



Nova Southeastern University

2010 Annual Community Affiliate Survey Results

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Executive Summary

The survey was developed by the Office of Institutional and Community Engagement with the primary goal to gather information from Nova Southeastern University's community affiliates about their perceptions of their experiences in collaboration with NSU and its various programs and centers.

The survey was comprised of a total of 13 questions (including 4 open-ended) and was distributed to 385 community affiliates whose email addresses were provided by the 42 members of NSU's Community Collaboration Committee, representing all academic and administrative units at NSU. The survey used a web-based modality for delivery and was built using the software program, Opinio. Email invitations were initially sent on June 28 with two additional reminders sent to those who did not respond during the second and third week of the survey. The survey closed on July 29, 2010.

The response rate for this survey consisted of 89 community affiliate responses from the pool of 385 potential participants, or 23% of the population. Respondents represented collaborations with 38 different NSU programs, with the largest percentage from the Center for Psychological Studies and with the majority lasting more than 5 years. The types of community collaborations were diversely represented, and the largest percentages were clinical collaborations, followed by special events and/or projects.

In terms of satisfaction with their collaborations with NSU, 100% reported being extremely satisfied or satisfied and 94.32% indicated satisfaction with the responsiveness of NSU faculty or staff to concerns posed by community affiliates. Respondents indicated overwhelmingly (96.59%) to be satisfied with their opportunities to provide input to NSU and 98.87% either strongly agreed or agreed that their staff collaborated well with their NSU counterparts.

In terms of their ability to communicate effectively with NSU faculty and staff, 97.7% strongly agreed or agreed that there is always open communication. When queried about the strengths of their collaboration with NSU, themes emerged in the open-ended questions about the "high quality of NSU students" and about "good communication with NSU faculty". Some of the challenges reported include the need for more opportunities with NSU, and some indication of issues relating to the development of affiliation agreements and with coordination of schedules.

Report Information

Report date:	Tuesday, July 27, 2010 2:10:57 PM EDT
Stored responses:	89
Number of completed responses:	85
Number of invitees:	385
Invitees that responded:	89
Invitee response rate:	23%

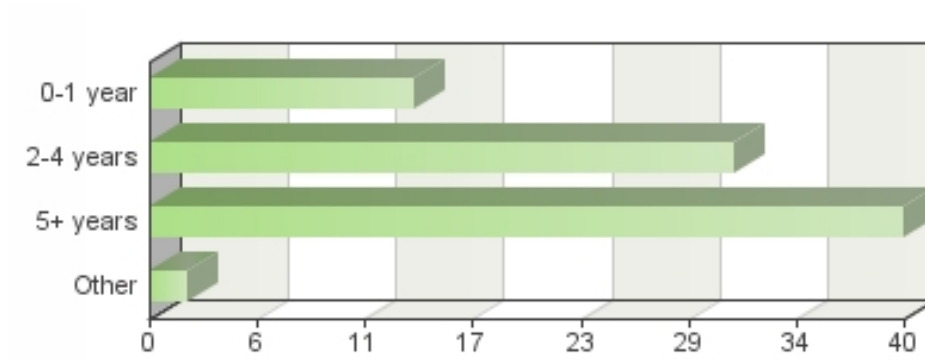
Question 1

With which NSU program(s) do you collaborate?

NSU Program Indicated	Responses
Center for Psychological Studies	33
Graduate School of Humanities and Social Sciences	8
College of Pharmacy	7
Alvin Sherman Library	4
Nursing	4
Lifelong Learning	3
Mailman Segal Institute	3
Occupational Therapy	2
Shepard Broad Law School	2
A South Florida leadership training camp and Camp Eagle (advanced student leadership training)	1
Arts	1
Audiology	1
Blood drive programs	1
Center for Bioterrorism	1
Charitable contributions with Marine Corps Scholarship Foundation	1
Criminal Justice Institute	1
Department of Education and Gerontology	1
Disabilities Expo	1
Enhanced fitness	1
Fischler School of Education and Human Services	1
Huizenga School of Business	1
Language arts and the new Journalism sequence	1
Lecture programs	1
MACS	1
Marketing	1
Masters of Leadership Studies	1
Multiple PhD Programs	1
Music Department/FCAS	1
NSU Special Events	1
NSU Women's Rowing team	1
Physician Assistant	1
Relay for Life- American Cancer Society	1
Riverwalk Trust	1
Service Learning experience	1
Staff: mentorship program with HS students	1
Student Services/SGA	1
Support for UNCF and GMS programs	1
Undergraduate Admissions	1

Question 2

How long have you had a collaborative relationship with NSU?



