

**East Central College**  
1964 Prairie Dell Rd, Union, MO 63084

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# Execution Comments



# Hello,

This report contains targeted execution-related comments from your employees about what they love, as well as what they would like to see improved, at East Central College.

This is your employees' opportunity to let you know what working at East Central College is really like. Think of it like your internal customer review.

We have attributed each comment to the department the employee is from if there were at least 12 responders from that department.

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## Execution

- *Communication up*
- *Execution*
- *Communication down*
- *Ideas*
- *Execution*



## *What impresses you most about senior managers at East Central College?*



The range of their knowledge! They are knowledgeable about new technology, funding and grant opportunities, to the ins and outs of the campus. I'm also impressed how "real" and personable they are.



VP of Instruction is a Champion of all and does an outstanding job and is always there to offer support, options, help and advice. Division Chair is disconnected and does not supply leadership or support.



Very kind and understanding!



Their upbeat attitudes.



I get along well with each member of administration. For the most part, they seem to work well together which helps the college overall to accomplish common goals. I also believe that each administrator genuinely does care about the areas they are responsible for.



they are responsive and helpful; concerned that I have every thing I need to do my best  
- English



friendly and caring  
- Learning Center

*What is happening at East Central College that senior managers do not understand?*



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Respect for the full time faculty's needs and wants over the Adjunct instructors. Empower instructors by giving evaluations in regard to their teaching abilities and working as a team with decisions for the division.



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Lack of overall teamwork and communication between areas and departments.



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I do not have an answer for this as I am pretty much on the periphery and do not deal with upper management. My direct manager is very open to suggestions and comments from us though.



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The lack of following guidelines by their team members.



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That people below have bills and need to survive also.



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Frustration students feel regarding processes.



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Benefits packages (especially insurance) have become more costly while reducing the quality of coverage. Insurance coverage for dependents or spouses would eat up almost an entire paycheck.



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Many times, senior managers get somewhat disconnected from the students wants/likes/dislikes/needs/etc. They get caught up in the big picture and forget the basics of why we're here (for the students) and what's best for the students.

*What is happening at East Central College that senior managers do not understand? (continued)*

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The students at our campus are very different from the main campus demographic, so things that work in Union are not always feasible or useful here, and there are some things that we could do differently to better support our demographic.

- English

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The expectations of co-workers is not equitable. The only thing that counts is number of credit hours one carries, yet the day-to-day functions within a Program require someone to do them (many hours /week generally), yet those duties are not considered in the distribution of tasks.

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Communication to all levels of staff. While newsletters and articles that go into the paper are circulated regularly - rarely are support staff notified of things like Bd agendas; parking issues for staff have been struggled w/over my entire time here & making more parking sign for staff is a joke because there are no consequences - it's the little things that seem to be ignored by sr. managers that make support staff unhappy.

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some employees are not working the hours they say on timesheets and don't respond to requests for service from faculty. Students are suffering due to nonfunctioning student labs and classroom teacher stations support.

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life outside of ECC

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*What is happening at East Central College that senior managers do not understand? (continued)*

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Too many process changes without thinking through the consequences; Too little attention/effort given to overall enrollment and growth strategy; Too much focus on main campus and not enough on satellite offices; No core effort to communicate or work with students using effective technology (the web site continues to be a mess, Moodle is not user friendly, no strategy to use technology as a primary resource); Faculty are given too much authority in overall college decisions; The internal political structure is navigable but a lot of animosity - and fear of retribution - prevent good ideas and 100% effort among all staff; The overall student population is shifting (in terms of expectations and attitude) and the ECC approach of standard college course delivery is quickly becoming antiquated and ineffective; A significant fraction of the community ECC serves has a negative view of the college based on administrative decisions and attitudes toward services such as high school dual credit and placement into English and math courses.



Some are causing much frustration due to the previous response...causes strains in departments that shouldn't be there. Also, decisions made by some faculty/managers that effect students' academics causing them to look elsewhere for their education. We are a community college, not a four-year institution. If those educators want the education level to be 4-year, then they need to go to that type of institution. The highest level of education is commendable, but don't overdo, at our level, to the point that students fail that would normally pass.

*How could East Central College help you do things more efficiently and better?*



Think things through thoroughly before any program or process is implemented.



Better phone lines, more organized paperwork.



