



IPFW University

Accreditation Survey Results

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Executive Summary

The following report investigates Indiana University-Purdue University Fort Wayne and the relationship with local constituencies. The local constituencies will be defined as Fort Wayne and the surrounding Northeast Indiana region. The reason for the investigation is to satisfy the reaccreditation of the University in regards to the North Central Accreditation. The first of the report will give an overview of the purposed reaccreditation and define the questions of the investigation. The second part of the report will attempt to answer the defined questions supported with in-depth interviews and an online survey.

Overview

College universities are established not only to benefit students but to also contribute to the greater good of the entire communities in which they are located. A community that is home to a particular university typically partners with the school to make the community and society a more valuable, cultural and educational environment for every individual by creating and enhancing different programs and projects that helps the community and its people grow and learn. Both entities benefit from one another when a community supports a university and contributes to its success, and in turn the university more likely produces well-educated graduates that return to the area and give back to the community and university. The university and the community each need to be satisfied with the contributions that have been made to each other for this to happen correctly. Indiana University-Purdue University Fort Wayne (IPFW) is researching the community's perception of the campus and its involvement with business organizations in Fort Wayne and the surrounding community in order to assure that both entities are benefiting from each other as expected.

Not only does IPFW need to make sure it is satisfying Fort Wayne and the surrounding community, but the school must also make sure it is adhering to the North Central Accreditation standards as well. The North Central Accreditation sets the criterion for accrediting a university. In order to be an accredited university, all programs must meet high quality standards, implement a continuous process of improvement, and engage in quality assurance through internal and external review. To ensure every requirement is met, an accreditation committee was established at IPFW and is focusing on the engagement and external relations of the school. Periodic review of the community's perceptions of the University is crucial to its continual success. There are many factors present when evaluating the perception of a university by the surrounding community.

Criterion five of accreditation includes engagement and service that consists of the conditions *“As called for by its mission, the organization identifies its constituencies and serves them in ways both value.”*

The investigation process for accreditation includes four core components that require specific examples showing that the university is successfully meeting each component. A survey was composed that

included questions that went into detail about each component. The four components that the North Central Accreditation is concerned about are:

- The organization learns from the constituencies it serves and analyzes its capacity to serve their needs and expectations
- The organization has the capacity and the commitment to engage with its identified constituencies and communities
- The organization demonstrates its responsiveness to those constituencies that depend on it for service
- Internal and external constituencies value the services the organization provides

The results of the survey that was completed by business leaders throughout the community include specific examples of each of these components and are elaborated in greater detail in the following sections. It is important to gain the opinions of these stakeholders as they are the ones that are in direct relationships with the University.

Questions that investigated some of these factors, which will be detailed in the following sections, were asked to local business people in the Fort Wayne area to determine what they thought about IPFW and the services it provides. The five main topics that were discussed include the following: Community relationships with IPFW

- The community's satisfaction with IPFW graduates
- Variable services provided to the community
- The community's view on the value of IPFW services
- Any additional services needed that IPFW should offer

Methodology

In order to get a more accurate perception of IPFW from the Fort Wayne community, two separate forms of research were conducted: a survey and personal interviews. The purpose of these two studies was to get a better understanding on how IPFW is servicing the Fort Wayne community and

northeastern Indiana. Information was collected from the business community in and around the Fort Wayne focusing on IPFW's involvedness within the community.

The type of research used was descriptive research. Descriptive research designs refer to a set of methods and procedures that describes marketing variables. The survey and personal interviews portray these variables by answering who, what, where, when, and how questions.

The research data was collected both qualitatively and quantitatively by using in-depth interviews and standardized online surveys. In both instances, respondents were asked to voluntarily answer questions pertaining to IPFW. These respondents' answers were to be held anonymous.

The in-depth interviews were administered by research and survey certified undergraduate business students. The sample size was very small including only 16 business leaders around the Fort Wayne area. These interviews generally lasted 30 minutes. Open-ended questions were asked during the interviews. Respondent's answers were tape-recorded and also hand written in order to be analyzed later. The survey findings and analysis will be discussed in greater detail further into this paper.

The standardized surveys used to collect business men and women's responses to IPFW's involvement within the community were posted online. E-mails and letters were sent out to members of the community informing them of the link to access the survey. In the end, 76 respondents were studied. Respondents were asked many different types of questions. Some close-ended, yes/no responses were asked, and other means of attitude scales were used. Respondents were asked to use a Likert scale to describe their agreement or disagreement to a particular question. Two category questions were also given within the survey. The surveyed responses were then entered into SPSS software for a detailed data analysis. To further analyze responses, several different cross-tab analyses were performed and evaluated in order to determine whether there was any correlation between particular pairs and sets of questions. The analysis of these results will be discussed towards the end of this paper.

The performed research incurred several limitations. Within the in-depth interviews, one limitation consisted of a small available sample size of business people to interview. To heighten the limitations, there was a poor participation rate when responding to interview requests. This resulted in fewer in-depth interviews than desired. Within the online surveys, a limitation consisted of a time constraint in relation to obtaining participant's responses. The online survey was available for only one week before analyses were needed in order to complete the project before the required deadline.

Results

Core Component 5a: The organization learns from the constituencies it serves and analyzes its capacity to serve their needs and expectations.

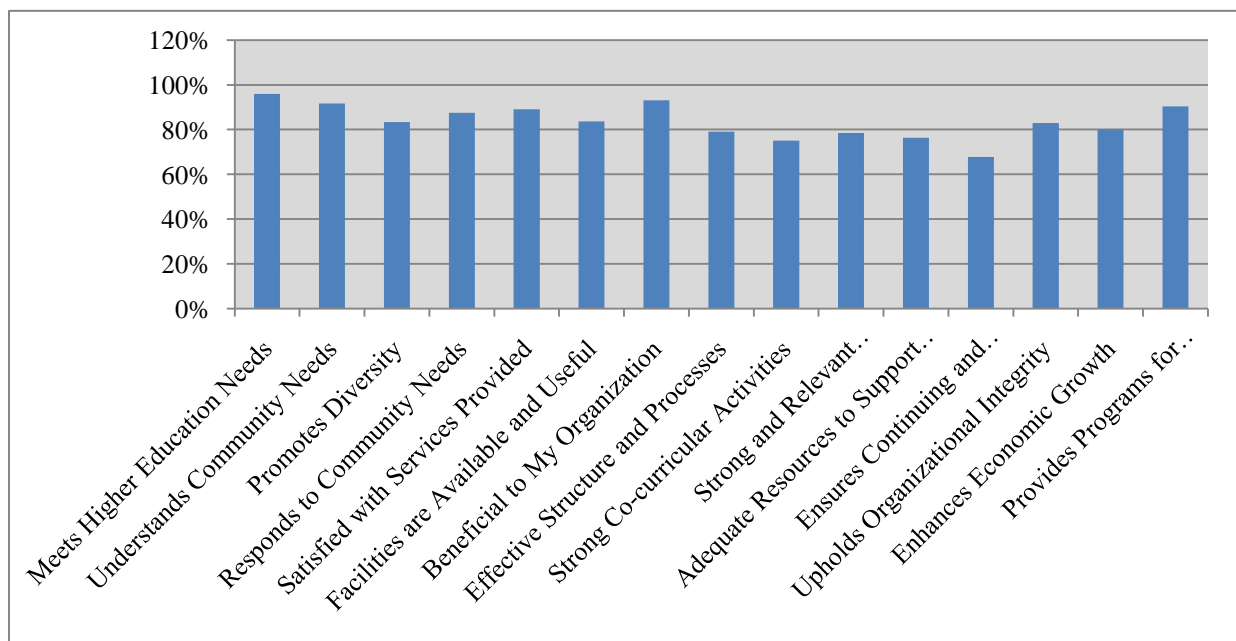
In question 1, those surveyed were asked to provide their level of agreement on 15 statements regarding IPFW and its connection with the community. Answers were based on a scale from one to seven: one being strongly disagree and seven being strongly agree. The statement, IPFW is committed to meeting the higher education needs of Northeast Indiana and working with the community to develop intellectual, cultural, economic and human resources, had an average answer of 6.2 or 'agree.'

Additionally, 96% of those who answered this question at least agreed, chose 5 or higher, with this statement. The second statement, IPFW has made a conscientious effort to understand and assess the needs of its constituents and its communities, had 92% agreement and had an average answer of 5.8. The third statement, IPFW has made a conscientious effort to promote diversity and provide service to the needs of diverse communities and individuals had an average response of 5.8. Eighty-three percent of respondents agreed with that statement. IPFW has effectively responded to identified community needs obtained 88% agreement and has an average answer of 5.6. Eighty-nine percent of those surveyed agreed with the statement, my organization and I are satisfied with service, programs, students, faculty, and staff volunteer activities provided by IPFW. The average response was 5.8. The statement, IPFW's facilities are available to and used by the community, gained 84% agreement and averaged a 5.7. My organization/community has benefited from IPFW programs such as continuing education, outreach/engagement, or customized training had an average answer of 6 and 93% of respondents agreed with the statement. Seventy-nine percent of those surveyed agreed with the statement, IPFW has an effective structure and process to connect itself with external communities. The average answer was

5.4. Statement nine, IPFW has strong co-curricular activities to engage its students, staff, administrators, and faculty with external communities gained 75% agreement and had an average answer of 5.4. The tenth statement, IPFW has strong and relevant educational programs that connect its students with external communities had an average answer of 5.5 and 79% of respondents agreed. Seventy-six percent of respondents agreed that IPFW has adequate physical, financial, and human resources to support effective programs of engagement and service. The average response was 5.4. IPFW has a good planning process to ensure continuing and ongoing engagement and service to external communities averaged a response of 5.4 and obtained agreement from 67% of those surveyed. Statement thirteen, IPFW upholds its organizational integrity in the partnership and contractual arrangements with my organization/community had a 5.8 average and 83% agreement. The statement, IPFW’s economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region, gained 80% agreement and averaged answers of 5.6. The final statement in question one, IPFW provides programs to meet the continuing education needs of professionals in the community, had 90% agreement of those surveyed and an average answer of 5.8.

Responses to statements in question 1 were summarized and illustrated in Figure 1. This illustration describes the percentage of participants who indicated some level of agreement with the statements.

Figure 1. IPFW’s Commitment to and Interaction with Communities



Question 2 asked participants to answer whether or not they had ever been contacted by a representative of IPFW or been asked to provide input related to the needs of their organization or community.

Seventy-six percent of respondents answered yes, they had been contacted.

The 7th question in the survey asked participants to evaluate the community needs for entrepreneurial and innovation programs. They were asked to answer on a scale of one to seven: one being that there is low demand and seven being that there is high demand. Ninety-nine percent of participants responded that there was a demand for entrepreneurship and small business development. The average answer was 6.5. Ninety-seven percent responded that corporate entrepreneurship and strategic rejuvenation is a demand in the community with the average answer at 6.2. Ninety-four percent responded that development of innovation culture within existing organizations is a community demand. The average answer was 6.2. Ninety-two percent said that there is a community demand for corporate realignment and entrepreneurial thinking within existing organizations. The average response was 6.

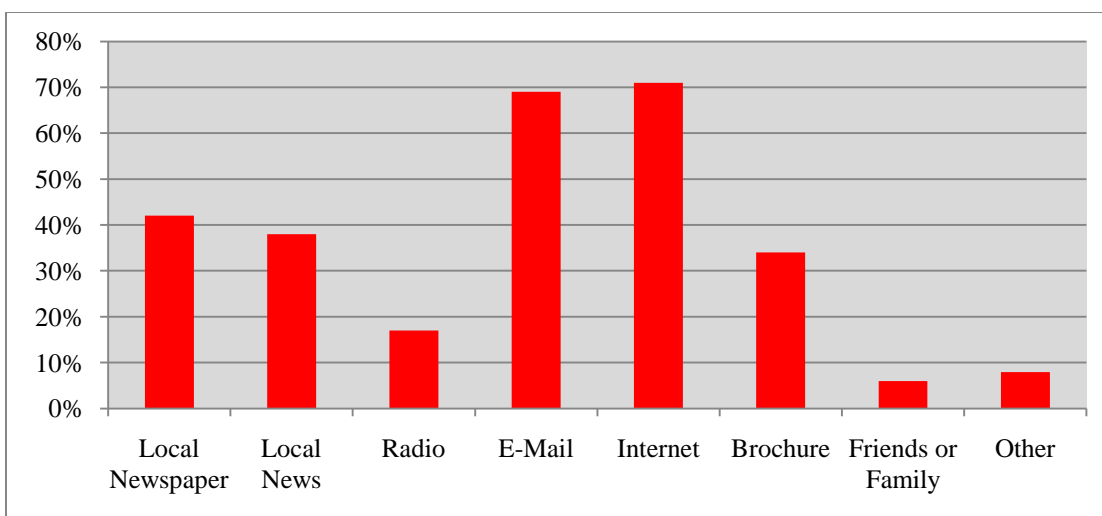
Core Component 5b: The organization has the capacity and the commitment to engage with its identified constituencies and communities.

The sixth question in the survey asked respondents to provide their level of agreement with four statements regarding globalization. The first statement, my organizations performance is affected by globalization gained 67% agreement and averaged an answer of 5.1. The statement, if my organization had sufficient resources, opportunities, and connections, my organization would like to expand to the international market, had an average answer of 3.8 and obtained 32% agreement. My organization is likely to hire foreign students to help us in the international marketplace had an average answer of 3.6 and 21% of those surveyed agreed with the statement. The final statement, having a large number of international students in this area will increase the diversity of this area and help economic development within Northeast Indiana, gained agreement of 78% of respondents, and the average answer was 5.4.