Frequency Table

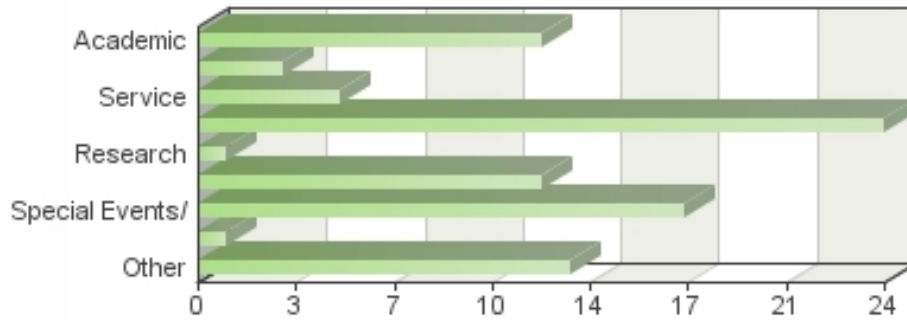
Choices	Absolute Frequency	Relative Frequency	Adjusted Relative Frequency
0-1 year	14	15.73%	16.09%
2-4 years	31	34.83%	35.63%
5+ years	40	44.94%	45.98%
Other	2	2.25%	2.30%
Not answered:	2	2.25%	-
Total:	89	100.00%	100.00%

Other:

18 months and 10 years

Question 3

Please check which category below most closely describes the type of community collaboration you have with NSU.



Frequency Table

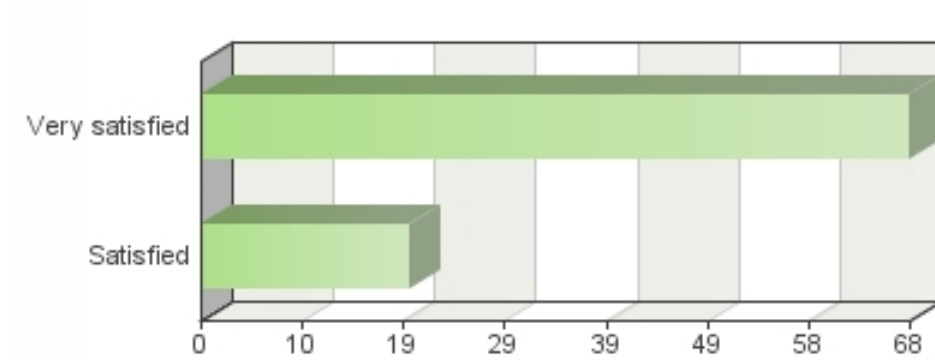
Choices	Absolute Frequency	Relative Frequency	Adjusted Relative Frequency
Academic	12	13.48%	13.64%
Social	3	3.37%	3.41%
Service	5	5.62%	5.68%
Clinical	24	26.97%	27.27%
Research	1	1.12%	1.14%
Professional	12	13.48%	13.64%
Special Events/Projects	17	19.10%	19.32%
Development	1	1.12%	1.14%
Other	13	14.61%	14.77%
Not answered:	1	1.12%	-
Total:	89	100.00%	100.00%

Other:

Internships; Grief camps; Professional Internship; Scholarships; Career services; Internship program; Field placement; Training; Research/Special Events; students come to us as psychology interns; Academic, social, preschool, behavior; Outreach; and Teaching

Question 4

How satisfied are you with your overall experiences with NSU?

