



**Employee Comments Report**

**NHTI-Concord’s Community College**

**By Pre-loaded Job Category**

**Community College System of New Hampshire**

**2019 Great Colleges to Work For Survey**

**Spring 2019**

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**About the Employee Comments…**

The Employee Comments Report provides additional insight into the experience of your faculty, administration and staff. When your employees completed the ModernThink Higher Education Insight Survey© they were asked two open-ended questions:

1. What do you appreciate most about working at this institution?
2. What would make this institution a better place to work?

Responses to these two questions are detailed in this report. To encourage honest, candid feedback and protect the anonymity of individual respondents, we advised employees not to include any self-identifying information. Additionally, comments have been suppressed for Job Categories with fewer than five respondents. We have presented the comments exactly as they were provided to us. Comments have been segmented based on Pre-loaded Job Category.

The responses in this report are sorted by Pre-loaded Job Category as follows:

**Faculty:** pages 2 - 8

**Adjunct Faculty:** pages 9 - 11

**Staff:** pages 12 - 18

\*Staff is a rollup of Administration, Exempt Staff and Non-Exempt Staff.

If you have any questions or would like to speak to a ModernThink consultant about these comments, please call us at 888.684.4658 or e-mail us at [greatcolleges@modernthink.com](mailto:greatcolleges@modernthink.com). To learn more about the Great Colleges to Work For project, visit the program’s web site at [www.greatcollegesprogram.com](http://www.greatcollegesprogram.com).

**Faculty**

**What do you appreciate most about working at this institution?**

Ability to do my job without being micromanaged.

Academic freedom for methodology and teaching.

Autonomy in my job, support from my Dept Head. Ability to pass my knowledge on to students.

Balance work and home, great team work and support among our dept

Being able to interact with everyone on the campus no matter what position they hold...and also with system's office. Interact in the sense of providing feedback and receiving feedback on various things of interest to me which have/could have an impact on the college. It's an interesting place to work.

Flexibility in scheduling days and times that I will be in the classroom.

good people

I am very good at teaching in my field and my students regularly tell me so during the semester and on end of semester evaluations. My institution has me teaching courses to which I am well suited.

I appreciate the meaningful results in students' lives.

I enjoy working with students and colleagues. I am very satisfied with my benefits. I needed to use FMLA and HR administration has been supportive.

I enjoy working with the members of my department. Our Dept. Director is extremely knowledgeable and I learn a great deal from her. She recognizes my contributions to the department and makes me feel appreciated.

Most of the faculty and staff are hard working, doing more with less, and truly have the best interests of the students at heart. Security and maintenance do a good job.

My co-workers and students

My colleagues in the department I am in.

My colleagues.

My department head and colleagues in my department are professional, hard-working, caring, and supportive.

My department works very well together. My department chair is great!

My students appreciate my efforts and most of them are able to find good jobs.

Peers

Quality of programs provided for students

Students and coworkers

Teaching my classes; my colleagues.

The best thing about my organization is the students. I believe I positively impact the students as part of my job. I also like most of the people I work with in my institution. I believe they want what is best for the students, and they are open and helpful in working with me.

The community feel on campus that works to support the community off campus. EVERYONE I choose to have a conversation with is accepting and helpful.

The dedication to students overall from faculty in all programs.

The freedom to create new courses, although we are not remunerated for doing so. Within my department, I have the freedom to teach across a number of different disciplines, which I'd be unable to do in a four year university. Anything I do is fine as long as it doesn't cost the college any money.

The kind people, the fantastic students, and the flexibility to do what I do best.

The opportunity to innovate.

the people

the people

The respect from my colleagues and my supervisor - where i worked previously that was lacking

The spirit of this community - friendly, accepting, collegial

the students

The students.

**What would make this institution a better place to work?**

A greater sense of trust between faculty and system leadership. Promises made to faculty should be kept. Faculty should be supported and backed up by administration and system leadership, instead of leadership being more fearful of being sued by an overly litigious, entitled student population.

