frontline positions.
GOOD
Extremely satisfied however: would like to see recruiters held accountable for student enroll in all programs. If possible, use a quota system to measure each recruiter's effectiveness - have them specialize or accountable for enrollment within specific program areas.
Average - very average
JUST OK. DEPENDS ON THE DAY AND TIME.
Overall I am satisfied. There are probably areas that need improvement, but I'm not sure what they are yet.
Outstanding
I am very satisfied with the part that I am able to have at this college.
I love this institution. I enjoy teaching the students, interacting with my peers and am proud to be a part of such a fine institution.
satisfactory
Very satisfied. They encourage professional development and the staff is very helpful and friendly.
excellent
I worked in a very stressful environment. There are some individuals that should never have the authority to be in charge of a department. They have no social skills and do not uplift their employees to do positive things for the college.
Have enjoyed many years here, always felt comfortable in my chosen field.
Well
I love working here. It is a great atmosphere. I am very pleased with the department I work for. It has many perks. I believe in general it is good to its employees/staff.

Very high. I am a new hire that turned down a 'more prestigious' tenured faculty job at a large down state 4 yr university in favor of JJC. I love the atmosphere, the people I work with and the opportunities available outside of the classroom with regard to being a club advisor etc.
Excellent
I enjoy working at Joliet Junior College and feel that it is professionally a great place to work. The college does have its weaknesses which need to be worked on such as: 1) Moving forward with technological processes (web based functions both for students and staff) 2) refining the institutional goals and communicating this effectively to the departments so they have a model to follow to set their goals 3) streamlining processes within each department or functional unit 4) allocating resources appropriately according to the needs of the college.
This has been the most rewarding job in my educational career. I think the college does a great job of promoting continued education for its faculty. Instructors are treated as professionals both in and out of the classroom. Our knowledge and expertise is respected.
Frankly, I'm burning out. Witnessing so much waste, and knowing where resources could be better utilized, is disheartening. I'd rather just do the best job I can in my department, and resign myself to the realization that the majority of those who work just make the best of it.
I am very happy here.
Very satisfied
It is a good place to work, but honestly we are just widgets, and what we say or think makes little difference. For that reason, I'd rate my professional satisfaction at about a B- level.
The college has allowed me to grow professionally and personally. Thus I'm very satisfied with my association with JJC.
I could not be more pleased.
I have worked here for many years, and I have thoroughly enjoyed all of them. I believe we have the strongest, most productive group of administrators now that we have ever had, and I hope we will transition to a new president who continues making JJC a wonderful place to work. We have had some history where innovation and change have been resisted, but I believe we now have the momentum for sustaining quality at JJC.
i cant wait to retire
I feel very fortunate to be at JJC. I learn everyday from my colleagues. I look forward to going to work.
I feel isolated from the mainstream (if there is a mainstream) of the college.
It's the best.
Over the years and through 5 administrations I have had my ups and downs. Overall, the college has been very good to me and it has been a place I have been proud to be a part of. In the "down" years, I still kept up the pace, not because of the top leadership, but driven by a passion to carry on the high quality reputation of the college out of respect to those who came before me.
I love this place!! We aren't perfect but this is the best community college anywhere
I am extremely satisfied professionally at JJC. Full time faculty may have the best situation. I am given freedom to develop classes, to grow professionally. I am supported by a great dept. chair and resource/technical staff. JJC staff are always helpful and supportive. I have a great job and the working environment at JJC is ideal. I also may be naive to many of the workings of other departments and administrative woes.
It's a great place to work. I have put in 90% of my professional career here and I have never regreted it. We have had our problems, and we have overcome them. I will be proud to have put in 30 years of service at this school.
Very good! I am proud to be a part of a very professional team.
The benefits are good and they do treat full-time employees as a whole good.
I am actually extremely satisfied with my experience at JJC. I work in a supportive and interactive department. There is a high level of dedication to improving the learning experiences of students and that is what I am most interested in accomplishing throughout my career.
I am satisfied with the professionalism displayed at all levels of the college.
Professionally, not very satisfied. The role of administrators is blurred and as a result the performance of administrators is not maximized.
Quite high
Very satisfied with teaching; not satisfied with academic climate of college.
Overall, I am quite satisfied professionally at JJC.
I have been very satisfied with at Joliet Junior College. The environment really lets you learn, grow, and work in a way that helps the employee, at least in my department.
Outstanding!!!!
Great satisfaction. Despite the many areas needing improving, JJC has an open environment, the faculty want are involved and innovative, the physical maintenance is excellent, and I always feel that there is a genuine interest in improvement and excellence, whether it is attained or not.

