

**TITLE:** Perceptions of Trust in Two Year Colleges

**RESEARCHER:** Marilyn Kay Krasowki  
Graduate School  
University of Minnesota  
Doctoral Dissertation: October 1997

**OBJECTIVE:** To determine the perceptions and misperceptions about trust and/or mistrust in academic administrators and possible identification of situations that either cemented trust or eroded trust.

**METHODOLOGY:** Participants involved administrators of two-year colleges and universities in Minnesota. Sixty-two of the 92 administrators responded (68.5%), as did 64.5% of their employees (N=175). In addition to providing demographic data, respondents completed the Credibility Factor Index (CFI), based upon the credibility work of Kouzes and Posner (1995), and ten additional personal response items.

**KEY FINDINGS:** There was not the credibility gap between the perceptions of the administrators and their employees as was expected.