

PACE CAMPUS CLIMATE SURVEY

An initiative of the Belk Center at NC State

706 Hillsborough Street | Raleigh, NC 27603

Big Bend Community College

Moses Lake, Washington

PACE Executive Summary

PACE Climate Survey for Community Colleges

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Conducted

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EXECUTIVE SUMMARY

During February and March 2024, the PACE Climate Survey for Community Colleges (PACE) was administered to 370 employees at Big Bend Community College (BBCC). Of those 370 employees, 184 (49.7%) completed and returned the instrument for analysis. Respondents were also given the opportunity to complete a qualitative section asking what they find most favorable and least favorable about their institution, and two diversity, equity, and inclusion questions. Of the 184 BBCC employees who completed the PACE survey, 122 (66.3%) provided written comments.

PACE Means

The PACE Climate Survey at BBCC included 124 five-point Likert-type scale questions ranging from a low of “1” to a high of “5”. BBCC’s survey included the standard PACE 46 questions, Student Success Question Set, Racial Diversity Question Set, In-depth Institutional Structure Question Set, and a set of custom questions selected by BBCC. The PACE 46 questions are organized into four climate factors as follows: Institutional Structure, Student Focus, Supervisory Relationships, and Teamwork. At BBCC, the overall mean score of the PACE Survey was 3.695. The Teamwork climate factor had the highest mean score of 3.902, followed by Supervisory Relationships (3.863), Student Focus (3.807), and Institutional Structure (3.379). When disaggregated by the personnel classification demographic category of the PACE instrument, Staff rated the campus climate the highest with a mean score of 3.772, followed by Administrators (3.729) and Faculty (3.435).

Of the 46 standard PACE questions, BBCC’s top 10 mean scores have been identified as potential points of pride at BBCC. Five pertain to the Supervisory Relationships climate factor, three pertain to the Student Focus climate factor, and two pertain to the Teamwork climate factor.

- My supervisor/chair expresses confidence in my work, 4.377 (#2)
- I feel my job is relevant to this institution’s mission, 4.359 (#8)
- My supervisor/chair is open to the ideas, opinions, and beliefs of everyone, 4.133 (#9)
- Student diversity is important at this institution, 4.034 (#18)
- I have the opportunity to express my ideas to my supervisor/chair in appropriate forums, 4.023 (#45)
- I am given the opportunity to be creative in my work, 4.017 (#39)
- There is a spirit of cooperation within my work team, 4.011 (#3)
- My supervisor/chair seriously considers my ideas, 3.955 (#27)
- My primary work team uses problem-solving techniques, 3.937 (#14)
- Staff (non-instructional, non-administrator) meet the needs of students, 3.922 (#28)

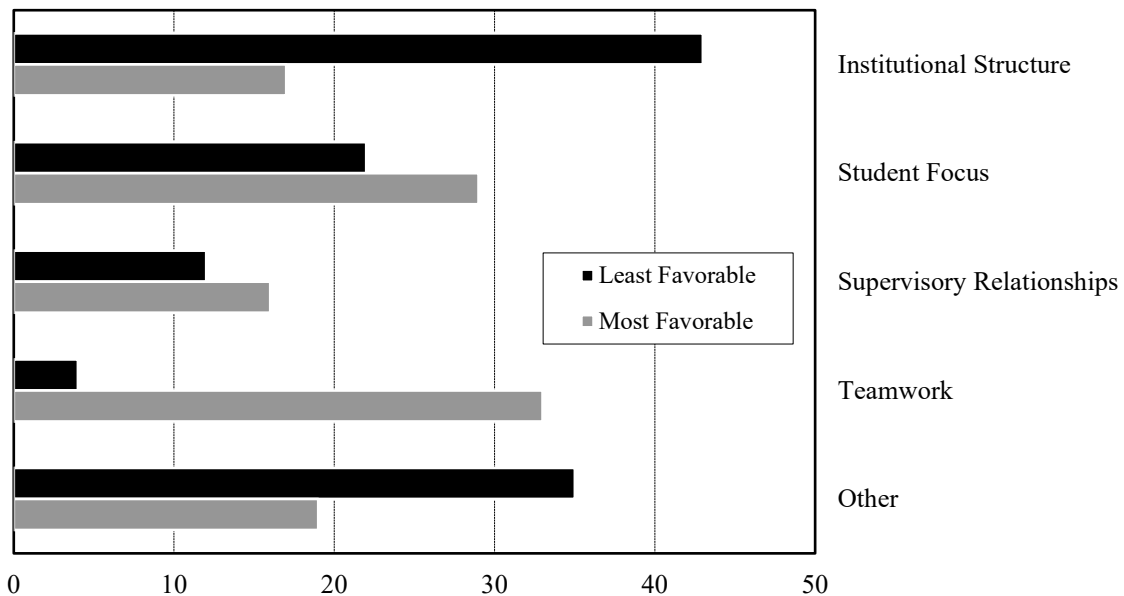
Of the 46 standard PACE questions, the bottom 10 mean scores have been identified as areas potentially in need of improvement at BBCC. Nine pertain to the Institutional Structure climate factor and one pertains to the Student Focus climate factor.

- Information is shared within this institution, 3.101 (#10)
- I am able to appropriately influence the direction of this institution, 3.129 (#15)
- This institution is appropriately organized, 3.133 (#32)
- Decisions are made at the appropriate level at this institution, 3.156 (#4)
- Administrative processes are clearly defined, 3.171 (#44)
- I have the opportunity for advancement within this institution, 3.181 (#38)
- Administrators meet the needs of students, 3.223 (#23)
- Open and ethical communication is practiced at this institution, 3.309 (#16)
- This institution has been successful in positively motivating my performance, 3.313 (#22)
- Institutional teams use problem-solving techniques, 3.337 (#11)

Qualitative Responses

Responses to the two qualitative questions that asked about what respondents found most favorable and least favorable about the institution were coded broadly back to one of the four climate factors or an “Other” category for those comments that did not fit into a climate factor. The greatest number of favorable comments fell within the Teamwork climate factor and the greatest number of unfavorable comments fell within the Institutional Structure climate factor. Respondents also completed two additional qualitative questions about priorities and barriers to diversity, equity, and inclusion at the institution. Responses to these items are listed in alphabetical order and quoted exactly as written except in instances where the integrity of the report or and/or confidentiality are compromised.

BCC Comment Most Favorable and Least Favorable Response Rates



The full PACE report includes the following items:

- PACE Report
- Demographics Report
- Personnel Classification Report
- Custom Report
- Student Success Report
- Racial Diversity Report
- In-depth Institutional Structure Report
- Qualitative Report
- Diversity, Equity, & Inclusion Qualitative Report
- Report Interpretation Instructions
- Excel Data File with Codebook
- Qualitative Comments Data File with 1 Demographic Item
- PACE Survey Discussion Guide