About average.
Excellent
Joliet Junior College has been good to me. I have gained quite a bit of personal and professional experience here.
Honestly, I am currently satisfied at my professional level here at JJC only because of my educational level. I am in the process of furthering my college education and I hope that will gain me the professional satisfaction I will expect.
I am satisfied with the program I work for. Mainly because we work so very hard to give our students the best program we can. When I originally started here, there was only 8 classes, now we offer 13 classes each semester. WE train over 211 students a semester.
I feel fortunate to be here. I'm pleased to have the respect of my colleagues and students and I'm especially pleased to have worked with my Department Chairman.
Joliet Junior College provides many opportunities for professional development and advancement. We have a professional but also personable environment.
ONLY SOMEWHAT SATISFIED.
I feel JJC is a great place to work, I don't always feel we are informed of everything we should be. As far as an Educational institution I feel it is a great place to learn and earn your degree. I think we have some of the best instructors in the area.
The only improvement I would make is increased training for myself and other staff members
I am proud of my accomplishments
Satisfaction within the classroom is excellent because it is all about the students. Professional satisfaction in the department is at a low point because of favoritism shown to some with resulting negativity shown toward others. The Union has also become an impediment for the same reasons. Contract language initiated during the current contract unfairly pits colleague against colleague. Furthermore, issues that should be between a department chair and the individual become the subject of department meetings.
I enjoy JJC a great deal. The individuals that work here are a wonderful work family. I have been allowed to grow professionally and encouraged to assist others in their development. I believe JJC delivers a quality product that we can be proud of.
Most of my experincers has been postive. however, the lack of accountabilityand apathy in our basic education progrmas is amazing!!!
My professional satisfaction level has its highs and lows --- It seems that when I begin to believe in steps being made, something is done that appears to happen only for political gain or self-preservation. I sometimes believe that if all JJC employees were held to the same code of conduct that students are held to, some folks would be "expelled".
It's a job
High
I have been here almost 9 years as an employee and prior to that as a student---I truely do feel this has been the best place to work because in my work area most of us do work as a team and want the best for our students no matter their race, age or background. My boss is a caring and listening individual that treats me very fairly and objectively. Everyone should have a job where they enjoy coming to work and enjoy the daily interaction with students.
Overall, it is mediocre. I hope that it can improve.
Fairly satisfied
I am generally satisfied.
I am very satisfied with Joliet Junior College as a place of employment.
For me personally, it's a good place to work because they are flexible with scheduling. For me professionally, it's a deadend job with minimal satisfaction and no opportunity for advancement in education (tuition reimbursement) and no recognition for the advancement you pay for and succeed for yourself.
JJC has allowed me to be the professional educator that I want to be without outside interference.
Without reservation: absolute satisfaction.
very satisfied with support I have received to develop and enhance courses and their instruction
I am very satisfied as an employee of Joliet Junior College.
Reasonably satisfied.
I am VERY SATISFIED and really enjoy working at Joliet Junior College. My supervisor is great! There are many perks and opportunities---such as the events on campus; sporting events with free admittance; theatrical events; dinners and dining events; planetarium shows; free tuition for employees and family members; tuition waivers to the Fitness Center for employees and family members; free classes for computer training and updating.
My professional satisfaction is great. I enjoy what I do and hope to improve my department for years to come.
try to do a good job, but higher ups have different agendas
very satisfied, able to concentrate on what is important to teaching
JJC CAN BE A VERY GOOD PLACE TO WORK