Allowing full-time professors the opportunity to teach more than one online course per semester, especially for those of us that live an hour away.

Another faculty member or two for our department; better classroom equipment (for example, fully wireless projection that can be connected to from any student, as well as faculty, device; a whiteboard that erases properly); less committee work so that I can focus on improving my teaching (my main concern); better maintenance of roadways (which are crumbling, riddled with huge potholes, form large puddles when it rains, etc.)

Better communication between administration and faculty. Increased wages

Better communication, more full time faculty and more support staff such as full time lab technicians to repair and keep the student labs in order.

better leadership and better facilities

Better pay.

Change of leadership at System's Office.

communication, filling positions that have been left unfilled - less staff and faculty has left gaps

Compensation that is on par with national averages, success gaining greater state support so the institution is not as reliant on tuition, which is high, and greater shared governance and respect between administration and faculty/staff.

Computer Services support during evening courses  
Stable classroom infrastructure - computers and projectors

Computers that are current. The IT system is so slow. Offering more all days of the week. For example the book club is on Friday and nursing is off campus at clinicals I don't feel that is taken into consideration. Many nursing faculty leave before 5 to go to clinical and decisions for weather should be made earlier and taken int consideration that many of our students commute from some distance. We need to look at more security in the classrooms if an active shooter situation were to happen.

Fill open positions, recognition from chancellor, visits to each dept from chancellor, chancellor taking an active role in state politics regarding education funding, ins post retirement,

focus on students, not money

Having faculty, in conjunction with staff, work together for the best interest of the students. Too often people who don't work with students are making decisions that affect students without the input of people who work directly with students. There are too many top down initiative either within the school or from the system office that faculty have little input on. Faculty's constant rapport with students is dismissed and marginalized. While data is important, there must be trust in the person providing the data, and there is no trust at our institution when data is being discussed or shared.

I work in an old building with air problems. We have mold during wet and warm conditions; maintenance is responsive, but the real solution is a new building. We also need admin to settle on a way for faculty to have a voice in teaching and advising changes. Admin keeps listening, but the general feeling is that changes will never happen.

I'm in a supervisory/teaching role and feel expectations continue to rise with regard to job responsibilities. While I feel my work is appreciated, the expectation is to do more with less.

Leadership in place with a focus on the future, emphasis on student success, resolution of ongoing shared governance issues, appropriate communications and transparency, ability to make decisions in a manner which doesn't leave the 'decision' hanging out there with a feeling of it's not resolved, ability to build bridges and unite various 'factions' on campus, and an overall ability to move things forward at the college in positive ways that benefit all constituencies on and off campus. Leadership that's visible on campus, leadership that shows we care, and leadership that can make those critical decisions as and when needed.

More and more accessible technology for teaching and learning.

More desire and/or resources to promote successful programs

More input on Curriculum changes and shared governance.

More recognition and celebrations. We need some solid leadership as we have been "in flux" for a year or so. Not sure where we are headed?

Pay, leadership at the system level. Remove symposiums.

Professional development funds for everyone; well-planned and implemented governance system; strong, compassionate, intelligent leadership that is trustworthy; focus on student learning - not student retention or pass-rate.

Replace System office upper management; to many and they are useless...

Strong leadership with vision.

Strong leadership. It sees that there are bullies and manipulators in this organization and they control the the higher administrators.

