SBCCD Spring 2016 Management In-Service Satisfaction Survey
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Purpose of Brief

To summarize the results of the Spring 2016 Management In-service Satisfaction Survey.

Summary of Findings

Sample
- 39 managers completed the satisfaction survey
- 74% of the managers attending the in-service completed the survey

Attendance
- 97% of the respondents attended the morning session
- 92% of the respondents attended the 1:00 PM Breakout Session
- 46% of the respondents attended the Breakout Session at 4:00 PM
- One respondent made the following comment: "I think it ran a little long. By the time 3 PM rolls around I think people are tired and do not retain much more information."

Satisfaction
- 100% of the respondents agreed or strongly agreed that the event was very good and that the in-service was well organized
- 97% of the respondents agreed or strongly agreed that the information presented was useful and 94% agreed that the information was valuable

Future Topics and Suggestions
- Choose a different venue other than the Board Room
- Team building and management skills
- Additional district processes
- No motivational speakers

Overview

The purpose of this research brief is to summarize the results from the Spring 2016 San Bernardino Community College District (SBCCD) Management In-service Satisfaction Survey.

Methodology

The SBCCD Management In-service Satisfaction Survey was administered to all managers in the SBCCD from January 15, 2016 to February 8, 2016.

Sample

The survey was completed by 39 managers. The total number of managers who attended the in-service was 53. As a result, the overall response rate was 74%. Accordingly, the number of respondents was not representative of the managers and cannot be generalized to all of the SBCCD managers who attended the in-service. The number of respondents needed for a 95% confidence interval was 52.

Possible Implications

Overall, the respondents to the Management In-Service Satisfaction Survey were very satisfied with the in-service. However, there were some implications from the survey. One possible implication is to end the Management In-Service day after the 3PM breakout. Only 46% of the respondents attended the breakout session at 4:00 PM, 24% of the respondents felt that the in-service was too long, and three respondents commented on how the in-service was too long.

Another implication is that the survey provides a menu of items to help develop the next Management In-Service. Some examples of these include holding the in-service at a different venue, shorten the length of the in-service, do not use a motivational speaker, offer sessions on team building and management skills, district services, and human resources.

Findings

Table 1 illustrates the number and percent of respondents who attended each session. The results indicate that the respondents were most likely to have attended the morning session (97%) followed by the breakout session at 1:00 PM (92%). The session that was least attended was the breakout session at 4:00 PM (46%) followed by the breakout session at 3:00 PM (65%).

Table 1A illustrates the results about how the respondents felt about the length of the management in-service and how often they felt the District needs to hold management in-services.

Seventy-six percent of the respondents felt that the length of the in-service was about right and 24% felt that the in-service was too long. When examining the results on the number of times the District needs to hold a management in-service, 37% of the respondents felt that once a year was enough, 37% felt that twice a year was enough and 26% wanted to have an in-service three times a year. Equally important, 63% of the respondents felt that the in-service needs to occur two or more times each year.

Table 2 illustrates the number and percent of respondents who agreed with the statements listed in Table 2 about the management in-service. All of the respondents agreed or strongly agreed that, overall, the event was very good and that the in-service was well organized. In addition, 97% of the respondents agreed or strongly agreed that the information presented was useful and 94% agreed or strongly agreed that the information was valuable. On the other hand, respondents (88%) were less likely to agree that the topics in the afternoon breakouts were relevant and timely.

Tables 3 – 6 illustrate the results from the following four open-ended questions: 1) What did you like about this event?; 2) What did you dislike about this event?; 3) What topics would you like to see covered in the future?; and 4) Do you have any recommendations to enhance management in-service days and/or for a keynote speaker? Themes were identified from the comments and some of the respondents comments were duplicated or split in order to accurately identify the number of comments in each theme. For example, if a respondent commented on liking the food and the organization of the in-service there comment may have been split between the two themes or duplicated.