After analyzing the data for question 8, there were a few options that were predominant. The question asked what type of media they preferred IPFW to use to inform them about the services that are

available. The responses are summarized and illustrated in Figure 2. The Internet was first, with 71.1%, and Email was right behind that with 69.7%. Local Newspaper and News Broadcast were next with 42.1% and 38.2% respectively. Other options included Brochure (34.2%), Radio (17.1%), Friends or Family (6.6%), and Other (7.9%). Respondents were given the option of writing in an idea after choosing other, and some of the ideas that were written in included things like mail, presentations, and social networking technologies.

Figure 2. Media preference to inform about services



Question 10 asked respondents which IPFW services they would like to see improved for the community. The top response for this question was to increase communication with the community via emails and newsletters at 47.4%. Internships also got above 40% of responses and were the second most popular answer. Responses that got between 25 and 40% were more Masters and Ph.D. programs, more programs like Omnibus Lecture Series, and more certification programs. Options that got below 25% included more opportunities for students to volunteer, improve websites, and market sports and arts better. Other suggestions accounted for 7.9% and included write in answer such as continuing education workshops on hobby-type subjects, expanding alumni services, and recruit more minorities as students and for employment.

Core Component 5c: The organization demonstrates its responsiveness to those constituencies that depend on it for service.

All examples of evidence for core component 5c can be found in Appendix 1 in the section entitled “Community relationships with IPFW” Issue.

Core Component 5d: Internal and external constituencies value the services the organization provides.

The third question in the survey asked whether or not the respondents have ever been asked to provide feedback or evaluation to an IPFW representative regarding its community outreach programs. Forty-three percent answered ‘yes’ and 57% answered ‘no’ to this question.

Question 4 asked those surveyed how often they participate in activities or co-curricular programs related to IPFW. Occasionally was the most popular answer with 55%, followed by regularly at 28%, frequently at 11%, never at 4%, and always at 2%.

Question 5 inquired; overall how satisfied are you with IPFW’s community outreach programs and services. Sixteen percent chose very satisfied. Thirty-two percent chose satisfied. Twenty-eight percent chose somewhat satisfied. There were 17 percent that chose neutral and 7% that chose somewhat dissatisfied, while no one chose dissatisfied or very dissatisfied.

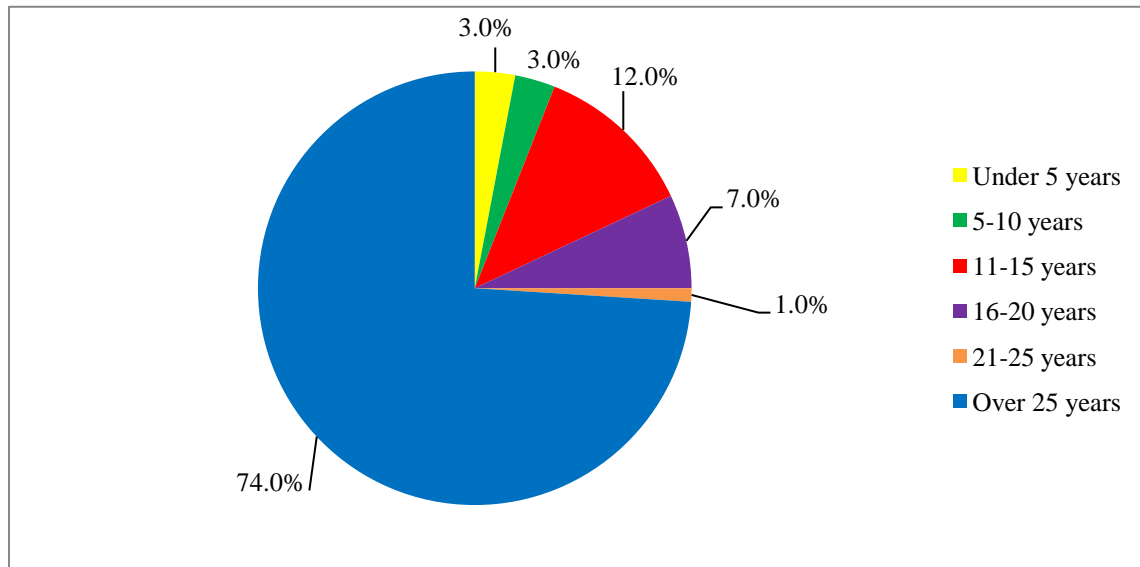
When asked in question 9 which IPFW facility they are likely to use, Walb Student Union received the most responses with 57.9%. Rhinehart Music Center was next with 43.4% and the Engineering, Technology and Computer Science Building was next with 31.6%. The other choices, Hilliard Gates Athletic Center, Helmke Library, and Williams Theatre, all got responses around 20%. This question also included an 'other' choice, which got 10.5% of responses, and included write in responses such as Fine Arts Building, Holiday Inn, NIIC, and Kettler.

Demographics

Question 11 in the survey asked how long the participant’s company or organization had been established. The results to this question are illustrated below. Over 25 years was the biggest response

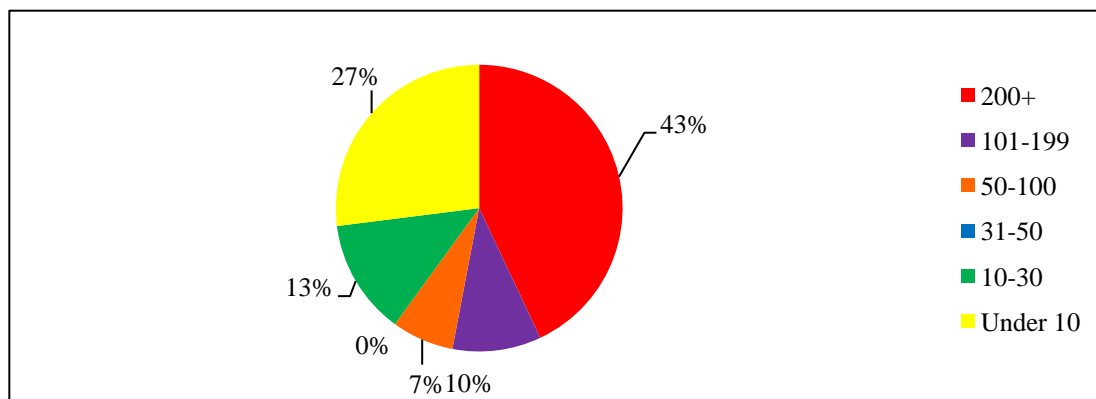
with 74% of the responses. Next was 11-15 years at 12.3%, followed by 16-20 years at 6.8%. The choices that got the least amount of responses were under 5 years and 5-10 years at 2.7% and 21-25 years at 1.4%. Figure 3 shows the information graphically.

Figure 3. Years of Establishment



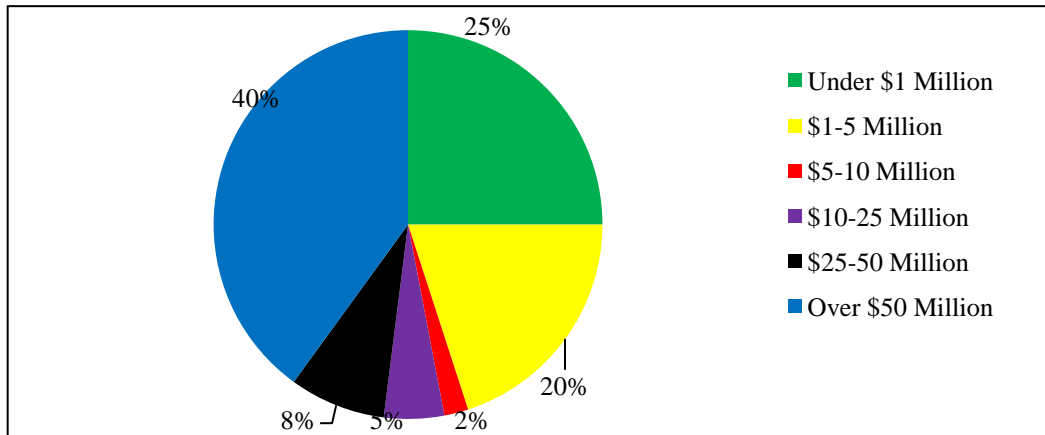
Question 12 asked about the number of employees at the company/organization. This information is illustrated below. The top response here was over 200 at 43.1%, followed by under 10 at 26.4%. This shows us that almost 70% of the people surveyed were either from a large company or a small business. Other responses included 11-30, which got 13.9%, 101-200, which got 9.7%, and 51-100, receiving 6.9%. Figure 4 shows the distribution of the survey results in terms of number of employees.

Figure 4. Number of Employees



In question 13, the respondents were asked to choose which option best matched the total revenue of their company. As Figure 5 shows the largest percentage was over \$50 million, which coincides with the high percentage of people who answered over 200 employees in the last question. The second largest response was under \$1 million with 24.6%. The other responses were \$1-\$5 million at 19.7%, \$25-\$50 million at 8.2%, \$10-\$25 million at 6.6%, and \$5-\$10 million at 1.6%.

Figure 5. Annual Company Revenue



The next question, question 14, asked responders to select from 18 categories to see which best described their industry. They were also given the option to choose other and fill in their own response. The most popular answers of the choices we gave them were Non-profit organizations at 23%, Education at 17.6%, and Bank, insurance, financial services at 10.8%. All of the other responses got less than 10%. The most popular answer, however, was the other category with 25% of responses. Some of the other responses that were then written in include Automotive, Engineering, Orthopedic Manufacturing, Travel, and Software development.

Question 15 asked what the responder's position was at their company/organization. The most popular answers here were the higher up positions. For example, the answers Director/Manager/Administrator got 42.1% of responses and the positions Owner/Cofounder/Principal got 28.9% of responses, while Employee only got 14.5% of the votes. This shows that a majority of the people surveyed were higher up in their companies rather than just an everyday employee.

Question 16 asked how many times the respondents had traveled outside the United States. They were given four options to choose from. Of these options, the response more than 5 times was the most popular at 44.6%, 3-5 times was second most popular at 28.4%. 1 to 3 times was next at 23%, and never was last at 4.1%. The numbers decreased with the number of times they have traveled outside the United States, showing that the group surveyed are people who frequently travel outside the United States.

To finish up our survey, respondents were asked to give any suggestions they had to improve IPFW service programs. Some of the suggestions given included: “As an employer I would like to see students better prepared for the interview process and more engaged in the planning/prep for their future careers.” “Continue to expand your efforts to involve K12 students into the engineering and science fields as this is our future.” “Parking is still a problem, particularly for handicapped individuals.” “Utilize the alumni more.” These are just some of the many good suggestions given by the respondents. A full list of the answers given to this and any of these questions can be found in the appendix.

ANOVA Statistical Testing

ANOVA statistical testing found a significant relationship between participants’ answers to the question “How often do you participate in activities or co-curricular programs related to IPFW?” and participants’ level of agreement with the following statements “IPFW has effectively responded to identified community needs”, “IPFW has an effective structure and process to connect itself with external communities”, “IPFW has strong co-curricular activities to engage its students, staff, administrators, and faculty with external communities”, and “IPFW upholds its organizational integrity in the partnership and contractual arrangements with my organization/community.” Participants who indicated that their participation in activities or co-curricular programs was either never, occasional, or regular had significantly lower levels of agreement with those statements than participants who reported frequent or very frequent participation.

ANOVA tests were used to determine relationships between participants’ overall satisfaction with IPFW’s community outreach programs and services (question five) and their level of agreement with every statement in question one. In order to properly run the tests, the original seven categories of

satisfaction were recoded into three new groups: satisfied, neutral, and dissatisfied. The results of the tests showed a statistically significant relationship between participants' overall satisfaction and their level of agreement with every single statement in question 1. Participants who reported lower levels of satisfaction also reported lower levels of agreement with the statements in question 1.

ANOVA was also used to test the variables for question one against independent variables reporting sample information. The test showed no relationship between the age of the company participating and the level of agreement with any statement in question one. However, the size of the company participating, measured by both the number of employees and the company's revenues in 2008, was statistically significant to the level of agreement with the statement "My organization/community has benefited from IPFW programs such as continuing education, outreach/engagement or customized training." Specifically, participants indicating that their organization had 100 or more employees, or generated \$25 million or more in annual revenues had significantly higher levels of agreement with the statement.

When compared to whether or not participants' had ever been consulted by IPFW or asked to provide input (question two), there was no significant relationship with any of the statements in question one.

Additional data was gathered and analyzed late into this project. The results of these tests can be found in the appendix of this paper.

After running tests on the new data, ANOVA statistical testing found a significant relationship between participants' answers to the question "How often do you participate in activities or co-curricular programs related to IPFW?" and participants' level of agreement with the following statements in question 1 including 1a, 1d, 1g, 1h, 1i, 1j, 1l, 1m, and 1n. Please refer to the appendix for a copy of the questionnaire and a list of each statement. Participants who indicated that their participation in activities or co-curricular programs was either never, occasional, or regular had significantly lower levels of

agreement with those statements than participants who reported frequent or very frequent participation. Adding more data and a larger sample size increased the significance between these variables compared to the ANOVA tests that our group ran on the original data.