Very Satisfied. I am proud to be a JJC employee. My work as a faculty member is very rewarding. I look forward to coming to work and doing my job.
I really like working here. I have a great boss and it has been a very good experience for me here.
I am very satisfied professionally at JJC but I am very disappointed in the level of training and instruction someone gets to preform their job. It seems that you learn by trial and error and it sometimes is very embarrassing.
I feel we have one of the best programs in the US and we have national accreditation in what I do.
I am somewhat satisfied but feel that there is a need for improvement in a variety of areas here at JJC.
OK. Not great, not horrible. Better than corporate America, but where's the "idealism" I sought. That was the main reason I sought to work here. Instead, it's fiefdoms and territoriality. And the attitude that "this is the way it HAS to be done" is just so rigid and limiting and unresponsive.
I'm satisfied, but of course I think some things should be changed that would improve the College.
I enjoy working here and the professionalism. The students and their accomplishments are so rewarding
During my 25+ years at JJC, I have been very satisfied. There have been many changes over the years and most have been for the good.
very high
I have reason not to be completely satisfied as an employee. I have been doing the work of a little higher level than my current rating. A month ago there was an opening for the level of work that I have been doing. A BS degree was not a requirement; according to my supervisor I qualified for the job offered. However those doing the hiring decided to hire someone who will have a BS degree soon, making the ad for the job false advertising.
Okay, there are good times and bad times.
Very satisfied
I am frustrated by a lack of communication between departments. We need more team work.
Good
I am generally satisfied. While I perceive some shortcomings at this institution, they are balanced by strengths.
Excellent. It is a wonderful place to work.
I am satisfied in my position at jjc.
I am very satisfied with the professional standards that are witnessed on a daily basis.
On a scale of 1-10, I would rate my satisfaction as a 9-10. My only dissatisfaction is not with the college, but the lack of funding to the college that is necessary to improve equipment, etc. The administration is supportive of student learning and faculty development and in fostering a good working relationship.
very satisfied - I enjoy working here, even tho things are occasionally frustrating.
Professionalism has seemed to taken a back seat to politics for many at the institution
I HAVE A HIGH LEVEL OF PERSONAL SATISFACTIN BECAUSE OF THE DIVERSITY OF RESPONSIBILITIES AND LEVEL OF TRUST PLACED IN ME AND MY POSITION
I believe the college offers many opportunities for us as professionals.
I am most satisfied with my professional relationship at JJC. I am extremely proud to be faculty member of considerable tenure.
I love my job as well as the people with whom I work. There is ample opportunity to improve my job skills, but I find when approached with a learning opportunity off campus, i cannot attend due to budget constraints.
Excellent - I have been afforded many oportunities to have a voice in different areas of the college that has been met with respect and support.
Very ssatisfied
Very satisfied
OK
High
I am very satisfied with my position at JJC
Great!
Joliet Junior College is a great place to work. Many opportunities for new learning are always available. I believe our administrators truly and deeply care about the students, the community and the staff of the College. They are always forward thinking and open to suggestions for improvement. I love it here!!!!
Have quality educators. But we our limited with space, and our technology needs to be updated.
Excellent
Excellent!
Very satisfied.
I am very professionally satisfied at JJC. I appreciate the opportunity to take classes and attend conferences to grow as an instructor and as an individual.
the working environment is friendly and I typically enjoy the people I work with. I am currently satisfied with my position at JJC.

Frustrated at times.
Mediocre since development of my skills is not encouraged or rewarded.
Very satisfied.
I think that the college as a whole is a very professional institution, but I believe that administration is a problem in some areas.
Very good!
I have learned a lot and it is satisfying.
My professional satisfaction at Joliet Junior College has been and continues to be rewarding. With any institution, one will be faced with challenges due to organizational change, changing student demographics, and technology; however, change is necessary to meet the ever-changing educational needs of a College.
I HAVE BEEN AND WILL CONTINUE TO LOOK FOR OTHER CAREER OPPORTUNITIES
ok
I am satisfied.
I enjoy working at the college but become frustrated that most people are out for themselves. Whether an employee is new or has been there for years if you need help with a process, most people are not willing to help you or explain how a process works. I feel that I am imposing on someone for help and once you have been given instructions you better not ask again. I get the impression that people are afraid to help you because you might have a better understanding of how to process information and therefore become more valuable than they are.
I'm extremely happy with my position at JJC. I do feel that there are a lot of part time support staff that have been employed here for quite some time that should be able to get at least partial benefits. I'm sure an insurance company would provide benefits if enough people were interested.
Very satisfied
Overall, JJC is a pretty good place to work.
Joliet Junior College is one of the best schools to work at.
I love working with the students here and do my best to assure they learn the skills they need to succeed in life. I feel we need to consider whether or not programs actually support our educational and civic goals.
I am very satisfied. There's always room for improvement, but overall it's a great place to work. I have only run into 1 nasty employee in 4 years.
It's a great place to work at.
I am very pleased with the work ethic and professionalism. I am proud to be part of the JJC Staff.
I love this school and I love working here.
When I joined this institution I was elated to be part of its' teaching faculty. I felt supported by all levels of administration and felt that there was trust. Over the last 2-3 years this sense of well being has disappeared. There have been several times when issues arise that one cannot determine where the truth lies. I still enjoy teaching and students but the work environment outside of the classroom is tense.
Moderately satisfied
Satisfied
I am very satisfied with JJC.
Felt that I have done a good job and taught students well.
What is professional satisfaction?
good
very good except that I feel we are being encouraged to be innovative in course offerings (satellite campuses, distance education, etc) yet also being told that we should be "seen" on main campus a minimum amount as well; we are not trusted to professionally make the decision as to what will best serve our students; of course, maybe some employees aren't making good decisions...
OUTSTANDING
it is okay
Satisfied.
Excellent
I am highly satisfied in my particular department under my particular director.
It's a really nice place to work and I'm happy to work here. It's just that it takes a long time to get anything from anybody.
satisfied
Torn. I am very proud of what we accomplish every year, there also are many things that really need to be addressed. I enjoy my job, but find it difficult to work in an office mired in tension, brought upon by a manager who does not know what he/she is doing most of the time.
Very happy! JJC is a great place to work!
Ok
I am quite satisfied.