Table 3 illustrates the areas that the respondents liked about the in-service organized in themes. The most common aspect that the respondents liked about the in-service were the topics covered in the morning. Specifically, one respondent stated that "It was informative with substance from the EMSI presentation which gave a broad perspective on trends and insight as to how to plan for the future of the district." Respondents also commented on how well the in-service was organized: "The structure of the in service day was also improved which created a conference style feel to the day and the sessions." Respondents also commented on liking the Chancellor's presentation, the breakout sessions, meeting other staff in the District, and the food.

The responses from the question asking respondents to identify what they disliked about the in-service are illustrated in Table 4. Respondents were most likely to dislike how the in-service was organized, followed by the breakout sessions, length, timing of the in-service, and the EMSI presentation. Two respondents commented on the venue of the in-service. Specifically, one respondent stated that "The Board Room was too crowded! We needed a bigger venue to accommodate all managers. Maybe you can use the entire ATTC Auditorium for next time!" Two respondents also commented on not being able to attend all of the sessions that they wanted two: "Some of the sessions I wanted to attend I could not because they were at the same time as others I wanted to attend."

Table 5 is sorted into the themes that respondents would like to see covered in the future. The most common topic was team building and management skills, followed by district processes, human resources, contracts and budgets, technology tips, planning, student success, and motivational speakers. One respondent commented on how they would like to see more team building activities: "I'd like more team building among managers or exercises to help build our skills as managers. Last year we were given books on Strength based leadership. We haven't followed up with that topic and how to implement it in our workplace."

Table 6 illustrates the recommendations respondents had to enhance future management in-service days. The most common suggestion was a keynote speaker, followed by additional topics, how the in-service was organized, two recommendations on not having a motivational speaker, and two recommendations to have a motivational speaker.

Table 1: Number and percent of respondents who attended each session.

Session	# Attended	# of Valid Respondents	% Attended
Morning Session	36	37	97.3
EMSI Session	29	37	78.4
1PM Breakout	34	37	91.9
2PM Breakout	30	37	81.1
3PM Breakout	24	37	64.9
4PM Breakout	17	37	45.9

Table 1A: Number and Percent Respondents by the preferred length for the in-service and the preferred number of times a year to hold the management in-service.

Question	#	Column %
How was the length of the event?		
About right	29	76.3
Too short	0	0.0
Too long	9	23.7
Total	38	100.0
How often do you think management in-services should be held?		
Once a year	14	36.8
Twice a year	14	36.8
Three times a year	10	26.3
Total	38	100.0

Table 2: Number and Percent of Respondents who agreed with Statements about the Management In-service.

Statement	Strongly Disagree		Disagree		Agree		Strongly Agree		Total
	#	%	#	%	#	%	#	%	
Overall, this event was very good.	0	0.0	0	0.0	21	55.3	17	44.7	38
The information presented at the event was useful.	0	0.0	1	2.8	21	58.3	14	38.9	36
The information presented at the event was valuable.	0	0.0	2	5.6	19	52.8	15	41.7	36
The In-Service was well organized.	0	0.0	0	0.0	17	47.2	19	52.8	36
Overall, the topics in the afternoon breakouts were relevant and timely.	1	3.0	3	9.1	15	45.5	14	42.4	33

Table 3: Open-ended responses to the following question: What did you like about this event?