Our group tested the relationship between the age of the company participating and the level of agreement with any statement in question one using ANOVA on the new data, however, as with the old data, the results showed no statistical significance. The number of employees a company/organization had was statistically significant to the level of agreement with the statement (1g) “My organization/community has benefited from IPFW programs such as continuing education, outreach/engagement or customized training.” Specifically, participants indicating that their organization contained 100 or more employees had significantly higher levels of agreement with the statement. This is consistent with the ANOVA results from our previous data; however, the new data showed no significance between the company’s revenue and their levels of agreement with the statements in question one.

Conclusion

Indiana University-Purdue University Fort Wayne has developed important objectives in order to achieve the standards of the North Central Accreditation Committee. The University aims to meet high quality standards, implement a continuous process of improvement, and engage in quality assurance through internal and external review. However, goals are futile unless there are means of gauging their success. Therefore, our research served as a measurement of IPFW’s achievements in engaging in the community development. The results of both the in-depth interviews and survey confirm that IPFW has successfully met the requirements of the North Central Accreditation Committee. It is the opinion of community partners and constituencies that IPFW has made efforts to understand and assess the needs of Northeast Indiana. As well, that the University is committed to connecting itself with the community, has added value and acknowledged that IPFW has contributed to the economic development of Northeast Indiana. It is also evident that community supports IPFW in turn for the services offered by the University. Indiana University-Purdue University Fort Wayne is continually evolving to engage the community and has made strategic developments to maintain those relationships in order to better assess their needs.

Appendix 1. Interviewees Analysis

Issue: Community relationships with IPFW

Question:

1. *Would you please describe your area(s) of interaction with IPFW and the benefit(s) of the relationship?*

The participants who were interviewed for this questionnaire ranged from never having worked with IPFW to having relationships as long as 25 years. The participants all had worked with IPFW in different ways. The most common relationship that the people questioned had with the University was through hiring students for internships. Other areas of interaction the interviewed subjects had with the University were with market research projects, utilizing the online training of IPFW, finding a new dean for health sciences, being on the alumni board, being a professor for a day, engineering projects, and using the cooperative education program. The main benefit of all of these interactions was noted as being a talent pool to work with. The consensus was that IPFW does a nice job of having the available educated human resources to be able to fill positions and fulfill needs. Most of the respondents stated that these interactions with the University were beneficial to them. A few respondents did show dissatisfaction with their interaction experiences with IPFW, however. They felt like some of the interactions with the University were not completely carried through, and that there was poor communication between IPFW and the company. Overall, the overwhelming majority of those who were interviewed stated that the interactions have been very positive, and the continued use of the services of IPFW shows that this is true.

Issue: Communities satisfaction with IPFW graduates

Questions:

1. What experience, if any, have you had with an IPFW graduate?

The participants that were interviewed have dealt with IPFW students and graduates in many ways. Some of the participants stated that they had dealt with current students through such programs as internships and co-op positions. One of the respondents even utilizes current students on a voluntary level. As for actual graduates of IPFW, a few of the participants stated that they had hired graduates from particular programs in the University. The participants interviewed had varying responses about the amount of actual students from IPFW working with the company. Some of the participants stated that students from IPFW make up roughly ten percent of their workforce, while others stated that they really had no engagement with IPFW students.

2. In comparison with other university graduates where would you rank the IPFW graduates?

There was a general view about how IPFW graduates and students matched up against students and graduates from other universities. The general consensus was that there really is no noticeable difference between an IPFW student and students from other colleges. One of the participants stated, "No noticeable differences between different colleges". One of the respondents did note that there are certain people within their organization that have preference to particular Universities, but there is really no logical reasoning behind why they feel that way. Overall, participants expressed that IPFW students and graduates are comparable to any other students and graduates. There really was no distinction between students of different Universities compared to IPFW in a negative way, but there was also no distinction in a positive way.

3. Was the graduate well rounded for the position or task at hand?

Everyone that was interviewed, as well as engaged with IPFW students or graduates, generally agreed that IPFW produces well rounded people. Most of the participants did not elaborate much on this question, but those who did all agreed that IPFW students have a well rounded education. The participants felt that the educational, technical, and personal skills the students and graduates have are very high. The only area that participants expressed IPFW students and graduates lacked in was training in governmental affairs. One of the participants did state though, “IPFW students exceeded expectations in the fact that they were more knowledgeable, mature, focused, and goal oriented than other volunteers”. The participants expressed that the students from IPFW do very well in real world situations.

4. *Was the graduate able to work well in a group situation?*

The participants were had the highest level of agreement in that fact that IPFW students and graduates work well in teams. Everyone thought that these students did well in communicating and working with others on projects. One of the participants stated that IPFW students “do work well on internal groups and external groups”. The participants all seemed happy with the ability of IPFW students to work in various types of teams. No participants showed any type of negative feelings about whether or not IPFW graduates and students work well in a team environment, no matter the situation.

5. *Are IPFW graduates your preferred choice for employment?*

Whether or not IPFW students and graduates are the preferred choice for employment is where the participants really showed a division. Some of the participants expressed feelings that they are the best workers to hire. These participants also stated that they would rank IPFW students 9 out of ten. One of the respondents stated that IPFW produces wonderful students that have excellent knowledge and connections to the community. There were also some participants

that felt that IPFW students and graduates are “not their preferred choice, and wouldn’t choose them every time”. As a whole, the respondents felt that IPFW students and graduates were a good choice for employment, but not necessarily number one.

6. *Does IPFW follow through with the current services provided?*

There was not very much response from the participants about whether or not IPFW follows through with the current services it provides. There were actually only a few respondents that elaborated on the question. The respondents provided little information about this subject. Only one participant had something to say, stating that “IPFW follows through with the continuing training provided”. Hopefully the online surveys will provide a little more insight about this topic, and whether or not IPFW is following through with the services they are providing.

Issue: Variable services to the community

Questions:

1. *What services are you aware of that IPFW offers?*

For the most part it seems that participants are overall unaware of the different services that IPFW provides to the community. There were a few specific programs that several people mentioned. The Omnibus Lecture Series was mentioned in several different interviews, as well as student interns and co-op positions. Several of the participants had been involved in receiving free research performed by college students and others had no idea that this was available to them. Overall, there was a lack of awareness for IPFW’s currently provided services.

2. *Is this a service you currently pay for?*

Because most of the participants were unaware of what services are provided by IPFW they did not even get to the second question. There was one man who used IPFW athletes for referees in some community sports in which he paid them for.

3. At what price would you be willing to pay for IPFW's services?

There was no discussion of prices or willingness to pay for the services.

4. How did you come to learn about the services offered by IPFW?

The participants that are aware of the services and have used them in the past are finding out about them in several different ways. First of all, word of mouth is a strong communication route. Many people are aware of the services because they are in contact with a professor or faculty member at IPFW. Some other ways they have become aware are through email, flyers, newsletters, and the internet.

5. Are there better mediums to reach you or your organization about the services IPFW offers?

There was little feedback on this question. There was a mention of using direct mail.

The participant felt that this was the easiest and best way to contact people or companies interested in using IPFW's services.

Issue: Communities view on the value of IPFW services

Questions:

1. Did the services received by IPFW exceed your expectations? Why or why not?

For the most part all of the participants were very happy with the quality of the services that they received from IPFW. One person mentioned that IPFW students are always on the ball. "They do not just stand around and wait for someone to tell them what to do." Only one person said that she was unhappy with the services. She felt like she was sort of pushed into using an

IPFW service that she did not really need. Afterwards, she just felt like it was a waste of her time and did not feel that the students gave her much new information.

2. *How likely are you to use the service again, with any suggestions on improvement?*

Everyone said that they would love to use IPFW services again. Since they were happy with the results they saw no issues with calling on IPFW in the future. Even the person that was unhappy with the results felt that IPFW offered a lot of great things and would be very interested in trying a different service.

3. *Have you been deterred from using our past services? Why?*

There were not many suggestions on making IPFW's services better. Everyone was very pleased with the services that they were aware of and had used. One participant would like to see a mandatory volunteer class added. She said she thought it would be great for both students and the community.

Issue: Additional Services IPFW Should Offer

Question:

1. *In your opinion, what other services could IPFW offer to better meet the needs of the community?*

IPFW could get more involved in nonprofit organizations. IPFW is a fairly large university and could use its abilities more by getting involved in volunteering and hosting volunteering activity. Providing nonprofit organizations for the "land" to use to host these events would greatly benefit the community. This will allow for more volunteering opportunities for the students to get involved with.

Most interviewees would like to see IPFW compete more with the other local colleges. Offering certification programs for the community to take without having to go through a two or

four year degree would be beneficial. Ivy Tech offers this to community and IPFW could compete alongside them.

One major concern that most people mentioned was that IPFW needs to correlate the research projects and other projects more with the curriculum of the course. The curriculum of each class needs to be presented to each business that will possibly use IPFW's services. This will help the business better understand exactly what the students need out of this research experience and will help businesses decide if they should take on the project. IPFW could better correlate each course and project that need to take place in a semester with businesses that actually fit the criteria for IPFW students' needs.

Many businesses and the community in general know that IPFW has some sort of services that are provided to the community. The problem lies within IPFW not communicating to the community about how they can use the services. Many interviewees would like to see better "advertisement" of the programs and services offered to help better the community.

IPFW does a good job with providing strong programs that allow students to get the education needed to succeed. Some business interviewees believed that IPFW could make the curriculum more tough and up-to-date. By making each course and degree the most challenging possible, this could provide graduating students more abilities to adapt to the business world.

Appendix 2. Survey Results of Initial Data

1. The following statements describe IPFW's commitment to and interaction with communities. Please select the number which indicates how much you agree or disagree with each statement ("1" indicates strongly disagree, "7" indicates strongly agree). Please skip a question if it is not applicable.

1a. IPFW is committed to meeting the higher education needs of northeast Indiana and working with the community to develop intellectual, cultural, economic, and human resources.

Strongly Disagree	1	0.0%	
	2	0.0%	
	3	2.7%	
	4	1.3%	Mean=6.17
	5	5.3%	
	6	57.3%	
Strongly Agree	7	33.3%	

1b. IPFW has made a contentious effort to understand and assess the needs of its constituents and its communities.

Strongly Disagree	1	0.0%	
	2	0.0%	
	3	2.7%	
	4	5.5%	Mean=5.84
	5	20.5%	
	6	47.9%	
Strongly Agree	7	23.3%	

1c. IPFW has made a contentious effort to promote diversity and provide service to the needs of diverse communities and individuals.

Strongly Disagree	1	0.0%	
	2	1.4%	
	3	0.0%	
	4	15.3%	Mean=5.79
	5	12.5%	
	6	43.10%	
Strongly Agree	7	27.80%	

1d. IPFW has effectively responded to indentified community needs.

Strongly Disagree	1	0.0%	
	2	0.0%	
	3	1.4%	
	4	11.1%	Mean=5.61
	5	26.4%	
	6	47.2%	
Strongly Agree	7	13.9%	

1e. My organization and I are satisfied with service programs, students, faculty, and staff volunteer activities provided by IPFW.

Strongly Disagree	1	0.0%	
	2	0.0%	
	3	1.4%	
	4	9.6%	Mean=5.79
	5	19.2%	
	6	47.9%	
Strongly Agree	7	21.9%	

1f. IPFW's facilities are available to and used by the community.

Strongly Disagree	1	0.0%	
	2	1.4%	
	3	1.4%	
	4	13.7%	Mean=5.75
	5	12.3%	
	6	46.6%	
Strongly Agree	7	24.7%	

1g. My organization/community has benefited from IPFW programs such as continuing education, outreach/engagement or customized training.

Strongly Disagree	1	0.0%	
	2	1.4%	
	3	0.0%	
	4	5.6%	Mean=5.96
	5	16.9%	
	6	46.5%	
Strongly Agree	7	29.6%	

1h. IPFW has an effective structure and process to connect itself with external communities.

Strongly Disagree	1	1.4%	
	2	1.4%	
	3	4.1%	
	4	13.7%	Mean=5.37
	5	20.5%	
	6	49.3%	
Strongly Agree	7	9.6%	

1i. IPFW has strong co-curricular activities to engage its students, staff, administrators, and faculty with external communities.

Strongly Disagree	1	0.0%	
	2	0.0%	
	3	5.6%	
	4	19.4%	Mean=5.38
	5	20.9%	
	6	40.3%	
Strongly Agree	7	13.9%	

1j. IPFW has strong and relevant educational programs that connect its students with external communities.

Strongly Disagree	1	0.0%	
	2	1.4%	
	3	2.8%	
	4	18.1%	Mean=5.46
	5	22.2%	
	6	37.5%	
Strongly Agree	7	18.1%	

1k. IPFW has adequate physical, financial, and human resources to support effective programs of engagement and service.

Strongly Disagree	1	0.0%	
	2	0.0%	
	3	6.9%	
	4	16.7%	Mean=5.39
	5	20.8%	
	6	41.7%	
Strongly Agree	7	13.9%	

1l. IPFW has a good planning process to ensure continuing and ongoing engagement and service to external communities.

Strongly Disagree	1	0.0%	
	2	1.4%	
	3	1.4%	
	4	30.4%	Mean=5.17
	5	20.3%	
	6	37.7%	
Strongly Agree	7	8.7%	

1m. IPFW upholds its organizational integrity in the partnership and contractual arrangements with my organization/community.