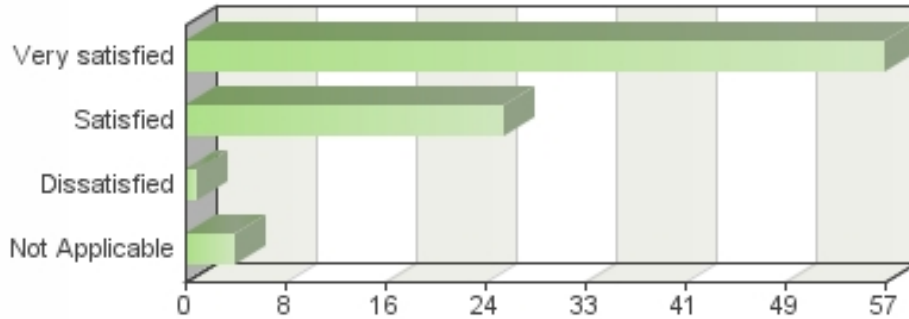


Frequency Table

Choices	Absolute Frequency	Relative Frequency	Adjusted Relative Frequency
Very Satisfied	68	76.40%	77.27%
Satisfied	20	22.47%	22.73%
Not answered:	1	1.12%	-
Total:	89	100.00%	100.00%

Question 5

How satisfied are you with the responsiveness of NSU’s faculty, administration and/or staff to any issues or concerns you present?

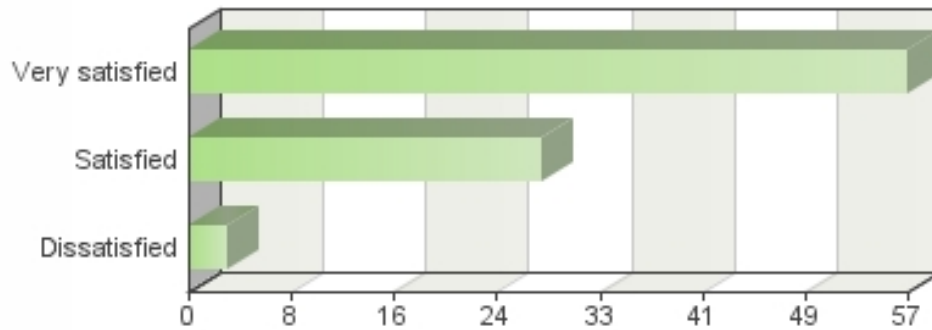


Frequency Table

Choices	Absolute Frequency	Relative Frequency	Adjusted Relative Frequency
Very Satisfied	57	64.04%	64.77%
Satisfied	26	29.21%	29.55%
Dissatisfied	1	1.12%	1.14%
Not Applicable	4	4.49%	4.55%
Not answered:	1	1.12%	-
Total:	89	100.00%	100.00%

Question 6

How satisfied are you with your opportunities to provide input to your collaboration with NSU?

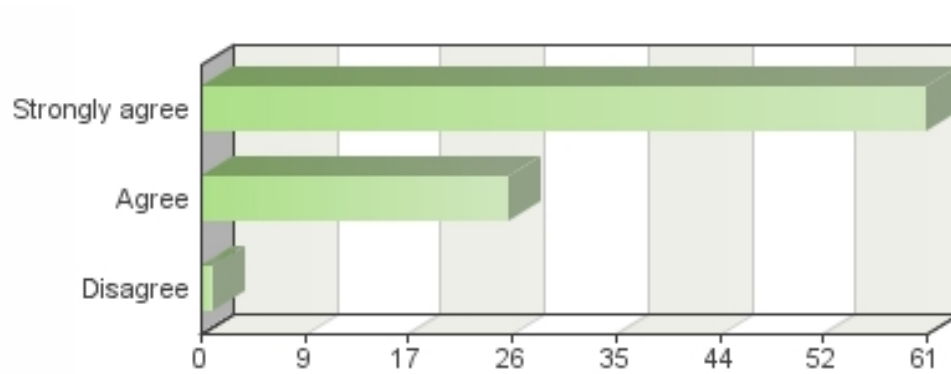


Frequency Table

Choices	Absolute Frequency	Relative Frequency	Adjusted Relative Frequency
Very Satisfied	57	64.04%	64.77%
Satisfied	28	31.46%	31.82%
Dissatisfied	3	3.37%	3.41%
Not answered	1	1.12%	-
Total:	89	100.00%	100.00%

Question 7

The NSU faculty, staff, and/or students are committed to doing quality community work.