I love working at Joliet Junior College! The students I have encountered in the classroom are amazing and constantly teach ME something new. I hear about dissatisfaction from colleagues and support staff and would like to make everyone's experience in being employed by JJC as positive as mine has been.
This is a wonderful place to work. for the first time in my teaching career, I fell and am treated like a professional with valid opinions and observations.
Very satisfied, the college and employees who range from staff to faculty maintain a very professional attitude and uphold their positions in a very proud manner.
not getting enough training.
I'm have been here nearly (15) years and feel that I have been growing right with the college; witnessing growth, improvement, expanded programs.
I started out very high. When I saw others that taught with the assumption that they could do no wrong, and could not be swayed from their ego trips, my satisfaction level dropped. Not all the faculty is like that, just a few, and they do hurt everyone.
At one time it was very high. Presently it is high in relationship to my classes and my students, but it is very low in all of my work outside the classroom because I work in a department with people I do not consider very professional and it is a disappointment to work in a culture where excellence is not encouraged.
Very good. I have grown professionally and academic during my time with Joliet Junior College as adjunct faculty.
I am highly satisfied. I would not want to work anywhere else.
I like working in the department that I'm in and with the group of individuals that I work with. I feel our department has grown and will continue to grow through the years. I would like to have more input on my job.
My professional satisfaction at JJC is average.
Joliet Junior College is a great place to work. I enjoy coming to work and working with various employees throughout the college
There is always room for improvement but why bother nobody cares except your immediate boss.
I am PROUD to be an employee of JJC and represent our institution in our community.
I love working at this institution. Many of the people here are terrific to work with and have made working here very satisfactory. There are several people here that are so difficult to work with that the last 3-4 years have been a struggle at times.
Good.
I really like my job and the role I have. This is a great place to work. I do think the communication needs to be improved and there needs to be much more collaboration between departments. We are all here because of students but sometimes we don't treat them in ways that make them want to continue at the college.
I love my job and I work with some outstanding people. I have contact with a great number of students and I am never disappointed with their enthusiasm and effort. Overall, this is a good place to work.
I like working at the college. There is a lot of beauracratic garbage that goes on, but that's true of anywhere. Overall though, I like the people I work with and I like dealing with the students. I don't mind getting up to come to work.
I love working with the students and my co-workes.
Overall I am satisfied.
I am not satisfied.
I have never regretted walking in the door each morning which sometimes has been the case with other employment. The college overall is a great place to be employed.
My situation has been satisfactory, however, I don't always get a voice in areas that relate directly to my job.
At this stage in my career not too good.
Above average
I wish that positions were compensated for what they do and not who they work for. Some lower level support staff do administrative work and do not reap the benefits.
I try to be professional in every aspect of my position. Depending on my supervisor at the time, I have been very pleased or very unhappy. Some supervisors have given me free rein and I blossomed and was very creative. Other supervisors insisted on my approving every step I took, which was time consuming and constricting.
I am quite happy here at JJC. I find that most of the people I work with here approach their work as true professionals, and I appreciate the spirit of cooperation I generally encounter from the administration on down.
I think there are alot of people here who need to grow up, start to thank the ones below them, and try doing a little work themselves.
I love working here. I feel fulfilled as a professor that empowers students and is yet still a learner from my colleagues.
On a scale of 0 to 10, about an 8.
I obtained professional satisfaction from my organizations outside this campus.
I am looking for employment some where else.
In spite of all JJC's faults, very high