Strongly Disagree	1	0.0%	
	2	1.4%	
	3	2.9%	
	4	12.9%	Mean=5.8
	5	10.0%	
	6	42.9%	
Strongly Agree	7	30.0%	

1n. IPFW's economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region.

Strongly Disagree	1	1.4%	
	2	1.4%	
	3	2.9%	
	4	14.3%	Mean=5.56
	5	14.3%	

6	45.7%
Strongly Agree 7	20.0%

10. IPFW provides programs to meet the continuing education needs of professionals in the community.

Strongly Disagree 1	0.0%	
2	0.0%	
3	1.4%	
4	8.2%	Mean=5.78
5	23.3%	
6	45.2%	
Strongly Agree 7	21.9%	

2. Have you ever been consulted by a representative of IPFW or been asked to provide input related to the needs of your organization or community?

Yes	76.0%
No	24.0%

3. Have you ever been asked to provide feedback or evaluation to an IPFW representative regarding its community outreach programs?

Yes	43.4%
No	56.6%

4. How often do you participate in activities or co-curricular programs related to IPFW?

Never	3.9%
Occasionally	55.3%
Regularly	27.6%
Frequently	10.5%
Always	2.6%

5. Overall how satisfied are you with IPFW's community outreach programs and services?

Very Dissatisfied 1	0.0%	
2	0.0%	
3	6.7%	
4	17.3%	Mean=5
5	28.0%	
6	32.0%	
Very Satisfied 7	16.0%	

6. The following statements describe the need for IPFW to develop various programs in the future. Please select the number which indicates how much you agree or disagree with each statement. ("1" indicates strongly disagree, "7" indicates strongly agree). Please skip a

question if it is not applicable.

6a. My organization's performance is affected by globalization.

Strongly Disagree	1	3.3%	
	2	5.0%	
	3	10.0%	
	4	15.0%	Mean=5.1
	5	13.3%	
	6	33.3%	
Strongly Agree	7	20.0%	

6b. If my organization had sufficient resources, opportunities, and connections, my organization like to expand to the international market.

Strongly Disagree	1	11.3%	
	2	17.0%	
	3	7.5%	
	4	32.1%	Mean=3.83
	5	11.3%	
	6	15.1%	
Strongly Agree	7	5.7%	

6c. My organization is likely to hire foreign students to help us in the international marketplace.

Strongly Disagree	1	5.7%	
	2	26.4%	
	3	5.7%	
	4	41.5%	Mean=3.57
	5	11.3%	
	6	7.5%	
Strongly Agree	7	1.9%	

6d. Having a large number of international students in this area will increase the diversity of this area and help economic development within Northeast Indiana.

Strongly Disagree	1	1.6%	
	2	1.6%	
	3	6.3%	
	4	12.7%	Mean=5.97
	5	19.0%	
	6	44.4%	
Strongly Agree	7	14.3%	

7. Please evaluate the community needs for the following programs.

7a. Entrepreneurship and small business development

Very Useless	0.0%	
Useless	0.0%	
Somewhat Useless	0.0%	
Neutral	1.5%	Mean=6.48

Somewhat Useful	12.3%	
Useful	23.1%	
Very Useful	63.1%	
7b. Corporate entrepreneurship and strategic rejuvenation		
Very Useless	0.0%	
Useless	0.0%	
Somewhat Useless	0.0%	
Neutral	3.0%	Mean=6.2
Somewhat Useful	13.6%	
Useful	43.9%	
Very Useful	39.4%	
7c. Development of innovation culture within existing organizations		
Very Useless	0.0%	
Useless	0.0%	
Somewhat Useless	0.0%	
Neutral	5.9%	Mean=6.22
Somewhat Useful	8.8%	
Useful	42.6%	
Very Useful	42.6%	
7d. Corporate realignment and entrepreneurial thinking within existing organizations		
Very Useless	0.0%	
Useless	0.0%	
Somewhat Useless	3.0%	
Neutral	4.5%	Mean=5.96
Somewhat Useful	17.9%	
Useful	43.3%	
Very Useful	31.3%	

8. What type of media would you prefer IPFW to use to inform you about their services?

Internet	71.1%
Email	69.7%
Local Newspaper	42.1%
Local News	38.2%
Radio	17.1%
Other, please specify	7.9%
Family or Friends	6.6%
Other Responses	
Faculty/Staff	1.3%
Mail	1.3%
Presentations	1.3%
Social Media	1.3%

Social Networking Technologies-facebook, linkedin, twitter	1.3%
WhatzUp, Fort Wayne Reader	1.3%

9. Which facility in IPFW are you likely to use?

Walb Student Union	57.9%
Rhinehart Music Center	43.4%
Engineering, Technology, and Computer Science Building	31.6%
Helmke Library	22.4%
Williams Theatre	21.1%
Hilliard Gates Athletic Center	19.7%
Other	10.5%
Other Responses	
Fine Arts Building	1.3%
Fine Arts Exhibit Building	1.3%
Gary Schott	1.3%
Hefner Fields	1.3%
Holiday Inn	1.3%
Kettler for classes	1.3%
NIIC	1.3%
Psychology, human services, social work depts	1.3%

10. I would prefer IPFW to improve services related to the community in the following areas:

Increase communication with community via emails and newsletters	47.4%
Internship	42.1%
More Ph.D. programs	39.5%
More programs like Omnibus Lecture Series	36.8%
More Masters programs	32.9%
More certification programs	28.9%
Improve websites	21.1%
Market sports better	17.1%
Provide more opportunities for students to volunteer	15.8%
Market arts better	7.9%
Others, please specify	7.9%
Other Responses	
Better collaboration with other entities and not so much "turf." TRUE collaboration.	1.3%
Continuing ed workshops on hobbytype subjects	1.3%
Expanded alumni services	1.3%
Need access to local Post Doc technology experts	1.3%

Programs for students to get advanced degrees if they have graduated from non traditional college with a bachelors degree without obtaining a degree from IPFW. 1.3%

Recruit more minorities as students and for employment. 1.3%

11. How long has your company/organization been established?

Under 5 years 2.7%
 5-10 years 2.7%
 11-15 years 12.3%
 16-20 years 6.8%
 21-25 years 1.4%
 Over 25 years 74.0%

12. Total number of employees of your company/organization?

Under 10 26.4%
 11-30 13.9%
 31-50 0.0%
 51-100 6.9%
 101-200 9.7%
 Over 200 43.1%

13. The total revenue of your company/organization in 2008?

Under \$1 million 24.6%
 \$1-\$5 million 19.7%
 \$5-\$10 million 1.6%
 \$10-\$25 million 6.6%
 \$25-50 million 8.2%
 Over \$50 million 39.3%

14. Which category best describes your industry?

Others, please specify 25.7%
 Non-profit organizations 23.0%
 Education 17.6%
 Bank, insurance, financial services 10.8%
 Government 8.1%
 Medical equipment and instruments 4.1%
 Wholesale and Retail 4.1%
 Medical , dental, health care services 2.7%
 Retired 1.4%
 Book publishing, printing services 1.4%

Computer and office equipment, electronic products, appliances	1.4%
Agricultural production, services, forest, hunting, fishing	0.0%
Mining, oil and gas field services, construction, water, sewer, pipeline	0.0%
Food, bakery, beverage industry	0.0%
Textile, apparel, fabricated textile products	0.0%
Furniture, lumber and wood products, pulp and paper mills	0.0%
Plastic product, glass products, concrete products	0.0%
Boating, engines, farm machinery and equipment	0.0%
Not employed	0.0%
Other Responses	
Aerospace	2.6%
Automation	1.3%
Automotive Manufacturing	1.3%
Business Consulting	1.3%
Commercial Vehicle Components	1.3%
Defense Industry	1.3%
DoD Electronics	1.3%
Engineering	2.6%
General Manufacturing	1.3%
Manufacturing of steel components and fabrications- construction of heavy truck	1.3%
Non-profit arts organization	1.3%
Orthopaedic Manufacturing	1.3%
Paper converting, packaging	1.3%
Software development	1.3%
Transportation	1.3%
Travel and Tourism	1.3%
Wire and Cable	1.3%

15. What is your position in your company/organization?

Director/Manager/Administrator	42.1%
Owner/Cofounder/CEO/Principal	28.9%
Employee	14.5%
Other, please specify	11.8%
Retired	0.0%
Other Responses	
Area President	1.3%
CEO Emeritus	1.3%
Education Specialist	1.3%

Metallurgical Engineer	1.3%
President	1.3%
Senior Staff Engineer	1.3%
Teacher	1.3%
Teacher, Dept Head	1.3%
VP	1.3%

16. How many times have you traveled outside of the United States in the past?

Never	4.1%
1-3 times	23.0%
3-5 times	28.4%
More than 5 times	44.6%

17. Would you please provide suggestions to improve IPFW service programs?

As an employer I would like to see students better prepared for the interview process and ore engaged in the planning/prep for their future careers.

Better use of social networking technologies, ala Facebook, LinkedIn, Twitter, Ning, blogs, and so forth. The fairly static IPFW website is the 1980s model. Today, the web is all about social networking- especially for the next generation of students.

Communities like to own their programs. IPFW would do well to SUPPORT the programming of others. IPFW faculty members have been known to "take over" some programs without giving credit to the originator, the funder, the writer, or the original developer. While higher ed professors often take credit for the work of their students, this practice is not appreciated by the students in their subsequent workplaces. IPFW should institute a policy of respect for the intellectual property of other organizations and for contributors to IPFW efforts. The other issue that comes to mind is that of quality performance by the faculty. Performance reviews that give feedback to teaching faculty might improve the quality of the education students receive. There are some real bright spots on this faculty, but there are also some faculty that could use some support in learning how to be better instructors. Departmental leadership has historically not been known for participating in regional activities and connections. While the national and international focus may benefit the student/faculty in the program, more deliberate connection with regional and state resources may improve public relations for external programs.

Continue to expand the degrees offered (Medical Degree) and student housing. By providing on campus activities and a broad base of educational opportunities IPFW is a good first choice for full time four year students from this region. Continue to promote IPFW to high school students and their parents.

Continue to expand your efforts to involve K12 students into the engineering and science fields as this is our future.

Continue to help industry acquire govt. funds and private grants for workforce development, technology development, and capital improvement.

Continue to hold input sessions from various stakeholders before embarking on a new initiative. Continue to involve and lead to community to participate in IPFW celebrations and events like the mastadon project.

Continue to network with small businesses, not-for-profits and governmental agencies. There are many opportunities for internships and research within these contacts.

Dr. Wartell has done a great job engaging the University and community. Although there may be some limitations imposed by the folks in Bloomington and West Lafayette, I think IPFW should aggressively pursue the development of an "IPFW Alumni" identity that can raise money and otherwise support the University. I know there is some of this going on, I just think this is an area that would have outsized returns for the efforts. Jon Myers

I have heard many complaints about IPFW and it's treatment of African-American students.

I would like to see programs developed for Physical Therapy, Occupational Therapy, Speech Pathology and possibly a PharmD program.

Once the key situation for our office was solved, we are really happy being at IPFW. People are helpful and we just need to call the right people to get positive results. Great office and we are really happy to be on the IPFW campus.

Open facilities to community groups, when not in use.

Parking is still a problem, particularly for handicapped individuals.

Partnership with high school students on internship opportunities. Work with teachers to better equip them for the rapidly changing face of education.

There is a lot of variability between faculty today. You just don't know what you are going to get. Sometimes it's a great experience, sometimes it is very discouraging. I would say there is opportunity for quality control and training when interfacing with the community. Perhaps requiring faculty to make a certain number of visits and writing a report about those visits would help. Certainly having experienced faculty taking those who need help would provide better outcomes.

Utilize the alumni more

We would like to know more about the research going on at IPFW. I think Fort Wayne does not know about the extent of such work and its significance. IPFW is one fo the major reasons we have stayed in Fort Wayne in retirement. Not only do we enjoy and participate in the arts but are always seeking lectures and information in other disciplines as well.

Appendix 3. Secondary Survey Analysis

1. The following statements describe IPFW's commitment to and interaction with communities. Please select the number which indicates how much you agree or disagree with each statement. ("1" indicates strongly disagree, "7" indicates strongly agree). Please skip a question if it is not applicable.

1a. IPFW is committed to meeting the higher education needs of northeast Indiana and working with the community to develop intellectual, cultural resources.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat Disagree	2	2.1	2.1	
	Neither Agree nor Disagree	2	2.1	2.1	
	Somewhat Agree	5	5.2	5.3	
	Agree	52	54.2	54.7	
	Strongly Agree	34	35.4	35.8	
	Total	95	99.0	100.0	
Missing	System	1	1.0		
Total		96	100.0		

1b. IPFW has made a conscientious effort to understand and assess the needs of its constituents and its communities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.0	1.1	1.1
	Somewhat Disagree	2	2.1	2.2	3.2
	Neither Agree nor Disagree	5	5.2	5.4	8.6
	Somewhat Agree	20	20.8	21.5	30.1
	Agree	44	45.8	47.3	77.4
	Strongly Agree	21	21.9	22.6	100.0
	Total	93	96.9	100.0	
Missing	System	3	3.1		
Total		96	100.0		

1c. IPFW has made a conscientious effort to promote diversity and meet the needs of diverse communities and individuals.