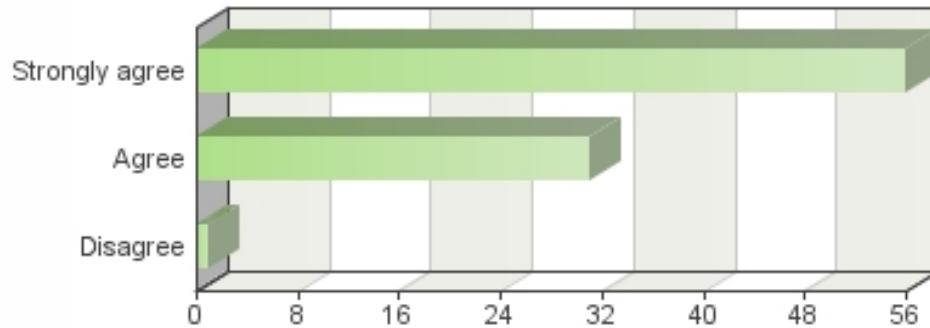


Frequency Table

Choices	Absolute Frequency	Relative Frequency	Adjusted Relative Frequency
Strongly agree	61	68.54%	69.32%
Agree	26	29.21%	29.55%
Disagree	1	1.12%	1.14%
Not answered	1	1.12%	-
Total:	89	100.00%	100.00%

Question 8

My staff, colleagues, or employees collaborate well with our NSU counterparts.

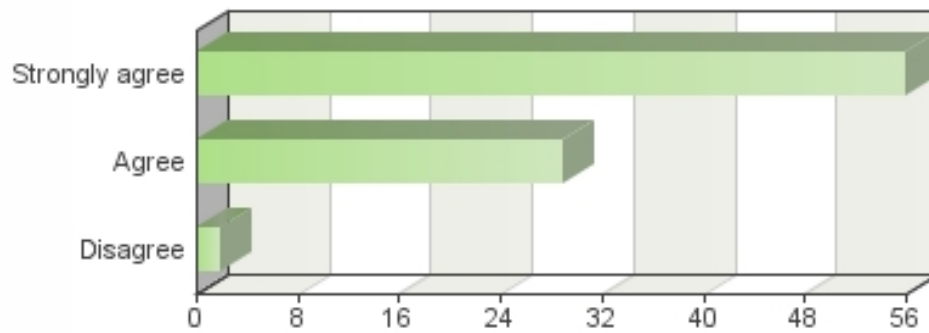


Frequency Table

Choices	Absolute Frequency	Relative Frequency	Adjusted Relative Frequency
Strongly agree	56	62.92%	63.64%
Agree	31	34.83%	35.23%
Disagree	1	1.12%	1.14%
Not answered	1	1.12%	-
Total:	89	100.00%	100.00%

Question 9

There is always open communication between NSU and the staff participating in the community endeavor.

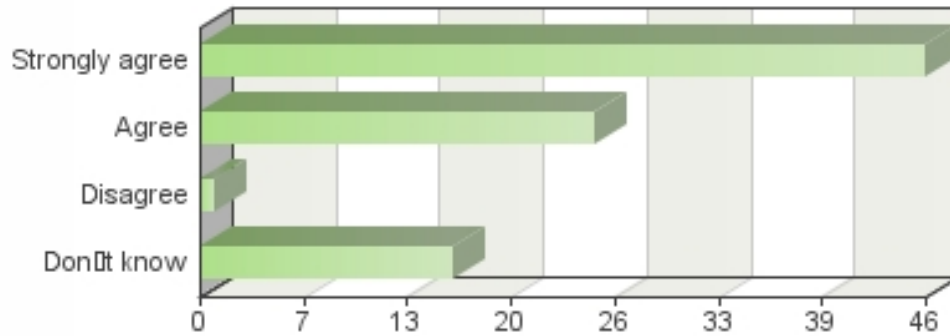


Frequency Table

Choices	Absolute Frequency	Relative Frequency	Adjusted Relative Frequency
Strongly agree	56	62.92%	64.37%
Agree	29	32.58%	33.33%
Disagree	2	2.25%	2.30%
Not answered	2	2.25%	-
Total:	89	100.00%	100.00%

Question 10

NSU offers a range of opportunities for students, faculty, administration and staff to get involved with the local community.