very satisfied
It is a wonderful place to work. I enjoy the work I do immensely and my supervisors are very pleasant to work for.
I love working here. It is not a perfect environment, but where is such an entity? I have grown both personally and professionally during my tenure here, and would not want to work anywhere else.
I generally like my job. The students are for the most part good. Most of my colleagues contribute. I do wish there were real ways we as faculty could be rewarded for our hard work. I feel like I do lots of hard work but that hard work is not rewarded. The long run problem with a system like this is that many faculty would do more if they felt better rewarded, but because they don't get recognized, they won't do much about it.
I get great professional satisfaction from my job at JJC. Most of that can be contributed to a supportive boss, and the opportunity to try and do innovative things without being micromanaged.
I have great satisfaction and pride for working for Joliet Junior College. Even though there needs to be more perks for part-time workers.
I am quite satisfied but look forward to more strategic thought that integrates student learning-and the entire campus.
Very satisfactory to this point.
Quite good, but more recognition for academic achievements such as participation in my profession (attending professional meetings, delivering papers, publishing articles and books) would be helpful.
Average
Very good in the areas of teaching.
I enjoy it. But not sure if it will improve or stay the same.
As my position evolves, my satisfaction continues to improve. Clearly defined duties and responsibilities were not obvious when I began working in my position but now I am able to grow and expand my position with the support of my Director.
OK
good
I have gained a lot of knowledge since working here at JJC. I feel all employees should put forth a professional effort on their jobs.
Where I am at the moment within the department that I am employed at, very unsatisfied for I am not allowed to perform the duties as my job description states and work in a very hostile environment.
I am very happy with my position at the college. I love working with the students and helping them to identify and achieve educational goals. The part that I am most dissatisfied with, is the way that faculty seem to work in their own islands. There is not much collaboration to determine how the college could improve, how departments could improve or how we could work together to more efficiently meet student needs. Coming from industry as a manager, I hate to see inefficiencies and "turf protection", and we seem to have a lot of both. Some employees seem to put the best interest of the students first, while others do not. There seems to be no system in place to stop this pattern.
I truly enjoy my job and my dept., however, I do have concerns about team orientation interdepartmentally and intercampus...
Wonderful. I enjoy the Joliet Junior College Family.
Good, so far, but i havent been here long enough to be sure.
Recently, my professional satisfaction, has dropped due to overall sensitivity.
I love working at JJC. Good people---great students.
I am overall very satisfied as a faculty member at JJC. I would like to see more emphasis placed on ways to "educate" the "educators" so we as the faculty can learn and grow and be the best we can be for the student.
I am satisfaction with the departmental support and hope for more support from administration.
I am happy to be employed at JJC, and I try very hard to be a best contributor in my everyday student contact, and in my involvement in committees, activities, and college operations. I am always aware of and concerned about the lack of "informational communication" which would allow me (and others) to work more effectively and cooperatively.
I am extremely satisfied!
Overall, I'm satisfied.
Joliet Junior College is a great place to work.
GOOD
very satisfied
Decent. The positives are the students with whom I work and some colleagues (most of whom do not work in my office). The negatives are woeful management, which includes the dearth of vitally needed staff development.
Good
I love it

I enjoy working at JJC. It is a pleasure to work with a variety of students and professionals. My ideas are always heard--good or bad! I feel supported, mentored and happy in my work.
It is very frustrating when supervisors "micro-manage" and do not allow good employees to do what they are trained to do. I would also like to see better communication in departments.
very satisfied
Good
I'm very happy to be working at JJC.
I'm proud to be a member of this community. It isn't perfect and there is a pull between the thinking of the past when Joliet was a more provincial, conservative area and the present need for innovation and creativity. But it's worth the effort.
I am pleased at the effort of most of the departments I deal with but all of us can work a little harder and do more to help students.
See, there's a good one. What is professional satisfaction? If it means am I satisfied with my profession, I would say yes. I am very happy with my job, like what I do, but there is too much game playing and hostility in the office environment (here at least).
Extremely happy.
I am satisfied here
I have been happy for many years but, I feel a lack of direction in the last year or so.
Joliet Junior College is the greatest place to work.
adequate
I believe there is room for improvement.
I have been generally satisfied over the years until the last 7-8 when the focus of the institution has shifted dramatically to an academic focus.
In the six years, I have given 120% (everything I got) to ensure that my department runs smoothly keeping the peace and meeting every single deadline. I feel satisfied in the fact that my department has been complimented as excellent professional customer service.
Very high
Crisis driven. No time to learn.
I am pleased with my professional satisfaction in that I have been given many opportunities to grow in my profession.
Very satisfied; able to utilize personal and professional education, skills and expertise to positively impact community. Being part of an institution that has a well deserved reputation for contributing to community's personal, social and economic prosperity and growth.
Very good experience.
The teacher's union is way too strong and it protects people that should not be here.
Extremely satisfied. But, sometimes, equity is not all it should be.
above average to high - you get out of it what you put into it!
In my current field I am moderately satisfied, but I think other departments need to work together more.
I'm satisfied.
very satisfied
Excellent college... proud to work here.
I like this place.
good
excellent
I am happy with my position. I feel that I am encouraged to develop my skills and that I am supported in my teaching efforts.
It has diminished. I used to enjoy coming to work at JJC. But I have seen incompetent people get hired and then take the credit for work they did not do.
I am not satisfied with being the only black in my department and knowing that another black will not be hired when a position becomes available. I would like to see more people of color in my department. As far as my duties are concerned, I like what I do, but am often misunderstood it I disagree with an issue.
I like it here. I believe the employees who have been here long in all areas of the college need to be heard more.
This college is an excellent place to work. I love my job.
The support I've experienced in terms of professional development and academic freedom is invigorating. I am satisfied with this aspect of my career.
I have a supportive department chair and work collaboratively with colleagues in my department, and other program. More time is needed for professional development as teams.
This is the best job I have ever had. I enjoy what I do, the people I work with and the student's I have.