Technical support is an area of weakness as well as old technology (very old computers, etc...) I can't use conference on Canvas because I don't have a camera on my computer. I participated in a research group and participants were in different parts of the US, so we used technology for our meetings. I had to use my husband's computer in order to participate. Lack of support for using technology in the classrooms or money to upgrade systems. Lack of support from media services, such as the ability to make instructional videos. It is not IT or Media Services fault, they have lack of resources and trained staff. CCSNH leadership doesn't always support what "we" are here to do and that is to educate students. There are too many administrators in the system office getting paid extremely well while the CCSNH faculty are some of the lowest paid in the country. It is important to have full-time faculty who are invested in the educational quality and available to students. Terminating full-time faculty and replacing with adjunct faculty is not the answer to budget deficits. As had as adjuncts work, they are not 100% invested because their time is limited on campus. It is my opinion that cancelling classes for an entire day for Symposiums is not student-centered. It is very difficult to make up the class/clinical time missed. Most of the symposium content do not have much that relates to my daily job. Perhaps information could be disseminated in another way. Technology is available to do this, but again, our IT infrastructure is old. Lastly, I have been employed by CCSNH as adjust for ten years and have been full-time faculty for over 15 years. I have never felt that faculty moral has been this low. I love my job because I love to teach my students. I could do it better with more resources (IT and support from tech/media services).

They did layoffs and froze positions of people who retired a few years back and we have never been given these positions back. We were promised an additional position and that was cut and then a professor in my department retired and they cut that position as well. We need another full time position in my department so that I am not the only full time professor in my field who has to train all the adjuncts who come and go and it is difficult to be the only one to represent my department on anything to do with my field. We have about 20 sections of classes each year and this is a lot for one full time professor. Additionally, we used to have two secretarial support people and then one was moved to another building and and when the other retired, they didn't replace her position. It is really hard to have no support at all and feels unfair when other departments have support. We used to have a person that helped with copying, inputting, ordering, etc., and now we cant even get anyone to help maintain the copier and was told that changing the toner was "intuitive" and we should do it on our own. Consequently, got covered with ink and ruined my clothing with an "intuitive" duty that shouldn't really be part of my job. I honestly spend a lot of time with students during office hours, student and club activities and helping them to prepare for exams. There has been a great increase in students with disabilities and while accommodating them is important, it takes up significant time and seems to increase yearly. The learning curve for instituting new computer programs was time consuming and being asked to manage two Running Start Programs adds additional time I do not have. Consequently, it is incredibly difficult to keep up with everything. I am not a person to complain and I love teaching but I want to spend more time with students than I am able to and honestly it is so stressful that when I am assisting them, I feel like I need to hurry them along and I hate that. Lastly, there is no recognition for the job I do compared to those I see who do the bare minimum. We only get a raise when everyone gets a raise and it doesn't matter if you give a 110% while someone else does so much less and gets the same compensation when they do an across the board raise which is of course rare anyway. There is no tie-back to performance and effort and I feel there is little recognition at all for a job well done.

This institution needs leadership, and the System's support for leader who can safely advocate for and support the pride and hard work of NHTI faculty and staff. The belief here is that anyone who voices support for NHTI will be dismissed by the Chancellor. Within the institution, the policy of closed meetings, plum assignments, special favors and rewarding sycophants is damaging to the mission and the students. The director of the ACE needs to be reigned in or replaced. She has consistently contributed to the discord and divisions within the college, does not believe in consensus and for reasons unknown to most faculty and staff has been given free reign. NHTI needs a transparent governance system that does not marginalize the people who know and work with students. Most policies now are planned by those who wish to build their resources and power at the expense of students. We are also desperately under-resourced in every area, and students have suffered.

Updating classroom technology, cleaning classrooms, and cleaning offices

We have had a complete turnover in our college administration. At least one of the the new administrators is viewed as incompetent by the faculty and there does not seem to be any recognition of this by the other senior leaders.

**Adjunct Faculty**

**What do you appreciate most about working at this institution?**

Close to home

I like that my classes are smaller and other instructors have been very friendly towards me.

I miss the culture resulting from previous leadership.

It's near my home, so the commute is excellent. It's a great little school. I'm an alumna myself, and it does so much good for this community and for its students, whom I believe are largely proud to be there and pleased to say they went there.

Management trusts me to teach and manage my classes without micromanaging me!