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Disagree	3	3.1	3.3	3.3
	Neither Agree nor Disagree	15	15.6	16.5	19.8
	Somewhat Agree	9	9.4	9.9	29.7
	Agree	38	39.6	41.8	71.4
	Strongly Agree	26	27.1	28.6	100.0
	Total	91	94.8	100.0	
Missing	System	5	5.2		
Total		96	100.0		

1d. IPFW has effectively responded to identified community needs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat Disagree	3	3.1	3.3	3.3
	Neither Agree nor Disagree	10	10.4	11.0	14.3
	Somewhat Agree	24	25.0	26.4	40.7
	Agree	39	40.6	42.9	83.5
	Strongly Agree	15	15.6	16.5	100.0
	Total	91	94.8	100.0	
Missing	System	5	5.2		
Total		96	100.0		

1e. My organization and I are satisfied with service programs and with student, faculty, and staff volunteer activities provided by IPFW.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.0	1.1	1.1
	Somewhat Disagree	1	1.0	1.1	2.2
	Neither Agree nor Disagree	8	8.3	8.7	10.9
	Somewhat Agree	18	18.8	19.6	30.5
	Agree	40	41.7	43.5	74.0
	Strongly Agree	24	25.0	26.1	100.0
	Total	92	95.8	100.0	
Missing	System	4	4.2		

1e. My organization and I are satisfied with service programs and with student, faculty, and staff volunteer activities provided by IPFW.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.0	1.1	
	Somewhat Disagree	1	1.0	1.1	
	Neither Agree nor Disagree	8	8.3	8.7	
	Somewhat Agree	18	18.8	19.6	
	Agree	40	41.7	43.5	
	Strongly Agree	24	25.0	26.1	
	Total	92	95.8	100.0	
Missing	System	4	4.2		
Total		96	100.0		

1f. IPFW's facilities are available to and used by the community.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.0	1.1	1.1
	Somewhat Disagree	1	1.0	1.1	2.2
	Neither Agree nor Disagree	13	13.5	14.0	16.1
	Somewhat Agree	11	11.5	11.8	28.0
	Agree	43	44.8	46.2	74.2
	Strongly Agree	24	25.0	25.8	100.0
	Total	93	96.9	100.0	
Missing	System	3	3.1		
Total		96	100.0		

1g. My organization/community has benefited from IPFW programs such as continuing education, outreach/engagement or customized training.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.0	1.1	
	Somewhat Disagree	1	1.0	1.1	
	Neither Agree nor Disagree	5	5.2	5.6	
	Somewhat Agree	17	17.7	18.9	

	Agree	38	39.6	42.2
	Strongly Agree	28	29.2	31.1
	Total	90	93.8	100.0
Missing	System	6	6.2	
Total		96	100.0	

1h. IPFW has an effective structure and process to connect itself with external communities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	2.1	2.2	2.2
	Disagree	1	1.0	1.1	3.3
	Somewhat Disagree	3	3.1	3.3	6.5
	Neither Agree nor Disagree	14	14.6	15.2	21.7
	Somewhat Agree	18	18.8	19.6	41.3
	Agree	41	42.7	44.6	85.9
	Strongly Agree	13	13.5	14.1	100.0
	Total	92	95.8	100.0	
Missing	System	4	4.2		
Total		96	100.0		

1i. IPFW has strong programs to engage its students, staff, administrators, and faculty with external communities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.0	1.1	1.1
	Somewhat Disagree	4	4.2	4.4	5.5
	Neither Agree nor Disagree	17	17.7	18.7	24.2
	Somewhat Agree	20	20.8	22.0	46.2
	Agree	33	34.4	36.3	82.4
	Strongly Agree	16	16.7	17.6	100.0
	Total	91	94.8	100.0	
Missing	System	5	5.2		

1i. IPFW has strong programs to engage its students, staff, administrators, and faculty with external communities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.0	1.1	1.1
	Somewhat Disagree	4	4.2	4.4	5.5
	Neither Agree nor Disagree	17	17.7	18.7	24.2
	Somewhat Agree	20	20.8	22.0	46.2
	Agree	33	34.4	36.3	82.4
	Strongly Agree	16	16.7	17.6	100.0
	Total	91	94.8	100.0	
Missing	System	5	5.2		
Total		96	100.0		

1j. IPFW has strong and relevant educational programs that connect its students with external communities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.0	1.1	1.1
	Disagree	1	1.0	1.1	2.2
	Somewhat Disagree	2	2.1	2.2	4.4
	Neither Agree nor Disagree	15	15.6	16.5	20.9
	Somewhat Agree	20	20.8	22.0	42.9
	Agree	32	33.3	35.2	78.0
	Strongly Agree	20	20.8	22.0	100.0
Total		91	94.8	100.0	
Missing	System	5	5.2		
Total		96	100.0		

1k. IPFW has adequate physical, financial, and human resources to support effective programs of engagement and service.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat Disagree	7	7.3	7.8	7.8
	Neither Agree nor Disagree	17	17.7	18.9	26.7
	Somewhat Agree	19	19.8	21.1	47.8

	Agree	34	35.4	37.8	85.6
	Strongly Agree	13	13.5	14.4	100.0
	Total	90	93.8	100.0	
Missing	System	6	6.2		
Total		96	100.0		

11. IPFW has a good planning process to ensure continuing and ongoing engagement and service to external communities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.0	1.1	1.1
	Disagree	1	1.0	1.1	2.3
	Somewhat Disagree	1	1.0	1.1	3.4
	Neither Agree nor Disagree	26	27.1	29.5	33.0
	Somewhat Agree	19	19.8	21.6	54.5
	Agree	32	33.3	36.4	90.9
	Strongly Agree	8	8.3	9.1	100.0
	Total	88	91.7	100.0	
Missing	System	8	8.3		
Total		96	100.0		

1m. IPFW upholds its organizational integrity in partnership and contractual arrangements with my organization/community.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.0	1.1	1.1
	Somewhat Disagree	3	3.1	3.4	4.5
	Neither Agree nor Disagree	11	11.5	12.4	16.9
	Somewhat Agree	9	9.4	10.1	27.0
	Agree	37	38.5	41.6	68.5
	Strongly Agree	28	29.2	31.5	100.0
	Total	89	92.7	100.0	
Missing	System	7	7.3		
Total		96	100.0		

1n. IPFW's economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.0	1.1	
	Disagree	1	1.0	1.1	
	Somewhat Disagree	3	3.1	3.4	
	Neither Agree nor Disagree	16	16.7	18.2	
	Somewhat Agree	15	15.6	17.0	
	Agree	36	37.5	40.9	
	Strongly Agree	16	16.7	18.2	
	Total	88	91.7	100.0	
Missing	System	8	8.3		
Total		96	100.0		

1o. IPFW provides programs that meet the continuing education needs of professionals in the community.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	1.0	1.1	1.1
	Somewhat Disagree	2	2.1	2.2	3.3
	Neither Agree nor Disagree	8	8.3	8.7	12.0
	Somewhat Agree	21	21.9	22.8	34.8
	Agree	40	41.7	43.5	78.3
	Strongly Agree	20	20.8	21.7	100.0
	Total	92	95.8	100.0	
Missing	System	4	4.2		
Total		96	100.0		

2. Have you ever been consulted by a representative of IPFW or been asked to provide input related to the needs of your organization or community?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	71	74.0	74.7	

	No	24	25.0	25.3
	Total	95	99.0	100.0
Missing	System	1	1.0	
Total		96	100.0	

3. Have you ever been asked to provide feedback or evaluation to an IPFW representative regarding its community outreach programs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	41	42.7	43.2	
	No	54	56.2	56.8	
	Total	95	99.0	100.0	
Missing	System	1	1.0		
Total		96	100.0		

4. How often do you participate in activities or co-curricular programs related to IPFW?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	4	4.2	4.2	4.2
	Occasionally	48	50.0	50.0	54.2
	Regularly	29	30.2	30.2	84.4
	Frequently	11	11.5	11.5	95.8
	Very frequently	4	4.2	4.2	100.0
Total		96	100.0	100.0	

5. Overall, how satisfied are you with IPFW's community outreach programs and services? -Very dissatisfied:Very satisfied

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.1	1.1
	3	5	5.2	5.3	6.3
	4	16	16.7	16.8	23.2
	5	26	27.1	27.4	50.5
	6	30	31.2	31.6	82.1

	7	17	17.7	17.9	100.0
	Total	95	99.0	100.0	
Missing	System	1	1.0		
Total		96	100.0		

6. The following statements describe the need for IPFW to develop various programs in the future. Please select the number which indicates how much you agree or disagree with each statement (“1” indicates strongly disagree, “7” indicates strongly agree). Please skip a question if it is not applicable.

6a. My organization’s performance is affected by globalization.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	2.1	2.6	2.6
	Disagree	3	3.1	3.8	6.4
	Somewhat Disagree	8	8.3	10.3	16.7
	Neither Agree nor Disagree	9	9.4	11.5	28.2
	Somewhat Agree	9	9.4	11.5	39.7
	Agree	28	29.2	35.9	75.6
	Strongly Agree	19	19.8	24.4	100.0
	Total	78	81.2	100.0	
Missing	System	18	18.8		
Total		96	100.0		

6b. If my organization had sufficient resources, opportunities, and connections, my organization would like to expand to the international market.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	7	7.3	10.1	
	Disagree	11	11.5	15.9	
	Somewhat Disagree	5	5.2	7.2	
	Neither Agree nor Disagree	19	19.8	27.5	
	Somewhat Agree	7	7.3	10.1	
	Agree	12	12.5	17.4	
	Strongly Agree	8	8.3	11.6	

Total		69	71.9	100.0
Missing	System	27	28.1	
Total		96	100.0	

6c. My organization is likely to hire IPFW international-student graduates to help us in the international marketplace.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	4	4.2	6.0	6.0
	Disagree	17	17.7	25.4	31.3
	Somewhat Disagree	3	3.1	4.5	35.8
	Neither Agree nor Disagree	28	29.2	41.8	77.6
	Somewhat Agree	7	7.3	10.4	88.1
	Agree	6	6.2	9.0	97.0
	Strongly Agree	2	2.1	3.0	100.0
	Total	67	69.8	100.0	
Missing	System	29	30.2		
Total		96	100.0		

6d. Having a larger number of international students in this area will increase the diversity of this area and help economic development in Northern Indiana.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	1.0	1.3	1.3
	Disagree	2	2.1	2.6	3.9
	Somewhat Disagree	4	4.2	5.1	9.0
	Neither Agree nor Disagree	10	10.4	12.8	21.8
	Somewhat Agree	16	16.7	20.5	42.3
	Agree	33	34.4	42.3	84.6
	Strongly Agree	12	12.5	15.4	100.0
	Total	78	81.2	100.0	
Missing	System	18	18.8		
Total		96	100.0		

7. Please evaluate the community needs for the following programs. (1 indicates low demand and 7 indicates high demand.) Please skip a question if it is not applicable

7a. Entrepreneurship and small business development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	3	3.1	3.6	3.6
	Somewhat Useful	9	9.4	10.7	14.3
	Useful	22	22.9	26.2	40.5
	Very Useful	50	52.1	59.5	100.0
	Total	84	87.5	100.0	
Missing	System	12	12.5		
Total		96	100.0		

7b. Corporate entrepreneurship and strategic rejuvenation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	2	2.1	2.4	2.4
	Somewhat Useful	9	9.4	10.6	12.9
	Useful	38	39.6	44.7	57.6
	Very Useful	36	37.5	42.4	100.0
	Total	85	88.5	100.0	
Missing	System	11	11.5		
Total		96	100.0		

7c. Corporate realignment and entrepreneurial thinking within existing organizations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat Useless	2	2.1	2.4	2.4
	Neutral	4	4.2	4.7	7.1
	Somewhat Useful	13	13.5	15.3	22.4
	Useful	37	38.5	43.5	65.9
	Very Useful	29	30.2	34.1	100.0

Total		85	88.5	100.0
Missing	System	11	11.5	
Total		96	100.0	

8. What type of media would you prefer IPFW to use to inform you about the university's programs and services? (Please check all that apply.)