Better training in the use of technology and student management systems. Higher priority on IT, so that the systems we use can be used in the way they are intended to be used.



Streamlining processes like textbook requisitions, expense reports, purchase requests. Addition of MS Exchange server for better email access from home and mobile as well as calendar sharing.



Better communication would help me.



I think they pretty much provide all the tools I need to do my job.



Continue to update technology.



Greater IT support, MS exchange to offer collaborative work environment.



Examine all processes for efficiency and effectiveness. We seem to never have enough time to complete a process however we have plenty of time to do it over again when it fails.



Offering some way of financing the tuition to better ourselves with upgrading our own degrees or classes we have to take at a four year institution.



*How could East Central College help you do things more efficiently and better? (continued)*

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I think the ultimate level of consideration is to allow individuals to complete their job to their best ability with encouragement through leadership training and professional development opportunities.

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We have a great need for implementing systems/processes that are automated, streamlined, and that increase productivity. For example, automated submission process for reqs, automated system for requests including leave forms, instructional assistance, time care reporting, etc. A lot of time could be saved by implementing these processes.

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Communication. I have to actively seek to know and share information. B/c I work with students daily it's beneficial for me and the department to know what is happening on campus outside of our department

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I could be more efficient AND effective if some of the paperwork and bureaucracy was eliminated. For example, online forms (no printing) for absence or other forms would eliminate chasing down signatures. If this system would send out an automatic email to the six people we currently need to call when we are out, it would make life easier for us all. Many opportunities such as this exist. We need a person to find and implement these relatively simple IT solutions at ECC to automate the mundane and allow our faculty to better serve their customers, the students of ECC.

*How could East Central College help you do things more efficiently and better? (continued)*

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The efficiency of my workplace is decent. The information at the workplace could be made more available. The IT department is a joke. There will be a work order placed and it will be 3+ weeks before we see anything done about it. The reason for this is probably that the part-time staff that is hired as computer/technical assistance don't have the required knowledge to handle most of the problems. Furthermore, when the IT people finally come down from Union, the issue is usually not resolved. I have no idea why this is. Frankly, I can do without some of the technology. However, when a student cannot print to a printer or use the computers in the computer lab for an extended period of time, which becomes an issue. To improve this situation, hire a FULL-TIME technical assistant that is capable of training a part-time technical assistant. Printer, computers and anything else should work at ECC, not always have problems.



communication

*What ways do you find most useful for being informed about company decisions?*



I really like the daily emails to all of the faculty and staff. I feel very well informed.



Emails from division chair/etc.  
- English



Let me feel a part of a great team. If I feel something else could be said, I'm heard, not just looked through.



At ECC Faculty and Staff get informed about Administration decisions through E-Mail. I feel that I am well informed by the Administration through this means.



Email



e-mail



email

*How could information about important decisions at East Central College be shared better?*



Possibly a monthly e-newsletter with updates, but most communication is effective.



By simply letting everyone know through email or some other secure system.



I am not really familiar with the structure of the College and the decision making process. Adjuncts have a brief orientation, but there doesn't seem to be an outreach to include us in day to day life at the college.



More regular meetings with my department head and on site director.  
- Mathematics



The Board of Trustees could be way more forthcoming about decisions, etc--and the current president of the board is just an asshole, plain and simple, who should be ignored.  
- English



More communication between departments. This has improved in the last year, but it always can be better.



I think there is an "all employee" list that IT has never seen fit to put me on. Ann always has to forward "important" emails to me. I am a second class employee.  
- Mathematics



Communication is the only main problem here. And I,m not sure how to fix that problem????

*How could information about important decisions at East Central College be shared better?  
(continued)*

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It would be nice to get big news before the community. Beyond ECC announce. Perhaps an internal website with a discussion forum or some sort of publication. Trickle down communication does not work.

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CountyNewsLive and QuickNewHavenNews had some information that maybe should have also been included in an email to the staff. Thank you.

- Learning Center

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I think there could be more surveys to ask our opinion and just inform us when there is a decision to be made.

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This most recent decision by the Board of Trustees to not post ALL available positions has colleagues from other colleges in shock. No offense to the next college president, but it didn't feel right when his appointment was announced; it feels even worse after hearing what transpired between our faculty association president and the board.