My colleagues, freedom to do my work as I want to

Support from Department Head

The ability to do meaningful work on my own schedule. (I am an adjunct retired from full-time work.)

The people

The students

The very collaborative, forward thinking nature of the department faculty. I am an adjunct faculty member who has chosen NHTI for my retirement employment. I love working here because I feel valued and that I continue to grow.

**What would make this institution a better place to work?**

All of the things that make adjuncts' lives better. I'm sure people make many of the standard complaints about adjunct life, and I'm no different. The pay is adequate, for adjunct salary, but inadequate as a professional salary by any definition. There are no benefits, not even faculty parking. There is not nearly enough office space. We are the majority of the faculty and teach critical gateway courses, are required to have an advanced degree, and no annual contract is available. Any courses remotely beyond the absolute basics are taken by the full-time faculty. If there is advancement, it has never been made plain what that would be or how to access the system or qualify for promotion. I couldn't even find information about how to get direct deposit of my paycheck, and none was given during orientation. There are 300 adjuncts and 100 full-time faculty, and if this is going to be a great place to work, it ought to consider innovation that would create a great deal more equity among the faculty roles, especially if there is an expectation that adjuncts are a part of the community and ought to contribute as community members. A community where 25% of its members enjoy full professional status and 75% have no professional status at all is not much of a community. It's closer to an oligarchy. I'd be much prouder to say that I worked for a place that saw that inequity and worked harder at leading the way in resolving it.

Better benefits and pay.  
Better equipped classroom, chair, structure.

Better pay and better communication from college system leadership.

Better pay, better benefits, more support for and understanding of faculty and the challenges faced by faculty. All support and understanding is for the students and absent for faculty.

Currently I donâ€™t get benefits as a new adjunct. I would like that option.

Higher stipends for adjunct and student teacher supervision. I put many, many hours into both aspects.

More diversity/ inclusive atmosphere

More full-time English professors, better compensation for adjuncts, better understanding of adjunct contributions.

Recognition of adjunct faculty.  
Ability for growth or promotion within hired position and/or department: working hard and doing well as a faculty member is not recognized (\*my experience as an adjunct).   
Adjunct faculty in my department consistently goes above and beyond their hired position and job expectation(s). - most of our department regularly spends at least 2-6 hours per week working with students outside of scheduled class time- this does not include time spent writing letters of recommendation-: I have written over 30 letters of recommendation since I began teaching at Nhti - a huge amount of time and effort has been put Into writing those letters - time that is unpaid and unrecognized. (30/32 students I have written letters for have been accepted into their transfer School or program).   
A Stipend/ discount for course materials- supplies/materials needed to teach a course ( IE- Studio/visual arts courses require a lot of materials - paper, paint, pencils etc- in order to teach a course effectively). I spend at least $300- $400 annually on teaching materials/supplies.  
My dwpartment is not on campus- it is several miles away at an off site facility- students who do not have their own transportation struggle with attendance and getting to class (there is no shuttle or ride share available-there is a trolley/bus service available but average time to go 3 miles is 55 minutes).  
The facility lacks basic necessities: clean drinking water and/or water fountain (not available), access to internet and WiFi, limited access to computer and printer ( no scanner or photocopy machine- just a 2nd hand black and white printer that only works 60% of the time ), limited storage and work space for faculty AND students.  
Gas/travel partial reimbursement.  
Regular department faculty and staff meetings- at least 1 per semester! There are faculty members in my department who I have never met even though weâ€™ve been in the same department for nearly 3 years...

Some lecture rooms need to have updated instructor work stations.

**Staff**

**What do you appreciate most about working at this institution?**

Co-workers

Creative Freedom in my daily work, excellent benefits, reciprocal respect across job-titles

Having a job!

Helping the students but that seems to be lacking more and more.

I appreciate the people I work with. The institution is filled with employee's who genuinely care about the institution.