Local TV News

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	39	40.6	100.0	100.0
Missing	System	57	59.4		
Total		96	100.0		

Radio

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	19	19.8	100.0	100.0
Missing	System	77	80.2		
Total		96	100.0		

Email

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	67	69.8	100.0	100.0
Missing	System	29	30.2		
Total		96	100.0		

Local Newspaper

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	44	45.8	100.0	100.0

Missing	System	52	54.2	
Total		96	100.0	

Friends or Family

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	8	8.3	100.0	100.0
Missing	System	88	91.7		
Total		96	100.0		

Internet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	64	66.7	100.0	100.0
Missing	System	32	33.3		
Total		96	100.0		

Brochure

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	34	35.4	100.0	100.0
Missing	System	62	64.6		
Total		96	100.0		

Others, Please specify

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	7.3	100.0	100.0
Missing	System	89	92.7		
Total		96	100.0		

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	89	92.7	92.7	92.7
Events	1	1.0	1.0	93.8
Faculty/Staff	1	1.0	1.0	94.8
mail	1	1.0	1.0	95.8
Presentations	1	1.0	1.0	96.9
social media	1	1.0	1.0	97.9
social networking technologies - facebook, linkedin, twitter	1	1.0	1.0	99.0
WhatzUp, Fort Wayne Reader	1	1.0	1.0	100.0
Total	96	100.0	100.0	

9. Which facility at IPFW are you likely to use? (Please check all that apply)

Hillard Gates Athletic Center

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	19	19.8	100.0	100.0
Missing System	77	80.2		
Total	96	100.0		

Helmke Library

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	22	22.9	100.0	100.0
Missing System	74	77.1		
Total	96	100.0		

Rhinehart Music Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	40	41.7	100.0	100.0
Missing	System	56	58.3		
Total		96	100.0		

Williams Theatre

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	19	19.8	100.0	100.0
Missing	System	77	80.2		
Total		96	100.0		

Walb Student Union

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	57	59.4	100.0	100.0
Missing	System	39	40.6		
Total		96	100.0		

Engineering, Technology and Computer Science Building

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	30	31.2	100.0	100.0
Missing	System	66	68.8		
Total		96	100.0		

Other, please specify

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	11	11.5	100.0	100.0

Missing System	85	88.5		
Total	96	100.0		

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	85	88.5	88.5	88.5
Dolnic Learning Centre	1	1.0	1.0	89.6
Downs Center	1	1.0	1.0	90.6
Fine Arts Bldg	1	1.0	1.0	91.7
Fine Arts exhibit bldg.	1	1.0	1.0	92.7
Gary Schott	1	1.0	1.0	93.8
Hefner Fields	1	1.0	1.0	94.8
Holiday Inn	1	1.0	1.0	95.8
Kettler for classes	1	1.0	1.0	96.9
Medical School	1	1.0	1.0	97.9
NIIC	1	1.0	1.0	99.0
Psychology, human services, social work depts	1	1.0	1.0	100.0
Total	96	100.0	100.0	

10. I would like to see IPFW improve services in the following areas: (Please check all that apply)

More certification programs

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	27	28.1	100.0	100.0
Missing System	69	71.9		
Total	96	100.0		

More Masters programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	35	36.5	100.0	100.0
Missing	System	61	63.5		
Total		96	100.0		

Develop Ph.D., Ed.D., and other doctoral programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	41	42.7	100.0	100.0
Missing	System	55	57.3		
Total		96	100.0		

Provide more opportunities for students to volunteer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	19	19.8	100.0	100.0
Missing	System	77	80.2		
Total		96	100.0		

Expand internship opportunities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	42	43.8	100.0	100.0
Missing	System	54	56.2		
Total		96	100.0		

More programs like Omnibus Lecture Series

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	33	34.4	100.0	100.0
Missing	System	63	65.6		
Total		96	100.0		

Increase communication with community via emails and newsletters

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	43	44.8	100.0	100.0
Missing System	53	55.2		
Total	96	100.0		

Improve websites

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	19	19.8	100.0	100.0
Missing System	77	80.2		
Total	96	100.0		

Market sports better

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	7	7.3	100.0	100.0
Missing System	89	92.7		
Total	96	100.0		

Market arts programs better

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	16	16.7	100.0	100.0
Missing System	80	83.3		
Total	96	100.0		

Others, please specify

	Frequency	Percent	Valid Percent	Cumulative Percent

Valid	1	8	8.3	100.0	100.0
Missing	System	88	91.7		
Total		96	100.0		

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	88	91.7	91.7	91.7
Better collaboration with other entities and not so much "turf". TRUE collaboration.	1	1.0	1.0	92.7
continuing ed workshops on hobbytype subjects	1	1.0	1.0	93.8
Expanded alumni services	1	1.0	1.0	94.8
more class choices	1	1.0	1.0	95.8
Need access to local Post Doc technology experts	1	1.0	1.0	96.9
Programs for students to get advanced degrees if they have graduated from a non traditional collage with a bachelors degree without obtaining a degree from IPFW.	1	1.0	1.0	97.9
recruit more minorities as students and for employment.	1	1.0	1.0	99.0
stronger deans	1	1.0	1.0	100.0
Total	96	100.0	100.0	

11. How long has your company/organization been established?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Under 5 years	5	5.2	5.4	5.4
16-20 years	5	5.2	5.4	10.9
5-10 years	4	4.2	4.3	15.2

	21-25 years	1	1.0	1.1	16.3
	11-15 years	10	10.4	10.9	27.2
	Over 25 years	67	69.8	72.8	100.0
	Total	92	95.8	100.0	
Missing	System	4	4.2		
Total		96	100.0		

12. Total number of employees of your company/organization?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 10	23	24.0	25.0	25.0
	51-100	8	8.3	8.7	33.7
	11-30	13	13.5	14.1	47.8
	101-200	9	9.4	9.8	57.6
	31-50	1	1.0	1.1	58.7
	Over 200	38	39.6	41.3	100.0
	Total	92	95.8	100.0	
Missing	System	4	4.2		
Total		96	100.0		

13. The total revenue of your company/organization in 2008?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$1 million	21	21.9	26.9	26.9
	\$10-\$25 million	5	5.2	6.4	33.3
	\$1- \$5 million	14	14.6	17.9	51.3
	\$25- \$50 million	6	6.2	7.7	59.0
	\$5- \$10 million	3	3.1	3.8	62.8
	Over \$50 million	29	30.2	37.2	100.0
	Total	78	81.2	100.0	

Missing	System	18	18.8	
Total		96	100.0	

14. Which category best describes your industry?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mining, oil and gas field services, construction, water, sewer, pipeline	1	1.0	1.1	1.1
	Book publishing, printing services	1	1.0	1.1	2.1
	Computer and office equipment, electronic products, appliances	4	4.2	4.3	6.4
	Medical equipment and instruments	3	3.1	3.2	9.6
	Wholesale and Retail	3	3.1	3.2	12.8
	Education	19	19.8	20.2	33.0
	Bank, insurance, financial services	9	9.4	9.6	42.6
	Medical, dental, health care services	2	2.1	2.1	44.7
	Non-profit organizations	20	20.8	21.3	66.0
	Government	7	7.3	7.4	73.4
	Retired	1	1.0	1.1	74.5
	Others, please specify	24	25.0	25.5	100.0
	Total	94	97.9	100.0	
Missing	System	2	2.1		
Total		96	100.0		

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		72	75.0	75.0	75.0
	Aerospace	2	2.1	2.1	77.1

Automation	1	1.0	1.0	78.1
Automotive manufacturing	1	1.0	1.0	79.2
business consulting	1	1.0	1.0	80.2
Commercial vehicle components	1	1.0	1.0	81.2
Consulting	1	1.0	1.0	82.3
Defense industry	1	1.0	1.0	83.3
DoD Electronics	1	1.0	1.0	84.4
Electronics engineering & manufacturing	1	1.0	1.0	85.4
Engineering	2	2.1	2.1	87.5
general manufacturing	1	1.0	1.0	88.5
Manufacturing of steel components and fabrications-- construction and heavy truck	1	1.0	1.0	89.6
medical informatics	1	1.0	1.0	90.6
non profit arts organization	1	1.0	1.0	91.7
Orthopaedic Manufacturing	1	1.0	1.0	92.7
Paper converting, packaging	1	1.0	1.0	93.8
Prefab Construction	1	1.0	1.0	94.8
Software development	1	1.0	1.0	95.8
transportation	1	1.0	1.0	96.9
Transportation/Logistics	1	1.0	1.0	97.9
Travel & Tourism	1	1.0	1.0	99.0
Wire and Cable	1	1.0	1.0	100.0
Total	96	100.0	100.0	

15. What is your position in your company/organization?

Owner /cofounder/CEO/Principal

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	29	30.2	100.0	100.0
Missing	System	67	69.8		
Total		96	100.0		

Director/Manager/Administrator

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	42	43.8	100.0	100.0
Missing	System	54	56.2		
Total		96	100.0		

Other employee

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	14	14.6	100.0	100.0
Missing	System	82	85.4		
Total		96	100.0		

Retired or not employed

		Frequency	Percent
Missing	System	96	100.0

Other, please specify

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	10	10.4	100.0	100.0
Missing	System	86	89.6		
Total		96	100.0		

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	86	89.6	89.6	89.6
Area President	1	1.0	1.0	90.6
CEO Emeritus	1	1.0	1.0	91.7
Education Specialist	1	1.0	1.0	92.7
Metallurgical engineer	1	1.0	1.0	93.8
president	1	1.0	1.0	94.8
Senoir Staff Engineer	1	1.0	1.0	95.8
teacher	1	1.0	1.0	96.9
teacher, dept. head	1	1.0	1.0	97.9
VP	1	1.0	1.0	99.0
VP Legal and Site Executive	1	1.0	1.0	100.0
Total	96	100.0	100.0	

16. How many times have you traveled outside of the United States in the past?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Never	3	3.1	3.2	3.2
1-3 times	22	22.9	23.4	26.6
3-5 times	23	24.0	24.5	51.1
More than 5 times	46	47.9	48.9	100.0
Total	94	97.9	100.0	
Missing System	2	2.1		
Total	96	100.0		

17. Do you have any specific suggestions to improve IPFW services, program, and relationship with co...

	Frequency	Percent	Valid Percent	Cumulative Percent

Valid	72	75.0	75.0	75.0
As an employer I would like to see students better prepared for the interview process & more engaged in the planning/prep for their future careers.	1	1.0	1.0	76.0
Better use of social networking technologies, ala Facebook, LinkedIn, Twitter, Ning, blogs, and so forth. The fairly static IPFW website is the 1980s model. Today, the web is all about social networking - especially for the next generation of students.	1	1.0	1.0	77.1

Communities like to own their programs. IPFW would do well to SUPPORT the programming of others. IPFW faculty members have been known to "take over" some programs without giving credit to the originator, the funder, the writer, or the original developer. While higher ed professors often take credit for the work of their students, this practice is not appreciated by the students in their subsequent workplaces. IPFW should institute a policy of respect for the intellectual property of other organizations and for contributors to IPFW efforts. The other issue that comes to mind is that of quality performance by the faculty. Performance reviews that give feedback to teaching faculty might improve the quality of the education students receive. There are some real bright spots on this faculty, but there are also some faculty that could use some support in learning how to be better instructors. Departmental leadership has historically not been known for participating in regional activities and connections. While the national and international focus may benefit the students/faculty in the program, more deliberate connection with regional and state resources may improve public relations for external programs.

1

1.0

1.0

78.1

<p>Continue to expand the degrees offered (Medical degree)and student housing. By providing on campus activities and a broad base of educational opportunities IPFW is a good first choice for full time four year students from this region. Continue to promot IPFW to high school students and their parents.</p>	1	1.0	1.0	79.2
<p>Continue to expand your efforts to involve K12 students into the engineering and science fields as this is our future.</p>	1	1.0	1.0	80.2
<p>Continue to formally engage industries using Advisory Committees, etc.</p>	1	1.0	1.0	81.2
<p>Continue to help industry acquire govt. funds and private grants for workforce development, technology development, and capital improvement.</p>	1	1.0	1.0	82.3
<p>Continue to hold input sessions from various stakeholders before embarking on a new initiative. Continue to involve and lead to community to participate in IPFW celebrations and events like the Mastadon project.</p>	1	1.0	1.0	83.3
<p>Continue to network with small business, not-for-profits and governmental agencies. There are many opportunities for internships and research within these contacts.</p>	1	1.0	1.0	84.4

<p>Do more listening. Leadership often seems to have the answers, without input and consideration.</p>	1	1.0	1.0	85.4
<p>Dr. Wartell has done a great job engaging the University and community. Although there may be some limitations imposed by the folks in Bloomington and West Lafayette, I think IPFW should aggressively pursue the development of an "IPFW Alumni" identity that can raise money and otherwise support the University. I know there is some of this going on, I just think this is an area that would have outsized returns for the efforts. Jon Myers</p>	1	1.0	1.0	86.5
<p>I have heard many complaints about IPFW and its treatment of African-American students.</p>	1	1.0	1.0	87.5
<p>I would like to see programs developed for Physical Therapy, Occupational Therapy, Speech Pathology and possibly a PharmD program.</p>	1	1.0	1.0	88.5
<p>n/a</p>	1	1.0	1.0	89.6

<p>NE Indiana needs to recognize that the forces of globalization are important to our collective future - that we must be proactive and embrace the challenges this presents. There are important link between work, lifestyle, health and sustainability. We have much to learn from other cultures and nations. IPFW is uniquely positioned with the resources of both Indiana and Purdue Universities to be a leader in the renewal of our region. Rob Drummond, President OnCallPSN, LLC 260.373.2000 rgdrumond@oncllpsn.com</p>	1	1.0	1.0	90.6
<p>Once the key situation for our office was solved, we are really happy being at IPFW. People are helpful and we just need to call the right people to get positive results. Great office and we are really happy to be on the IPFW campus.</p>	1	1.0	1.0	91.7
<p>Open facilities to community groups, when not in use.</p>	1	1.0	1.0	92.7
<p>Parking is still a problem, particularly for handicapped individuals.</p>	1	1.0	1.0	93.8
<p>Partnership with high school students on internship opportunities. Work with teachers to better equip them for the rapidly changing face of education.</p>	1	1.0	1.0	94.8

<p>There is a lot of variability between faculty today. You just don't know what you are going to get. Sometimes it is a great experience, sometimes it is very discouraging. i would say there is opportunity for quality control and training when interfacing wth the community. Perhaps requiring faculty to make a certain number of visits and writing a report about those visit would help. Certainly having experienced faculty taking those who need help would provide a better outcomes.</p>	1	1.0	1.0	95.8
<p>There was nothing on your survey about transportation or logistics programs. I believe the transportation industry is one to which Fort Wayne should be catering.</p>	1	1.0	1.0	96.9
<p>Utilize the alumni more</p>	1	1.0	1.0	97.9
<p>We would like to know more about the research going on at IPFW. I think Fort Wayne does not know about the extent of such work and its significance. IPFW is one of the major reasons we have stayed in Fort Wayne in retirement. Not only do we enjoy and participant in the arts but are always seeking lectures and information in other disciplines as well.</p>	1	1.0	1.0	99.0