Frequency Table

Choices	Absolute Frequency	Relative Frequency	Adjusted Relative Frequency
Strongly agree	46	51.69%	52.27%
Agree	25	28.09%	28.41%
Disagree	1	1.12%	1.14%
Don't know	16	17.98%	18.18%
Not answered	1	1.12%	-
Total:	89	100.00%	100.00%

Question 11

Major strength(s) of your collaboration with NSU:

Being invited by Nora Quillan. Her assistance with the Gold Coast Watercolor Show in hanging and publicity.

The actual collaboration. Working with the DFT has been very beneficial to all involved - clients served, therapists and staff at my agency.

NSU provides resources that allows us to give quality services and programs to our students, parents and community that we would not be able to provide otherwise.

Accessibility of staff.

Provides value to both NSU and to our customers.

Financial support

The capacity to provide extra resources to get the job done. The use of students in several of our projects is a great resource for both partners. NSU is a very progressive institution in terms of collaboration and engagement and believes its partners are important.

Great relationship with Ed Aqua and Linda collaborating on many things regarding educating seniors in the community. Have participated in the Boomer Expo, and have had Nova host events with another organization that supports those who work in the senior industry. Nova also works with our Care Center here at our community.

Relay For Life

Having open communication with the school in particular with Crystal Darville, who is extremely responsive to my agency's requests. If there is a problem she and Dr. Tommie Boyd have always worked to resolve them.

Staff are passionate and work hard in supporting community events like the DisAbilities Expo in October. As a NSU alumnus, I am proud to see that NSU cares deeply for our community's wellbeing.

Bonnet House is a rare historic treasure in Fort Lauderdale. We appreciate the opportunity to share the estate with NSU's VIP guests at special events.

For newcomers to our particular population, this is a crash course in learning about low-income populations-- some with trepidation at first, but in the end, all with a new level of caring and compassion.

Jessica Cardenas-Gonzalez is an excellent contact for all Blood Drives.

Flexible working arrangements with Dr Van Hasselt

NSU's ability to respect our professional expertise.

Academic management involvement

Availability of location, tents, lights, and electricity to help with costs of the event.

UNCF is gratified by the support and enthusiasm expressed for GMS program and financial assistance / scholarship programs that support NOVA students.

Question 11 (continued)

This evaluation is premature as Dr. Ackerman is in the process of setting up our computer lab. We have not yet begun actual classes as yet.

Pharmacy students mentoring our middle-high school students.
Huizenga School sponsoring events.

open to feedback from the field placement

communication

Some of the speakers are excellent.

Very happy with the quality of students from NSU.

We get great students as assistant public defenders through the law school.

Open and actively seeking input

Good communication, keeping us informed about the students we provide internship placement

The opportunity to provide clinical on site field supervision in exchange for second year clinical staff for children's bereavement camps, pre-screening of applicants and post follow up counseling.

NSU has a very caring group of individuals who are willing to assist our students in becoming successful.

The intern that completed her practicum at our site was professional and open to challenges. She was well prepared for serving our population.

Nova Law students participating in volunteer internships and clinical programs with our office.

The students we have had for internships have been well prepared.

Strong collegial relationship

Immediate response I get from my contacts at NSU

Communication lines always open between myself, Eric Van Trump and the Facilities Director Maria Lemme. She is wonderful to work with and with the help of NSU we were able to save 1308 lives since January of 2009! Amazing! On behalf of Community Blood Centers of South Florida and myself Eric Van Trump, it is with extreme pleasure that I express my gratitude.