I can get to know other employees on a personal level and feel that I am a valued member in the community. I love that other employees know my name and I know theirs. I think it's so important to make these personal connections in the workplace.

I enjoy the work I do and the programs put on to help students. Being able to engage with them and see their progress from start until graduation is amazing. I enjoy the people I work with, they make coming to work even more enjoyable.

I enjoy working with a wonderful group of talented, positive, and hard-working individuals. My environment is supportive, and helps to foster growth personally and professionally.

I have not been here long, but it seems to be a fairly relaxed and supportive environment

I love walking on campus and knowing people who work in all facets of the College. I appreciate the benefits awarded to full time employees and the CBA.

In my department everyone works together and communicates.

Longevity among employees; family atmosphere

Medical benefits and paycheck.

Mission Statement, physical surroundings, friendly environment and internal programs for learning such as mental health awareness.

My co-workers are very supportive and helpful. We work well together and are a great team.

My colleagues in my area. Student Affairs leadership. The students here are amazing. There is a real opportunity to do good work here as far a student development goes.

My leave time

NHTI is a wonderful place, very unique to New England and is "still" undervalued by the general public and the CCSNH system office.

Our interim president.

Overall, the students are respectful. I enjoy working with them.  
Many wonderful colleagues

People are dedicated and focused on student success.

Providing a service for those looking to further their education.

The atmosphere.

The community atmosphere is great, people are supportive and invested in our institution and students.

The community on this campus. I love working new and old students, and helping them become successful.

the dedication and enthusiasm staff have for this college.

the paycheck

The people

The people I work closely with

The people I work for are professional, caring people and I get great satisfaction out of helping our students and other staff achieve their goals. My hours fit my needs perfectly and my pay is adequate. I am part time, so I do not qualify for benefits, however, I am paid for holidays and for hours when inclement weather closes the institution, which is very much appreciated. My physical environment is good, and dedicated maintenance people respond to any problems. I like that we support art exhibits to enhance the surroundings and awareness of our students and staff. I like that we support local charities with our fund-raising efforts. I am proud to wear my NHTI ID badge when I'm in public and receive a lot of good comments from the community.

The relationships I build with the students I meet.

There is a great community feel within the employees.

There is a group of individuals that are supportive and positive. This group makes coming to work each day more enjoyable.

Vacation days

**What would make this institution a better place to work?**

A Leadership Team that has longevity and an understanding of what each department needs in order to function.

Ability to take classes beyond the community college level. Medical insurance.

Appreciation

Better communication between Systems and the individual colleges with an emphasis on how plans impacts us either positive or negative rather than just telling us what is going to be done.. To hold frequent meetings instead of once in awhile, providing everyone has an opportunity to attend.

Commitment to physical appearance, commitment to repairing roads and structures. Less feeling as though there are many silos operating individually. Recognition of milestones, extra efforts, etc. other than in an email. More communication about what new platforms are coming and why they are important. More thoughtful decision making when it comes to trickle down work. More effective participation in decision making, make sure those that will be in the trenches with updates, new platforms, etc. have the ability to speak and contribute before final decisions are made.

communication, better staffing in my department

Emphasis placed on diversity and diversifying staff.

Even more communication from leadership and them ensuring that everyone jump on board with new ideas ( perhaps holding town hall meetings for important workplace updates). There is currently a lot of resistance to changing methods, which not only delays the decision making process, but hurts students as there is not a full understanding of which changes will take place . I feel its important change happens to make certain procedures and polices less cumbersome and to make it easier for students to move through their degrees and understand policies. I also think at times, there should be more policies in place such as security policies when a student calls and making sure all employees confirm they are talking to the correct student. One other thing is that I think overall, we need to have leadership instill a sense of creativity and more use of technology in how we complete and approach our work. For example, more forms should be digitalized to make it more convenient for students to submit them.

Holding people accountable for some of the unethical things that they do.