Work closely with the local and regional high schools regarding "best practices" in education and how high schools are changing.	1	1.0	1.0	100.0
Total	96	100.0	100.0	

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
1. The following statements describe IPFW's commitment to and interaction with communities. Please select the response that best describes IPFW's commitment to meeting the higher education needs of northeast Indiana and working with the community to develop intellectual, cultural, economic, and human resources.	95	3	7	6.20	.807
1. The following statements describe IPFW's commitment to and interaction with communities. Please select the response that best describes IPFW's effort to understand and assess the needs of its constituents and its communities.	93	1	7	5.78	1.041
1. The following statements describe IPFW's commitment to and interaction with communities. Please select the response that best describes IPFW's effort to promote diversity and meet the needs of diverse communities and individuals.	91	2	7	5.73	1.230

<p>1. The following statements describe IPFW's commitment to and interaction with communities. Please ...- IPFW has effectively responded to identified community needs.</p>	91	3	7	5.58	1.001
<p>1. The following statements describe IPFW's commitment to and interaction with communities. Please ...- My organization and I are satisfied with service programs and with student, faculty, and staff volunteer activities provided by IPFW.</p>	92	1	7	5.80	1.072
<p>1. The following statements describe IPFW's commitment to and interaction with communities. Please ...- IPFW's facilities are available to and used by the community.</p>	93	2	7	5.78	1.082
<p>1. The following statements describe IPFW's commitment to and interaction with communities. Please ...- My organization/community has benefited from IPFW programs such as continuing education, outreach/engagement or customized training.</p>	90	2	7	5.93	1.003
<p>1. The following statements describe IPFW's commitment to and interaction with communities. Please ...- IPFW has an effective structure and process to connect itself with external communities.</p>	92	1	7	5.39	1.266

<p>1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has strong programs to engage its students, staff, administrators, and faculty with external communities.</p>	91	1	7	5.40	1.210
<p>1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has strong and relevant educational programs that connect its students with external communities.</p>	91	1	7	5.51	1.233
<p>1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has adequate physical, financial, and human resources to support effective programs of engagement and service.</p>	90	3	7	5.32	1.169
<p>1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has a good planning process to ensure continuing and ongoing engagement and service to external communities.</p>	88	1	7	5.15	1.160

1. The following statements describe IPFW's commitment to and interaction with communities. Please rate IPFW upholds its organizational integrity in partnership and contractual arrangements with my organization/community.	89	2	7	5.82	1.173
1. The following statements describe IPFW's commitment to and interaction with communities. Please rate IPFW's economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region.	88	1	7	5.44	1.249
1. The following statements describe IPFW's commitment to and interaction with communities. Please rate IPFW provides programs that meet the continuing education needs of professionals in the community.	92	2	7	5.71	1.043
2. Have you ever been consulted by a representative of IPFW or been asked to provide input related to...	95	1	2	1.25	.437
3. Have you ever been asked to provide feedback or evaluation to an IPFW representative regarding it...	95	1	2	1.57	.498
4. How often do you participate in activities or co-curricular programs related to IPFW?	96	1	5	2.61	.899

5. Overall, how satisfied are you with IPFW's community outreach programs and services?-Very dissatisfied:Very satisfied	95	1	7	5.36	1.211
6. The following statements describe the need for IPFW to develop various programs in the future. Pl...-My organization's performance is affected by globalization.	78	1	7	5.31	1.598
6. The following statements describe the need for IPFW to develop various programs in the future. Pl...-If my organization had sufficient resources, opportunities, and connections, my organization would like to expand to the international market.	69	1	7	4.10	1.872
6. The following statements describe the need for IPFW to develop various programs in the future. Pl...-My organization is likely to hire IPFW international-student graduates to help us in the international marketplace.	67	1	7	3.64	1.494
6. The following statements describe the need for IPFW to develop various programs in the future. Pl...-Having a larger number of international students in this area will increase the diversity of this area and help economic development in Northeast Indiana.	78	1	7	5.37	1.300

7. Please evaluate the community needs for the following programs. Please skip a question if it is n...- Entrepreneurship and small business development	84	4	7	6.42	.824
7. Please evaluate the community needs for the following programs. Please skip a question if it is n...-Corporate entrepreneurship and strategic rejuvenation	85	4	7	6.27	.746
7. Please evaluate the community needs for the following programs. Please skip a question if it is n...- Development of an innovation culture within existing organizations	87	4	7	6.33	.802
7. Please evaluate the community needs for the following programs. Please skip a question if it is n...-Corporate realignment and entrepreneurial thinking within existing organizations	85	3	7	6.02	.951
8. What type of media would you prefer IPFW to use to inform you about the university's programs and...- Local TV News	39	1	1	1.00	.000
8. What type of media would you prefer IPFW to use to inform you about the university's programs and...- Radio	19	1	1	1.00	.000

8. What type of media would you prefer IPFW to use to inform you about the university's programs and...- Email	67	1	1	1.00	.000
8. What type of media would you prefer IPFW to use to inform you about the university's programs and...- Local Newspaper	44	1	1	1.00	.000
8. What type of media would you prefer IPFW to use to inform you about the university's programs and...- Friends or Family	8	1	1	1.00	.000
8. What type of media would you prefer IPFW to use to inform you about the university's programs and...- Internet	64	1	1	1.00	.000
8. What type of media would you prefer IPFW to use to inform you about the university's programs and...- Brochure	34	1	1	1.00	.000
8. What type of media would you prefer IPFW to use to inform you about the university's programs and...- Others, Please specify	7	1	1	1.00	.000
9. Which facility at IPFW are you likely to use? (Please check all that apply)-Hillard Gates Athletic Center	19	1	1	1.00	.000
9. Which facility at IPFW are you likely to use? (Please check all that apply)-Helmke Library	22	1	1	1.00	.000

9. Which facility at IPFW are you likely to use? (Please check all that apply)-Rhinehart Music Center	40	1	1	1.00	.000
9. Which facility at IPFW are you likely to use? (Please check all that apply)-Williams Theatre	19	1	1	1.00	.000
9. Which facility at IPFW are you likely to use? (Please check all that apply)-Walb Student Union	57	1	1	1.00	.000
9. Which facility at IPFW are you likely to use? (Please check all that apply)-Engineering, Technology and Computer Science Building	30	1	1	1.00	.000
9. Which facility at IPFW are you likely to use? (Please check all that apply)-Other, please specify	11	1	1	1.00	.000
10. I would like to see IPFW improve services in the following areas: (Please check all that apply) -More certification programs	27	1	1	1.00	.000
10. I would like to see IPFW improve services in the following areas: (Please check all that apply) -More Masters programs	35	1	1	1.00	.000
10. I would like to see IPFW improve services in the following areas: (Please check all that apply) -Develop Ph.D., Ed.D., and other doctoral programs	41	1	1	1.00	.000

10. I would like to see IPFW improve services in the following areas: (Please check all that apply) -Provide more opportunities for students to volunteer	19	1	1	1.00	.000
10. I would like to see IPFW improve services in the following areas: (Please check all that apply) -Expand internship opportunities	42	1	1	1.00	.000
10. I would like to see IPFW improve services in the following areas: (Please check all that apply) -More programs like Omnibus Lecture Series	33	1	1	1.00	.000
10. I would like to see IPFW improve services in the following areas: (Please check all that apply) -Increase communication with community via emails and newsletters	43	1	1	1.00	.000
10. I would like to see IPFW improve services in the following areas: (Please check all that apply) -Improve websites	19	1	1	1.00	.000
10. I would like to see IPFW improve services in the following areas: (Please check all that apply) -Market sports better	7	1	1	1.00	.000
10. I would like to see IPFW improve services in the following areas: (Please check all that apply) -Market arts programs better	16	1	1	1.00	.000

10. I would like to see IPFW improve services in the following areas: (Please check all that apply) -Others, please specify	8	1	1	1.00	.000
11. How long has your company/organization been established?	92	1	6	5.25	1.494
12. Total number of employees of your company/organization?	92	1	6	3.77	2.097
13. The total revenue of your company/organization in 2008?	78	1	6	3.67	2.081
14. Which category best describes your industry?	94	2	19	14.52	3.438
15. What is your position in your company/organization? - Owner	29	1	1	1.00	.000
/cofounder/CEO/Principal					
15. What is your position in your company/organization? - Director/Manager/Administrator	42	1	1	1.00	.000
15. What is your position in your company/organization? - Other employee	14	1	1	1.00	.000
15. What is your position in your company/organization? - Retired or not employed	0				
15. What is your position in your company/organization? - Other, please specify	10	1	1	1.00	.000
16. How many times have you traveled outside of the United States in the past?	94	1	4	3.19	.907
Valid N (listwise)	0				

ANOVA statistical testing

Comparing the relationship between responses to question 4 (How often do you participate in activities or co-curricular programs related to IPFW?) and each part of question 1 (The following statements describe IPFW's commitment to and interaction with communities.)

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
1. The following statements describe IPFW's commitment to and interaction with communities. Please select one response. IPFW is committed to meeting the higher education needs of northeast Indiana and working with the community to develop intellectual, cultural, economic, and human resources.	Between Groups	6.085	4	1.521	2.484	.049
	Within Groups	55.115	90	.612		
	Total	61.200	94			
1. The following statements describe IPFW's commitment to and interaction with communities. Please select one response. IPFW has made a conscientious effort to understand and assess the needs of its constituents and its communities.	Between Groups	6.503	4	1.626	1.535	.199
	Within Groups	93.196	88	1.059		
	Total	99.699	92			
1. The following statements describe IPFW's commitment to and interaction with communities. Please select one response. IPFW has made a conscientious effort to promote diversity and meet the needs of diverse communities and individuals.	Between Groups	7.482	4	1.870	1.250	.296
	Within Groups	128.650	86	1.496		
	Total	136.132	90			
1. The following statements describe IPFW's commitment to and interaction with communities. Please select one response. IPFW has made a conscientious effort to promote diversity and meet the needs of diverse communities and individuals.	Between Groups	9.404	4	2.351	2.505	.048
	Within Groups	80.728	86	.939		

commitment to and interaction with communities. Please s...- IPFW has effectively responded to identified community needs.	Total	90.132	90			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- My organization and I are satisfied with service programs and with student, faculty, and staff volunteer activities provided by IPFW.	Between Groups	6.088	4	1.522	1.346	.260
	Within Groups	98.390	87	1.131		
	Total	104.478	91			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW's facilities are available to and used by the community.	Between Groups	4.395	4	1.099	.936	.447
	Within Groups	103.304	88	1.174		
	Total	107.699	92			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- My organization/community has benefited from IPFW programs such as continuing education, outreach/engagement or customized training.	Between Groups	13.140	4	3.285	3.652	.009
	Within Groups	76.460	85	.900		
	Total	89.600	89			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has an effective structure and process to connect itself with external communities.	Between Groups	18.979	4	4.745	3.252	.016
	Within Groups	126.934	87	1.459		
	Total	145.913	91			
1. The following statements describe IPFW's	Between Groups	17.431	4	4.358	3.278	.015
	Within Groups	114.327	86	1.329		

commitment to and interaction with communities. Please s...- IPFW has strong programs to engage its students, staff, administrators, and faculty with external communities.	Total	131.758	90			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has strong and relevant educational programs that connect its students with external communities.	Between Groups	15.467	4	3.867	2.742	.034
	Within Groups	121.281	86	1.410		
	Total	136.747	90			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has adequate physical, financial, and human resources to support effective programs of engagement and service.	Between Groups	7.865	4	1.966	1.469	.219
	Within Groups	113.791	85	1.339		
	Total	121.656	89			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has a good planning process to ensure continuing and ongoing engagement and service to external communities.	Between Groups	12.559	4	3.140	2.493	.049
	Within Groups	104.521	83	1.259		
	Total	117.080	87			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW upholds its organizational integrity in partnership and contractual arrangements with my organization/community.	Between Groups	19.420	4	4.855	4.010	.005
	Within Groups	101.703	84	1.211		
	Total	121.124	88			

1. The following statements describe IPFW's economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region.	Between Groups	15.350	4	3.837	2.646	.039
	Within Groups	120.366	83	1.450		
	Total					
1. The following statements describe IPFW's economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region.	Between Groups	2.264	4	.566	.509	.729
	Within Groups	96.812	87	1.113		
	Total					
1. The following statements describe IPFW's economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region.	Between Groups	99.076	91			
	Within Groups					
	Total					

Comparing the relationship between responses to question 11 (How long has your company/organization been established?) and each part of question 1 (The following statements describe IPFW's commitment to and interaction with communities.)