This past year we were able to bring the Thumbody, Too Kindergarten Program to over 6000 students in Broward County which we would never have been able to do without the NOVA Southeastern Service Learning Experience program.

The school provides items for give a ways for the students, provides speakers for conferences and workshops.

Excellent rapport with NSU staff. Creativity and openness to new ideas.

We have had a large pool of internship candidates each year of the program. In some cohorts, there were some very strong candidates that added value to our staff.

Question 11 (continued)

NSU Faculty participate through solos and pre-concert lectures. Ars Flores professionals are teaching private instruction. Some NSU students play in Ars Flores. Master classes and concerto competition held by Ars Flores brings new students to campus. NSU providing facilities for rehearsals benefits Ars Flores and allows NSU students to watch. Ars Flores free children's concerts bring large crowds of NSU families and local community together.

clinical opportunities that meet our needs and provide good training for students

In these though economic times, it has allowed us to enhance and expand services to those 55 years or older living in Southwest Broward County.

Knowledgeable, committed faculty worked on project with us.

Both the academic and administrative staff people are outstanding to work with. They demonstrate enthusiasm, helpfulness, and creativity when working in the community. They are your best asset.

Teaching students about mental illness to reduce the stigma in the community is a passion of Peer Place Drop-In Center. We look forward to the students we work with each year.

At the yearly luncheon meeting in August the preceptors and Dr. Shepherd discuss how the Nova students participated at each site the previous and we discuss what the university and the placement sites expect of the students.

Good quality students

Ability to meet objectives for education.

Creating more opportunities to impact the community together.

Working with students from area schools

Clinical Supervision

Very good law students participate in our clinical program as well as volunteer law students

The staff is well informed, professional and willing to listen.

Committed Students

communication is clear, effective, and timely

Administration and staff are open to new ideas and thoughts of collaborating. Very receptive and individuals are easy to work with.

High quality students who come very prepared.

Well prepared psychology interns.

Their students are very well trained.

Responsiveness, depth of knowledge, willingness to share resources

Very positive working relationship with faculty; easy access on issues of mutual interest; good follow-up on issues of mutual interest.

Question 11 (continued)

Dr. Donna Nguyen

Positive and respectful interpersonal relationships

That is benefits both parties extremely.

Dr. Ed Aqua, Heike and Linda Maurice are wonderful to work with. Our senior community enjoys the benefits a wonderful speakers bureau delivered live in the comfort of our community. Monthly health care lecture is consistently excellent!

The students are able to learn in a community environment and learn the practical skills needed in their area of learning. The Enhanced Fitness program truly makes a difference in the lives of our clients.

Providing student internships to highly qualified graduate students

Always available to answer questions.

NSU CPS has shown their gratitude by offering my colleagues and I opportunities to participate in free CE workshops.

I believe your students truly benefit from the experience of doing service learning outside the medical arena. Not only do they learn valuable skills such as active listening, but they also grown personally - in confidence and self-esteem. These future pharmacists provide a wonderful role model to children and are more likely to give back to the community when they enter their chosen field. They have truly been an asset to the community and to my programs.

Academic strength of students

Preparation of students/interns for successful placement at our agency. Training opportunities.

Question 12

Challenges, if any, with your collaboration with NSU:

Some changes occurred suddenly due to recession, but we were able to work around them.

Need to have more outreach for increased non-profits engagement

Setting up a collaborative partnership with our science department and yours for our science club

There had been students who did not meet the standards we were looking for. After meeting with Dr. Boyd and Crystal Darville, the problem was resolved.

Guest lists provided by NSU for Bonnet House events can change at the last minute...but this is not unique to NSU.

Open communication between all departments we are working with within the university.

The Pharmacy students semester ends before the end of the public school year, so our students do not have mentors for over a month.

Some students have not shown the passion about their education and the site they have chosen to be a part of.

Some of the speakers do not always communicate the material shared in ways that are understandable to our elderly residents. You can not always teach 90 year olds in the same style and manner you would teach a class of 20 year olds.

Distance from NSU to our office in downtown Miami.

We would love to see more clinical opportunities for law students here at our office.