If Systems Office would listen to the individual people, and not try to do everything the same across all of the community colleges. Each college is different and Systems has cost NHTI a lot of money in the process.

If you would listen to your employees concerns and address them.

It needs to be run, managed, and thought of as a business, not a place to work forever. New systems, models and management need to be put in place to better streamline operations.

Job security is a real worry for many employees (staff and faculty). The many changes with leadership at NHTI and the lack of CCSNH system support and recognition of NHTI as a unique institutional body is frustrating to NHTI employees.

Less bureaucracy, spend money efficiently and wisely

Merit raises instead of across the board. Those that work are rewarded; not people that don't!

More open communication within the administration on campus. The campus meetings are nice and all, but possibly having a 'President's Newsletter' bi-weekly or monthly would be nice.

More professional development opportunities for staff.

Private pension system instead of being part of the state pension system. It allows fro flexibility, similar to the university system.

Professional development funding for staff

Putting the students first when hiring. We are very top heavy. Lots of meeting and people at the table that have not direct interaction with the students or staff that need the support.

Reevaluating staff's job descriptions and making sure that people are doing the work they are supposed to be doing. Too often you hear and see people doing other peoples jobs and those who are not doing their job are not being held accountable.   
Adding tuition assistance to further education, and opportunity for staff to receive professional development. Faculty have a grant, but for staff, it is harder to get funds for.

Summers off!

The college is not spending enough time or designating enough resources on the things that matter most and the system technology (Microsoft products, Banner functionality) is not effectively supporting the colleges.

The compensation should not be modeled from the state system but from other positions within the CCSNH system.

To allow folks that have come on board last to be able to utilize personal days when requested instead of Director holding onto request to wait to see who else selects the same time off. I believe it should be on first come first serve basis especially when request was submitted months in advance.

Trust, openness, the fear of not losing my job

We need new System leadership. The problems always start at the top. What does Ross spend his time doing? CCSNH is incredibly top-heavy with inflated salaries while the campuses are barely scraping by and are constantly hounded to do more with less. System is trying to get rid of our IT department and we desperately need it. System office doesn't "play well with others" - they should be a resource to campuses but instead they behave like they cannot be bothered by any of us. Shannon Reid just received an off-cycle $10k raise. Why? System Office just purchased several stand-up desks that are very expensive. The optics for these ridiculous expenses are horrible. What exactly is Tim Allison going to do? What does Richie Coladarcci do? System/Chancellor cannot seem to "hire right." Why are the campuses absorbing the cost of paying off bad Presidents? Ross is responsible for the hires - his budget should be hit if he wants them paid off. AND, WHY are we paying them off? All to protect Ross? The public isn't buying it. We are throwing away needed dollars. It is absolutely FRIGHTFUL how CCSNH operates. I am embarrassed to work here but cannot live without health insurance.

We need to highlight appropriate behavior from faculty/staff rather than reacting to poor behavior. There are several folks who thrive off negativity and start rumors that create anxiety among other faculty/staff. These rumors need to be addressed head on and the individuals who started them need to be held accountable for their actions. There are many opportunities to highlight the important work faculty and staff are doing which need to be taken.

When you make a suggestion you are not dismissed

With the current downturn in enrollments, we have seen several long-term employees dismissed, despite their dedication to the institution. Surely, this could be handled in a fairer manner (i.e. reduced hours or acquisition of extra funds through grants, or government boosts), at least until recruitment initiatives could be allowed to succeed. Also, there is an obvious need for improvement in IT support. This area needs increased funding to get and keep experienced personnel, who can overcome ongoing technical problems.

Work space improvements are needed.

Would prefer more collaborative leadership from the system rather than top-down directives.  
Enhanced medical benefits. The discount for fitness clubs/purchase of home fitness equipment used to be great...not now.  
Love the interim President at NHTI! She 'gets it'!. Hope the new president is as good.