- Mathematics

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Informing stakeholders within the institution on projects directly effecting departments would be helpful. Our present division level seem like a top down, non-democratic approach to improvement through the use of multiple forms to be filled out constantly.

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Transparency on the side of the administration. More dialogue with the top honchos to address academic freedom issues

*How could information about important decisions at East Central College be shared better?  
(continued)*

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Adjunct faculty make up over 75% of all community college teachers in the United States. These are not manufactured statistics-they are facts. These statistics appear in a 2011 edition of the National Council of Teachers of English. East Central has NO adjunct faculty council, yet adjuncts make up the overwhelming majority of faculty. Improved information sharing should start with giving adjuncts a VOICE

- English

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Things here are pretty good as the administrator sends us a periodic newsletter, as well as e-mail (or written) notifications to tell us what is happening most of the time. Occasionally, I feel adjunct instructors are left out of things that would be useful to us or make us feel more part of the "team"

- English

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not much communication from the top. little interaction from top management with lower level staff. would be nice to have some interaction in the form of all staff meetings, ECC updates, etc.

### *How does East Central College encourage new ideas?*

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We have meetings every semester to discuss direction and concerns.

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East Central College has a variety of advisory boards where people in business and industry share what they are looking for with the college. This information is used to best shape offerings and programs to meet needs.

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There are meetings held where people can give ideas that will help encourage enrollment and make ECC a better place for student and employees. Most meetings are a part of AQUIP but some are departmental in nature.

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My manager openly encourages me and others on our team to review potential changes or events and to add our thoughts and comments. Everytime our manager does this, she is giving us the freedom and the encouragement to express new ideas.

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They allow us as teachers a range of latitude on how we get the students interested and involved in their learning process.

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We have regular staff meetings with our area Vice President, where we discuss new ideas all the time. Usually, we also have a division wide meeting with all staff, once a semester. Our VP also encourages us to seek out relevant training opportunities when time and cost permit it.

*How does East Central College encourage new ideas? (continued)*

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It is the willingness to listen to their employees. If the employees did not feel that concerns about problems would be listened to, they would be reluctant to bring up new ideas too. But because employees feel that they listen when their are problems, they also feel more empowered to bring up new ideas.

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by asking for different ideals, and how to improve .



### *How could East Central College better encourage new ideas?*

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Too often there are lots of committees meeting to generate 'ideas' that seem to have been pre-determined. Spending time to 'rubber stamp' decisions is wasteful.

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I think they very actively pursue new ideas currently.

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Be more flexiable about thinking outside the box.

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Survey, listen, respond, act accordingly and don't treat situations as if the same strategies can be applied to all areas. This comment is not directed at HR.

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Various meetings are held throughout each semester that allow improvements and suggestions by ECC employees.

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Don't know.

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By open comminucations and not doing everything by committee. Ideas I have had in the past died with my director (not my current one) and come to play often here. Past experiences in other places are not taken advantage of,  
No one seems to want to stand up and take charge and set rules for everyone to obey, it all depends on who you are.

*How could East Central College better encourage new ideas? (continued)*



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At times when someone has an alternate opinion, he or she is told that they are not being a team player when in actuality, it is just a differing opinion. At times, it seems like there are those in management who are more concerned that everything "looks fine" rather than merely having a dialogue on what can be improved. I will say that it is not all management, but it is enough where I feel that it impedes the growth of ECC.



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Encourage attendance at workshops, even if not in their field. (Cross curriculum)  
- English



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Be more open minded to glbt community



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not sure. most new ideas are either striken down, or it takes 6-12 months for management to make a decision that the momentum behind the idea is lost.



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perhaps "suggestion box" to give people a chance to share their ideas.

*What impresses you most about how East Central College does things efficiently and well?*



I feel that the faculty and staff are mindful of their role as educators/facilitators of education. I can't think of something that isn't done well.

- Learning Center



Good communication, friendly management staff.

- Learning Center



I know who to talk to about what, for any problem I have come across. And when I do not Renee can always tell me who I need to talk to.



Students learn things, and instructors are free to teach in the way that suits them best.



I'm impressed most with how each employee does their job which produces positive results for surrounding departments.



The atmosphere at the college encourages students to be respectful and hard-working. The students must meet expectations in order to pass classes. Faculty members are discouraged from passing students who have not mastered the content of the course.

- Mathematics