I'm too new to make any real judgements, but from what I've seen so far, I do see the need for much improvement for the program that I'm associated with.

Overall, I would not say it is great. I enjoy my job and the people I work with.

But other than that, as you can see by my answers, I don't know much about the college and what it does and how it does things. Other than an employee manual, don't know much. I only know what I see in emails & signs around campus. Even the emails from other departments don't make sense half of the time when you don't know what the purpose of the department is for. I don't live in the area so I feel like I don't know much about the college at all.

I am fairly satisfied with JJC as a place to learn and grow. I am given lots of (unstructured) freedom to create my own learning and growing opportunities in the context of serving students.

Professional satisfaction would be between somewhat satisfied and very poorly satisfied. Training is non-existent. You are told one thing by someone in the department and then another person in that same department tells you something completely different. No one in my opinion gives you straight answers or directs you to the person who can give you answers. Departments are very territorial and employees in some departments are even down right condescending at times. Some employees will go out of their way to help you and others just don't care. There should be a way for union employees to be able to move up in pay scale within their grade level if they are consistently taking classes to improve their job or towards a degree and not have to go through the hassle of going through a process that everyone here knows never rewards your work/accomplishments. Not everyone can be your best friend but at least try and work together and get things accomplished.

I am very proud to be a teacher at JJC. This is a great place to work.

I am very satisfied. I have been given opportunities and have been given the chance to excel.

87. What are 1-3 examples of processes, areas, programs, etc., at Joliet Junior College that have established an improvement cycle?

1. Keep departments up-to-date. I know that mine is not. We teach some extremely useless courses and ignore some very important courses. We also tend to teach classes at very inappropriate times. 2. New teachers should get a seminar with appropriate topics concerning the college and not have to write papers and read books and make visits and write more papers when already overwhelmed with paperwork. 3. Departments should be advertising in the correct areas of concentration. Some departments should be working in conjunction with the high school level, (which they may very well be but that is not my department) others should be out talking to the corporate world in the ranks not the "so-called" (the same 2 for many years and who seem to be out of touch with reality) corporate advisors who get invited to a dinner and meeting every semester coming from the corporate world myself I see that these 2 people are completely out-of-touch. We have experts in many areas sitting in house and each of these areas needs to be explored on their own merit within the corporate world as opposed to 2 people addressing multiple areas of expertise, most of which they are ill equipped to tackle.
Can't think of any at this time.
1. Minority enrollment up. 2. Fulltime faculty ratio up. 3. The Buildings and grounds look better. We are not big enough and things are getting old, but it looks cleaner. 4. IT is more reliable.
I have no idea...there may be more like me on this.
Course evaluation within our department.
Campus Police
Work order system; employee review system
1. THE ONLINE CAFETERIA SURVEY.
faculty evaluation
NA
N/A
Business dept
I really can not answer this question.
Being new, I am unsure how to answer this question. I am aware of our department's establishment of goals, as well as my own. I am also aware of the developmental level courses in progress.
I think many areas of JJC have processes in place to improve. All faculty have an evaluation process. The departments do program reviews and also assessment.
CULTURAL DIVERSITY
Online offerings and support.
Multicultural diversity is very well represented at the student level with club involvement, programs, etc.
NEW REGISTRATION PROGRAMS. ABILITY OF STUDENTS TO ACCESS INFORMATION HAS IMPROVED.
This survey
Course and department assessment
COLLEAGUE TRAINING PRESENTED BY THE BUSINESS OFFICE.
Maintenance
I believe that the new faculty mentoring program does it, and that the new performance management system will do that, too.
Assessment committee, retention committee
1. Student Services
Compass testing, technology education, and financial aide process have improved the college.
There have been many discussions on the improvement of the technological processes at the college. This is very important since this is the wave of the future. I know that individual departments select their own individual goals to establish an improvement cycle. I do not know of a global process as an institution unless the new performance-based metric and objective process would be counted.
The deferred maintenance has definitely seen a big improvement.
I honestly had to answer N/A to most of the questions since I am a staff member and not faculty/student/administrator -- I have no idea about those areas. As far as examples which have established an improvement cycle -- I can't answer that either.
The JJC Fitness Center

