

# 2008 Culture of Quality Survey

## 1. Leadership

Moraine Park is committed to maintaining a culture of quality and we would like your feedback on how we are doing. Please take a few minutes out of your busy day to complete the following survey and share your thoughts on the quality of our College's culture.

1. Please state how strongly you agree or disagree with each of the following leadership and strategic planning statements as they relate to Moraine Park's culture of quality.

	Strongly agree	Moderately agree	Slightly agree	Slightly disagree	Moderately disagree	Strongly disagree	Cannot rate
I know the College's mission (what it is trying to accomplish)	jn	jn	jn	jn	jn	jn	jn
The College's leaders use our values to guide us	jn	jn	jn	jn	jn	jn	jn
The College's leaders create a work environment that helps me do my job	jn	jn	jn	jn	jn	jn	jn
The College's leaders share information about the organization	jn	jn	jn	jn	jn	jn	jn
The College's leaders encourage learning that will help me improve my work	jn	jn	jn	jn	jn	jn	jn
The College's leaders let me know what they think is important	jn	jn	jn	jn	jn	jn	jn
As it plans for future improvements, the College asks for my ideas	jn	jn	jn	jn	jn	jn	jn
I know the parts of the College's plans that will affect me and my work	jn	jn	jn	jn	jn	jn	jn
I know how to tell if we are making progress on my work group's part of the College's plan.	jn	jn	jn	jn	jn	jn	jn

2. Comments or clarification for any of your responses for the leadership and strategic planning statements above:

  

## 2. Customer and Market Focus

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1. Please state how strongly you agree or disagree with each of the following customer and market focus statements as they relate to Moraine Park's culture of quality.

Note: Your customers are the people who use the products of your work, both internal and external to the College.

	Strongly agree	Moderately agree	Slightly agree	Slightly disagree	Moderately disagree	Strongly disagree	Cannot rate
I know who my most important customers are.	jñ	jñ	jñ	jñ	jñ	jñ	jñ
I keep in touch with my customers.	jñ	jñ	jñ	jñ	jñ	jñ	jñ
My customers tell me what they need.	jñ	jñ	jñ	jñ	jñ	jñ	jñ
I regularly ask if my customers are satisfied or dissatisfied with my work.	jñ	jñ	jñ	jñ	jñ	jñ	jñ
I am allowed to make decisions to solve problems for my customers.	jñ	jñ	jñ	jñ	jñ	jñ	jñ
There is a means for my customers to provide me with feedback.	jñ	jñ	jñ	jñ	jñ	jñ	jñ

2. Comments or clarification for any of your responses for the customer and market focus statements above:

## 3. Measurement, Analysis, and Knowledge Management

1. Please state how strongly you agree or disagree with each of the following measurement, analysis, and knowledge management statements as they relate to Moraine Park's culture of quality.

	Strongly agree	Moderately agree	Slightly agree	Slightly disagree	Moderately disagree	Strongly disagree	Cannot rate
We have tools in place to measure the quality of our work.	jñ	jñ	jñ	jñ	jñ	jñ	jñ
I know how to measure the quality of my work	jñ	jñ	jñ	jñ	jñ	jñ	jñ
I know how to analyze (review) the quality of my work to see if changes are needed.	jñ	jñ	jñ	jñ	jñ	jñ	jñ
I use analyses for making decisions about my work.	jñ	jñ	jñ	jñ	jñ	jñ	jñ
I know how the measures I use in my work fit into the College's overall measures of improvement.	jñ	jñ	jñ	jñ	jñ	jñ	jñ
I get all the important information I need to do my work.	jñ	jñ	jñ	jñ	jñ	jñ	jñ
I get the information I need to know about how the College is doing.	jñ	jñ	jñ	jñ	jñ	jñ	jñ

2. Comments or clarification for any of your responses for the measurement, analysis, and knowledge management statements above:

## 4. Process Management and Results

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1. Please state how strongly you agree or disagree with each of the following process management and results statements as they relate to Moraine Park's culture of quality.

	Strongly agree	Moderately agree	Slightly agree	Slightly disagree	Moderately disagree	Strongly disagree	Cannot rate
I am empowered to make changes that will improve my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The people I work with collaborate as a team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I collect information (data) about the quality of my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have efficient processes for doing our work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have control over my work processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have received training to identify process improvements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how to use problem solving techniques.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My team knows how to use problem solving techniques.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how well the College is performing financially.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College uses my time well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College uses my talents well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College removes barriers that get in the way of progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Quality Council represents the best interests of the College.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Comments or clarification for any of your responses for the process management and results statements above:

## 5. General Questions

1. Have you been actively involved in continuous improvement efforts within the past 2 years? (select one)

Yes

No

## 6.

1. Please describe how you have been actively involved over the past 2 years:

## 7.

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1. How familiar are you with the activities of the Quality Council? (select one)

Very familiar

Somewhat familiar

Not very familiar

Not at all familiar

2. How familiar are you with each of the following quality improvement projects undertaken by the Quality Council? (select one)

	Very familiar	Somewhat familiar	Not very familiar	Not at all familiar
Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Success Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff & Student Feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Curriculum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Which of the following best represents your employment classification? (select one)

Faculty

Management/Confidential

Support Professional

4. How valuable of an information source do you view each of the following in keeping abreast of the College's activities? (select one response per information source)

	Very valuable	Moderately valuable	Minimally valuable	Not valuable	Do not use
Coworkers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
District Updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gab with Gayle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lavatory Links	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Park Place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please share your name if you would be willing to participate in continuous improvement efforts at the College.

6. Feel free to share any constructive advice you have for the College as it moves forward in its quality journey.