Topics Covered in the Morning (n = 12)
The morning session (management, budget, collective bargaining and ACCJC updates).
EMSI presentation was also very useful.
Covered topics that helped me in my everyday duties.
I believe the information that was given by the Chancellor, and the Vice Chancellor's was very informational, but I believe there should have been time for questions and answers.
The EMSI presentation was interesting.
I really liked the Chancellor's speech and the information from HR and Business.
The EMSI part was great. I would love to have them come out again to help us use this data to make better decisions.
It was informative with substance from the EMSI presentation which gave a broad perspective on trends and insight as to how to plan for the future of the district.
The V presentation was great.
I also learned a lot about the various divisions from the vice chancellors and associate vice chancellor segments.
Updates on accreditation, environmental scan, opportunity to meet other managers.
The topics in the morning were well done and extremely relevant and useful.
Organization of In-service (n = 10)
I liked that we did not take up two hours introducing ourselves. Also, I really liked that the information we provided in the prior survey was used to improve the Management In-Service in-service this year.
I liked the combination of the information sessions and the training sessions.
I liked the information was relevant for managers. The location was perfect.
Information presented
It was a good way to convey information to all the managers about developments in the district impacting us.
It was awesome. I loved all the information.
The structure of the in service day was also improved which created a conference style feel to the day and the sessions.
Morning speakers were on topic and their information was relevant and understandable.
The content presented was relevant and the presenters were very knowledgeable and willing to answer questions.
Well organized and individual presentations were not too long.
The Chancellor (n = 6)
Chancellor Baron's presentation was great!
Chancellor's comments at the general session were excellent.
I liked the Chancellor's comments about leadership--I think his leadership plan will go a long ways towards improving trust and communication within the management team.
I really liked the Chancellor's speech and the information from HR and Business.
The Chancellor is so funny.
The chancellor had a great speech as well. I liked the action acronym.
Breakout Sessions (n = 6)
Breakout sessions (I personally found EduReports and Questica training very helpful).
[Name]'s Four Lenses workshop was simply outstanding!
I liked the management and relational training by HR.
Also, the breakout sessions had a nice balance of technical and soft skills.
The 4 lenses training was good, but a little short. There could have been more examples in how to use the information learned.
The workshops provided valuable practical information.

(Table 3 continues!)

(Table 3 continued!)

Meeting Other Staff in the District (n = 4)
A side benefit to me is the chance to meet other staff in the District that I would not otherwise meet with. Understanding what they do, helps when I need to call the District for particular issues.
Ability to meet with colleagues and hear updates.
I got a chance to meet other managers and learn new things.
Opportunity to meet other managers.
Food (n = 4)
The food was an improvement from last year! Good breakfast!
Food was better.
Food was excellent. Pace was good.
Miscellaneous
Middle management never gets their voices heard.

Table 4: Open-ended responses to the following question: What did you dislike about this event?

Organization (n = 6)
Food was just OK, but the effort is appreciated.
Started too early!
I think that there should be fewer workshop topics and longer workshops. In most the time ended before we could really cover the information.   I think two workshop sessions with 4 repeating topics would be better.
The Board Room is too small for this group and awkward for presentations, unless you set up lecture style.
The Board Room was too crowded! We needed a bigger venue to accommodate all managers. Maybe you can use the entire ATTC Auditorium for next time!
Would have liked a little more team building among managers. There was little that allowed for the managers to interact or grow in their personal managerial skills.
Breakout Sessions (n = 5)
Most of the breakout sessions related to computer programs which I don't use.
Some of the sessions I wanted to attend I could not because they were at the same time as others I wanted to attend.
There were some sessions I wanted to attend but couldn't
The workshop format was a little tiring. Some of this is absolutely critical, but it might also be helpful to structure some of the workshops as discussion groups.
While some of the topics were interesting, they were not necessarily "top of the list" helpful.
Length (n = 3)
A bit too long
I think it ran a little long. By the time 3 PM rolls around I think people are tired and do not retain much more information.
It looked like that very few people showed up to the last two sessions and that it may be more productive to end the In-Service at 3PM.
College Responsibilities and Timing of In-service (n = 3)
I heard many managers were upset as they could not attend due to responsibilities at their colleges
The management in-service day should be offered on a day when all managers can attend. Many were not able to attend.
The timing. It was too close to the start of the semester. District should be more mindful of key times on campus and schedule these events around those times.
EMSI Presentation (n = 2)
The EMSI disappointed me. The presenters seemed to assume that our primary mission is to provide effective job preparation in two years. This pretty much ignores our transfer function. Also much of the information is available from IPEDS, I believe.
Why couldn't the gap analysis be done free through Center of Excellence? Due to the general way in which the impact study data was extrapolated and analyzed it doesn't really mean anything. The same study would conclude that any college with students would have a positive ROI. If tracking our students it would be meaningful.