1)JJC's Model for Educational Excellence: the Strategic Plan 2) New Classification/Compensation Plan 3) New Performance Management System. Honorable mention: 3-year fiscal planning process
core values curriculum committee;holistic wellness program
? I'm not sure what this question is referring to ?
1.) Student Code of Conduct process; 2.) Campus Police Chief and improvements in the Campus Police area; 3.) Beverage Grant Program.
1. Core Values
???
department, area of concentration
I AM NOT SURE
I don't even understand this question.
Assessment Committee
The counseling department is always looking for innovative ways to assist students. The development of their website is one example of that.
The Foundation has recently worked to improve the relationships it has between the various department at the college.
I do not know
I believe that the college has made progress in the area of Institutional Effectiveness. I also feel that the college has done a fair job of handling our recent growth considering our failed referendum attempts and lack of finances....
The infrastructure improvement plan to handle our deferred maintenance needs.
NA
encouragement to attend conferences to maintain an excellence in your field
(1)Students are surveyed at the end of each semester in each class to determine how well they thought the teacher communicated to the class.(2)Administrators are constantly evaluating and re-evaluating how well their programs are meeting needs. (3)Workers are evaluated on a yearly basis to determine what areas they need to work on.
Counseling New Student Orientation has been a good step in the area of getting knowledge out to students
Core Values Employee Recognition
The entire Student Center has strived to be more pro-active in accommodating student needs. Customer service has been the main goal with trying to provide additional programs to bring awareness of the many functions in this area.
English department, JJC North Campus, Fitness Center
1. The LPN program 2. The vet tech program 3. Diversity committee
IT & TPC, curriculum, academic computing
Student Services
PERFORMANCE MANAGEMENT (PERSONNEL EVALUATION) REGISTRATION EXTERNAL BILLING PROCESSES
Fine Arts Department: All Disciplines. I am extremely proud of the NASM accreditation of the Music Unit.
First, the meeting on March 2, second, the performance management evaluation process, and third, core values.
1. Improvements in supporting at-risk students 2. Collaboration between some areas and departments. 3. Offering more distance learning opportunities.
The Fitness Center and Financial Aid has consistently and carefully updated its services through improvement.
Programs offered at IET are very successfully initiated, providing an outstanding relationship between the college and the public.
I can't think of any.
Courses are offered to staff to improve skills.
Computers,software, programs such as message therapy, etc
Student Enrollment used to be a long arduous task---now we have so many different ways they can enroll---they are much happier and the lines are much shorter.
The Book Store.
Campus Police,Physical Facilities
the assessment committee
Our technology; our student services have been tremendously improved
Campus Police
There has been an employee recognition program put in place by HR dept. but I do not know what the improvement has been.
1. To have more classes available at the difference sites.

Employee input
Within my department, processes for improvement of courses and programs are in place. Except for the AQUP process, I am unaware of ongoing improvement cycles at the College.
The new human resources assessment process provides a set of stronger guidelines & expectations for employee accountability.
TPC
Not sure.
Performance Reviews
I don't know.
Unsure
Student Living on premises
Enlace Program, School contact with our High School Counselors, Staff training and meeting.
I do not believe I have been here long enough to answer.
I'm not aware of any.
Human Resources and the job evaluation procedure.
Assessment
no comment
I don't know.
Project Achieve, Counseling, Registration
Facilities (as a whole)... teamwork...creativity
The Career Center, The Student Services, The Technical Dept.
I really couldn't tell you, other than AQIP.
Don't know.
Technological support, although that seems to have been a bit more difficult of late. Support for professional development has improved substantially since I first started at JJC.
Core values and employee recognition. Individual departments.
1. Registration online 2. WebAdvisor for student access to records. 3. Purchase books online.
Computer,Healthcare
I cannot truthfully say. I have no knowledge of the programs although I am sure there are some.
Counseling and advising, registration, distance education
CAD Labs - Now hook up to JJC domain Servers
Collaboration between the English department and the vocational areas. Developmental courses (offerings, course content, delivery) have seen significant growth. The relationship between faculty and administration is the best JJC has ever experienced.
N/A
Developmental education
I believe the Physical Plant is keeping time of all jobs being done.
assessment, technology, resources ie(STAR, Advising courses, minority services)
NA
Student feedback. Employee feedback. Incentive programs.
Online registration, people love that. New student orientation online. COMPASS review booklets for students having to take the placement test but need a little "sky hook".
Incorporating the Blackboard system into traditional classes was a good idea, but not all students have access to computers off of campus, or they don't understand that this system is mandatory to the class. I'm not sure of other improvements or how well they are working.
New course development such as GSD 100 and 110.
n/a
Campus police
The current move toward a performance evaluation system is a good move.
I'm not sure.
1) Curriculum Committee going to a paperless meeting; 2) Beginning to get course outlines in the website
The old "Team Building Committee" was progressive in trying to mix the various department/working class by participating in common projects.