Have only recently started collaboration with NSU

Some students that are not responsible, do not follow proper procedure.

The challenge was on our side of the partnership. It was a new program for our school and staff. Despite our issues, Cathy Anton and her staff are going to continue to participate.

Relatively far from main campus

We were hoping to hold our annual Workshop for the Florida Scholastic Press Association on your campus for the past two years...still would like to do it.

I believe that economics are the primary reason. I think that the collaboration would be a benefit for both groups.

Schedule conflicts among PACE/AAUW/Library personnel.

Many NSU students are not of high quality, yet they still get degrees and expect to be hired by our district. Additionally, all communication goes directly to field supervisors rather than through the Supervisor of School Psychology even though I have repeatedly requested to be involved in this process.

Ars Flores would like to eventually merge with NSU, giving this unique orchestra to the university for its long-term existence.

Question 12 (continued)

feedback provided regarding challenges with student scheduling and early training experiences not addressed fully

Navigating the hierarchy to get decisions made and to make recommendations to change directions that might suit the partnership seems a bit complicated.

None. Everyone I've worked with throughout the years has always gone the extra mile to be helpful.

As the year moves along and everyone gets busy...we seem to communicate only if there is a problem!

There is a mid-year and a final evaluation, but they are on paper.

Do not fully prepare students for current challenges with Rtl implementation.

Wish we could collaborate more often

More correspondences/interactions with Psychological Services Coordinator

They are not prepared for Clinical Documentation and extra paper work.

Getting more Nova law students to seeing the benefit of volunteering with our office, even though we are in Miami.

No contact with facility; No agency site visits similar th other universities; Unclear expecations of student placements;
No clinical monitoring of students in placement

Due to the size of your organization, collaborations take quite a bit of time to explore and implement.

They are not in Tennessee

More direct faculty communications (NOVA Faculty Supervisor) with on-site supervisor in order to better help students having problems to work on the problem before it is too late.

Strength, variety and availability of professors.

Funding for the Enhanced Fitness program.

Coordinating schedules with student interns who attend school, work, and try to fit in their practicum hours in-between.

No challenges.

Dealing with NSU's legal team in developing an affiliation agreement has been very time-consuming.

Allot more time to exchange ideas/projects to improve the training of students.

Question 13

Please provide any suggestions or comments for NSU that were not already addressed in this survey.

We appreciate NSU's commitment to its community!

Availability to speak with the "decision maker" (Vice President) within the special events department is lacking due to his staff making it unavailable.

Would love to get involved with more service programs in additional colleges at NSU for mentoring and collaboration.

I am greatly appreciative our of collaboration and feel that any issues that have arisen have always been appropriately and quickly addressed.

I am looking forward to continuing to work with Cathy and the NSU staff. I appreciate their understanding and commitment to helping our students.

We hope that you continue to ensure that your students realize the importance of giving back to their community in ways that are not necessarily related to the career path they have chosen.

See above answer for #12.

Continue to development PACE/AAUW/Library partnership.

Please do not accept students into the programs who are not or will not be strong educators. If students struggle in the program, encourage them to find another path rather than allowing them to get degrees that are have not been earned.

It is challenging trying to find the right person with the decision making power to collaborate with. I learned that all divisions operate in silos and it is hard to get to the right person. Seems you always to know someone who knows someone to get the attention of the powerbrokers.

Would be nice to have a department that specializes in handling requests for partnerships so one can call one person or dept and make the request known and then be directed to the appropriate person to discuss the opportunity.

School Psychology students needs more emphasis place on assessments before going on Internship.

Intern's need more practices in Clinical Documentation, Like Bio-Psychosials, Progres Note, Individual Treatment Plan's .

Keep doing what you are doing by being so open and receptive to new thoughts and ideas with new partners.

I understand that our collaboration as a site in NSU Service Learning is being phased out. I suggest you maintain Service Learning with non-medical sites because it will help to develop well-rounded individuals. From my students' feedback, our site has provided a unique and valuable experience for them.

Increase communication among Nova departments when it comes to the placement of students in the community agencies.