Table 5: Open-ended responses to the following question: What topics would like to see covered in the future?

Team Building and Management Skills (n = 6)
I'd like more teambuilding among managers or exercises to help build our skills as managers. Last year we were given books on Strength based leadership. We haven't followed up with that topic and how to implement it in our workplace.
More team building.
I would like to see events such as emotional intelligence and effective management decision making.
Skills training for management, supervisor skills.
We should all take Strengths Quest as a management team.
How to motivate employees."
District Processes (n = 5)
More questions about organizational structure and processes. I don't think that the people at the District know the challenges that those of us on campus face.
More on Questica
Topics related to budgeting, grievance procedures, and how to communicate with union representatives,
Diversity in the workplace.
Why Financial 2000 data does not agree with the reports our Fiscal Department uses.
Human Resources (n = 3)
Contracts for the unions and more hands on HR issues. HR issues would be like how to deal with the most common specific issues. I would also love topics on contracts and fiscal. How to do budgets the right way.
More HR related items
More human resources development and trainings on useful technical tools (Name's are always excellent).
Contracts and Budgets (n = 3)
Paperless contracts (n = 2)
Contracts for the unions and more hands on HR issues.
Technology Tips (n = 3)
More human resources development and trainings on useful technical tools (Name's are always excellent).
Efficiency tips using technology.
Those with practical applications, such as useful shortcuts in Colleague (Datatel) and how to use the new Hobson's & Starfish software programs.
Planning (n = 3)
Future of SBCCD
Alignment of institutional plans; It might be expensive but it would be impactful. There are people at both campuses that could facilitate.
Accreditation results
Student Success (n = 2)
I would like to see more strategies around how managers can impact student success and engagement.
Student Success across the institution
Motivational Speaker (n = 2)
Keynote Speaker, motivational speaker
Topics covered were good! May be you can add a motivational speaker!
Miscellaneous (n = 2)
I thought the information about the Economic Impact Study was very interesting. As we go thru the year, the topic of a new construction bond will be very interesting.
Topics and presenters were very good but presentation was too basic. Would have been nice to have more Q & A to address specific issues.

Table 6: Open-ended responses to the following question: Do you have any recommendations to enhance management in-service days and/or for a keynote speaker?

Keynote Speaker (n = 3)
Keynote on time management, leadership or ethics. I have some leads.
Please continue to provide outside perspectives regarding information that gives us talking points on how to move forward in the future. Economic trends, regional economic opportunities, and student engagement programs/opportunities would be interesting. In order to increase morale, possibly we could devote an in service day to team building. A fun, active, and competitive style "training day" may be the needed to further pull people together. Thank you for the changes and I look forward to what is to come.
Sometimes I think an outside speaker can add a lot, if chosen strategically. It's hard to say now what the current needs will be next time we meet, but in general something that speaks to the concerns we're concerned with in a time-sensitive way.
Topics (n = 3)
Maybe have some more of the Board Members talk about their goals for the District.
I missed the personal development portion of the training that we enjoyed the previous year.
I would love someone to talk on communication and also more team building. Team building and communication seem to be areas that could improve relations among management and others.
Organization (n = 3)
I believe that some of the trainings HR will be presenting next month for management can be done in the afternoon. Maybe have it at one of the colleges not at the District site.
It is a long day and helpful; however, maybe 3 breakout session instead of 4?
More advanced material.
Food was much better this year.
No Motivational Speaker (n = 2)
I would not like to see a keynote speaker.
Please no motivational speakers!
Motivational Speaker (n = 2)
I recommend a good speaker who can motivate and emphasize the importance of providing superior "Customer Service" and for that building a great positive attitude and a demeanor!