We assess our courses and course offerings, which is valuable. We also continually upgrade our technology to improve communication within the institution and to serve student needs.
I have seen the new web site for JJC which will speak loudly for the school. I think that there needs to be additional full-time staff to be a part of the new Web Site, which will need constant improvements and updates, beyond the scope of one man's job.
I am not aware of any at this time.
Many departments have created departmental improvement plans.
This is a ridiculous question
Assessment Committee
On-line functions for students and staff.
Our Assessment Committee has money to fund Assessment Grants annually.
To be honest, I don't understand this question.
The five year financial plan, performance management and the Aqip
The Rich in Quality program.
This, along with many of the questions posed, is quite vague.
culinary arts
1. Faculty Development Committee
1. ag 2. the cafe.
DIVERSITY AND MINORITY PROGRAMS
1) the establishment of core values
1. The core values established by the college have made employees feel more appreciated, 2. College Fair is another great idea. Programs to reach out to the community have been valuable.
None to my knowlege, sorry.
The New Faculty Seminar, Adjunct Faculty Seminars. Both solicit feedback from all participants and work to continuously improve.
Currently working on the redesign of the current employee performance appraisal system.
N/A
Admisssion, support services(counseling, admissions, financial aid,academic skills, and STAR)
Services for tranfer students have improved. Increased visibility of fairs and services.
the core values program is a good idea, unfortunately I don't think all JJC employees are aware of it and buy into the program.
No comments.
1. Developmental education: curriculum and instructional methods are always changing to meet the students' need.
I haven't a clue.
PAYMENT CENTER, GED, DISLOCATED WORKERS
Again...huh?
food service, health center
I believe Student Services has a system. Winter meetings are often planning meetings for programs and budget needs.
CORE Values, Employee Recognition Program
Fitness Center, Admissions/Enrollment process;
The area of student support services.
Replacements of the computers on campus has a nice schedule.
In recent years there has been considerable improvement in development opportunities for full time faculty through the faculty development committee and through the seminar for new faculty. Both of these programs send the message that faculty are not alone and that there is support for professional growth.
Student recruitment has improved and enrollment increased.
What is an improvement cycle?
Not sure.

I don't know, technology?
Development of additional space
Student Accommodation and Resources, Project Achieve, Academic Skills
The process of handling the budget, the process of handling maintenance requests
Recently I have noticed bilinguals which is a good step in providing service to the community. Hopefully there will be more.
Distance learning, expansion of online courses, classroom technology (i.e. smart classrooms)
Tuition waiver process, Information Technology "Help" desk, work order process
Expansion of services throughout large and diverse community.
not sure
Tech Prep, amount of technology available
STAR
1.) Student enrollment
I'm not sure what this means.
Technology
don't know
TMA-CMMS- Physical Plant
with in our department (ag-hort)
cios, enrollment
current ciriculum, new ciriculum, tenure
We have started the employee evaluation system
NA
*Student assessment committee *Attempting to link planning and budgeting* *Measurements of student satisfaction
*Tenure process / Post tenure process for faculty assessment *On-going student satisfaction assessment
*Evaluation processes for advisors, administrators, and chairs
The new proceedure for evaluating tenured teachers was a great plan.
I have no idea at this time.
I think the core values was something good that was implemented & are promoted. It was also good that during the election there was literature given to the employees to explain our referendum (even though it didn't pass).
I cannot name one at the moment.
Getting food service and culinary arts to work together.
Nursing Committees
The Culinary Arts Department has made great improvements to there on-going strive for excellence. The Renaissance Center has greatly improved and is an asset to the culinary program.