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
1. The following statements describe IPFW's economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region.	Between Groups	12.708	5	2.542	2.516	.036
	Within Groups	83.854	83	1.010		
	Total					
1. The following statements describe IPFW's economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region.	Between Groups	96.562	88			
	Within Groups					
	Total					
1. The following statements describe IPFW's economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region.	Between Groups	.297	5	.059	.086	.994
	Within Groups	58.889	85	.693		

commitment to and interaction with communities. Please s...- IPFW is committed to meeting the higher education needs of northeast Indiana and working with the community to develop intellectual, cultural, economic, and human resources.	Total	59.187	90			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has made a conscientious effort to promote diversity and meet the needs of diverse communities and individuals.	Between Groups	7.102	5	1.420	.938	.461
	Within Groups	122.714	81	1.515		
	Total	129.816	86			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has effectively responded to identified community needs.	Between Groups	5.405	5	1.081	1.093	.371
	Within Groups	80.112	81	.989		
	Total	85.517	86			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- My organization and I are satisfied with service programs and with student, faculty, and staff volunteer activities provided by IPFW.	Between Groups	5.806	5	1.161	.996	.426
	Within Groups	95.648	82	1.166		
	Total	101.455	87			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW's facilities are available to and used by the community.	Between Groups	5.881	5	1.176	.989	.429
	Within Groups	98.680	83	1.189		
	Total	104.562	88			

1. The following statements describe IPFW's commitment to and interaction with communities. Please select one response. My organization/community has benefited from IPFW programs such as continuing education, outreach/engagement or customized training.	Between Groups	4.838	5	.968	.953	.452
	Within Groups	81.221	80	1.015		
	Total					
1. The following statements describe IPFW's commitment to and interaction with communities. Please select one response. IPFW has an effective structure and process to connect itself with external communities.	Between Groups	3.230	5	.646	.399	.848
	Within Groups	132.850	82	1.620		
	Total					
1. The following statements describe IPFW's commitment to and interaction with communities. Please select one response. IPFW has strong programs to engage its students, staff, administrators, and faculty with external communities.	Between Groups	.765	5	.153	.099	.992
	Within Groups	124.890	81	1.542		
	Total					
1. The following statements describe IPFW's commitment to and interaction with communities. Please select one response. IPFW has strong and relevant educational programs that connect its students with external communities.	Between Groups	14.362	5	2.872	2.016	.085
	Within Groups	115.385	81	1.425		
	Total					
1. The following statements describe IPFW's commitment to and interaction with external communities.	Between Groups	5.811	5	1.162	.853	.517
	Within Groups	109.038	80	1.363		

commitment to and interaction with communities. Please s...- IPFW has adequate physical, financial, and human resources to support effective programs of engagement and service.	Total	114.849	85			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has a good planning process to ensure continuing and ongoing engagement and service to external communities.	Between Groups	2.070	5	.414	.304	.909
	Within Groups	106.347	78	1.363		
	Total	108.417	83			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW upholds its organizational integrity in partnership and contractual arrangements with my organization/community.	Between Groups	8.253	5	1.651	1.238	.299
	Within Groups	105.347	79	1.334		
	Total	113.600	84			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW's economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region.	Between Groups	.750	5	.150	.090	.994
	Within Groups	129.821	78	1.664		
	Total	130.571	83			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW provides programs that meet the continuing education needs of professionals in the community.	Between Groups	4.013	5	.803	.732	.601
	Within Groups	89.884	82	1.096		
	Total	93.898	87			

Comparing the relationship between responses to question 12 (Total number of employees of your company/organization.) and each part of question 1 (The following statements describe IPFW's commitment to and interaction with communities.)

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
1. The following statements describe IPFW's commitment to and interaction with communities. Please select the best response.	Between Groups	4.040	5	.808	.717	.612
	Within Groups	93.466	83	1.126		
	Total	97.506	88			
1. The following statements describe IPFW's commitment to and interaction with communities. Please select the best response.	Between Groups	3.638	5	.728	1.101	.366
	Within Groups	56.186	85	.661		
	Total	59.824	90			
1. The following statements describe IPFW's commitment to and interaction with communities. Please select the best response.	Between Groups	6.444	4	1.611	1.061	.381
	Within Groups	124.476	82	1.518		
	Total	130.920	86			
1. The following statements describe IPFW's commitment to and interaction with communities. Please select the best response.	Between Groups	6.779	5	1.356	1.402	.232
	Within Groups	78.325	81	.967		

commitment to and interaction with communities. Please s...- IPFW has effectively responded to identified community needs.	Total	85.103	86			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- My organization and I are satisfied with service programs and with student, faculty, and staff volunteer activities provided by IPFW.	Between Groups	7.167	5	1.433	1.270	.285
	Within Groups	92.549	82	1.129		
	Total	99.716	87			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW's facilities are available to and used by the community.	Between Groups	8.540	5	1.708	1.502	.198
	Within Groups	94.404	83	1.137		
	Total	102.944	88			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- My organization/community has benefited from IPFW programs such as continuing education, outreach/engagement or customized training.	Between Groups	14.802	5	2.960	3.307	.009
	Within Groups	71.628	80	.895		
	Total	86.430	85			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has an effective structure and process to connect itself with external communities.	Between Groups	4.102	5	.820	.500	.775
	Within Groups	134.523	82	1.641		
	Total	138.625	87			
1. The following statements describe IPFW's	Between Groups	4.142	5	.828	.541	.745
	Within Groups	124.088	81	1.532		

commitment to and interaction with communities. Please s...- IPFW has strong programs to engage its students, staff, administrators, and faculty with external communities.	Total	128.230	86			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has strong and relevant educational programs that connect its students with external communities.	Between Groups	9.661	5	1.932	1.282	.280
	Within Groups	122.064	81	1.507		
	Total	131.724	86			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has adequate physical, financial, and human resources to support effective programs of engagement and service.	Between Groups	2.083	5	.417	.292	.916
	Within Groups	114.056	80	1.426		
	Total	116.140	85			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has a good planning process to ensure continuing and ongoing engagement and service to external communities.	Between Groups	10.447	5	2.089	1.624	.164
	Within Groups	100.362	78	1.287		
	Total	110.810	83			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW upholds its organizational integrity in partnership and contractual arrangements with my organization/community.	Between Groups	7.878	5	1.576	1.169	.332
	Within Groups	106.475	79	1.348		
	Total	114.353	84			

1. The following statements describe IPFW's economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region.	Between Groups	13.125	5	2.625	1.711	.142
	Within Groups	119.685	78	1.534		
	Total	132.810	83			
1. The following statements describe IPFW's commitment to and interaction with communities. Please ...- IPFW provides programs that meet the continuing education needs of professionals in the community.	Between Groups	3.864	5	.773	.695	.628
	Within Groups	91.124	82	1.111		
	Total	94.989	87			

Comparing the relationship between responses to question 13 (The total revenue of your company in 2008.) and each part of question 1 (The following statements describe IPFW's commitment to and interaction with communities.)

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
1. The following statements describe IPFW's commitment to and interaction with communities. Please ...- IPFW has made a conscientious effort to understand and assess the needs of its constituents and its communities.	Between Groups	3.564	5	.713	.586	.711
	Within Groups	83.983	69	1.217		
	Total	87.547	74			
1. The following statements describe IPFW's	Between Groups	2.024	5	.405	.545	.741
	Within Groups	52.678	71	.742		

commitment to and interaction with communities. Please s...- IPFW is committed to meeting the higher education needs of northeast Indiana and working with the community to develop intellectual, cultural, economic, and human resources.	Total	54.701	76			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has made a conscientious effort to promote diversity and meet the needs of diverse communities and individuals.	Between Groups	4.395	5	.879	.543	.743
	Within Groups	110.160	68	1.620		
	Total	114.554	73			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has effectively responded to identified community needs.	Between Groups	2.469	5	.494	.466	.800
	Within Groups	71.977	68	1.058		
	Total	74.446	73			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- My organization and I are satisfied with service programs and with student, faculty, and staff volunteer activities provided by IPFW.	Between Groups	5.363	5	1.073	.850	.519
	Within Groups	88.374	70	1.262		
	Total	93.737	75			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW's facilities are available to and used by the community.	Between Groups	2.455	5	.491	.429	.827
	Within Groups	78.931	69	1.144		
	Total	81.387	74			

1. The following statements describe IPFW's commitment to and interaction with communities. Please select one response. My organization/community has benefited from IPFW programs such as continuing education, outreach/engagement or customized training.	Between Groups	5.454	5	1.091	1.125	.355
	Within Groups	66.892	69	.969		
	Total					
1. The following statements describe IPFW's commitment to and interaction with communities. Please select one response. IPFW has an effective structure and process to connect itself with external communities.	Between Groups	2.402	5	.480	.274	.926
	Within Groups	122.703	70	1.753		
	Total					
1. The following statements describe IPFW's commitment to and interaction with communities. Please select one response. IPFW has strong programs to engage its students, staff, administrators, and faculty with external communities.	Between Groups	4.960	5	.992	.645	.666
	Within Groups	104.500	68	1.537		
	Total					
1. The following statements describe IPFW's commitment to and interaction with communities. Please select one response. IPFW has strong and relevant educational programs that connect its students with external communities.	Between Groups	3.218	5	.644	.441	.818
	Within Groups	99.269	68	1.460		
	Total					
1. The following statements describe IPFW's commitment to and interaction with external communities.	Between Groups	5.089	5	1.018	.769	.575
	Within Groups	87.355	66	1.324		

commitment to and interaction with communities. Please s...- IPFW has adequate physical, financial, and human resources to support effective programs of engagement and service.	Total	92.444	71			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW has a good planning process to ensure continuing and ongoing engagement and service to external communities.	Between Groups	7.718	5	1.544	1.181	.328
	Within Groups	86.227	66	1.306		
	Total	93.944	71			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW upholds its organizational integrity in partnership and contractual arrangements with my organization/community.	Between Groups	.445	5	.089	.060	.997
	Within Groups	100.096	68	1.472		
	Total	100.541	73			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW's economic and workforce development activities are effective in enhancing the economic growth of the Northeast Indiana region.	Between Groups	8.599	5	1.720	1.065	.388
	Within Groups	104.950	65	1.615		
	Total	113.549	70			
1. The following statements describe IPFW's commitment to and interaction with communities. Please s...- IPFW provides programs that meet the continuing education needs of professionals in the community.	Between Groups	1.325	5	.265	.243	.942
	Within Groups	75.342	69	1.092		
	Total	76.667	74			

Additional Frequency

This is the frequency of the organizations with 200 or more employees by industry

14. Which category best describes your industry?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Computer and office equipment, electronic products, appliances	1	2.6	2.6	2.6
Medical equipment and instruments	3	7.9	7.9	10.5
Wholesale and Retail	2	5.3	5.3	15.8
Education	9	23.7	23.7	39.5
Bank, insurance, financial services	6	15.8	15.8	55.3
Medical, dental, health care services	2	5.3	5.3	60.5
Non-profit organizations	1	2.6	2.6	63.2
Government	2	5.3	5.3	68.4
Others, please specify	12	31.6	31.6	100.0
Total	38	100.0	100.0	

This is the frequency of organizations with 50 million or more in revenue by industry

14. Which category best describes your industry?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Computer and office equipment, electronic products, appliances	1	3.4	3.4	3.4
Medical equipment and instruments	2	6.9	6.9	10.3

Wholesale and Retail	2	6.9	6.9	17.2
Education	2	6.9	6.9	24.1
Bank, insurance, financial services	8	27.6	27.6	51.7
Medical, dental, health care services	2	6.9	6.9	58.6
Government	1	3.4	3.4	62.1
Others, please specify	11	37.9	37.9	100.0
Total	29	100.0	100.0	

This is the frequency of companies established over 25 years by industry

14. Which category best describes your industry?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Mining, oil and gas field services, construction, water, sewer, pipeline	1	1.5	1.5	1.5
Book publishing, printing services	1	1.5	1.5	3.0
Computer and office equipment, electronic products, appliances	2	3.0	3.0	6.0
Medical equipment and instruments	3	4.5	4.5	10.4
Wholesale and Retail	3	4.5	4.5	14.9
Education	15	22.4	22.4	37.3
Bank, insurance, financial services	8	11.9	11.9	49.3
Medical, dental, health care services	2	3.0	3.0	52.2
Non-profit organizations	12	17.9	17.9	70.1
Government	5	7.5	7.5	77.6
Retired	1	1.5	1.5	79.1

Others, please specify	14	20.9	20.9	100.0
Total	67	100.0	100.0	

This is the frequency of companies over 25 years overall satisfaction

5. Overall, how satisfied are you with IPFW's community outreach programs and services?-Very dissatisfied:Very satisfied

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	4	6.0	6.1	6.1
4	11	16.4	16.7	22.7
5	20	29.9	30.3	53.0
6	21	31.3	31.8	84.8
7	10	14.9	15.2	100.0
Total	66	98.5	100.0	
Missing System	1	1.5		
Total	67	100.0		

This is the frequency of companies over 200 employees overall satisfaction

5. Overall, how satisfied are you with IPFW's community outreach programs and services?-Very dissatisfied:Very satisfied

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	3	7.9	8.1	8.1
4	4	10.5	10.8	18.9
5	11	28.9	29.7	48.6
6	13	34.2	35.1	83.8
7	6	15.8	16.2	100.0
Total	37	97.4	100.0	
Missing System	1	2.6		
Total	38	100.0		

This is the frequency of companies with over 50 million in revenue overall satisfaction

5. Overall, how satisfied are you with IPFWâ€™s community outreach programs and services? -Very dissatisfied: Very satisfied

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	3	10.3	10.3	10.3
4	3	10.3	10.3	20.7
5	9	31.0	31.0	51.7
6	10	34.5	34.5	86.2
7	4	13.8	13.8	100.0
Total	29	100.0	100.0	