2021 District-wide Employee Climate Survey

https://www.sbccd.edu/research



% of employees believe they are personally treated with respect in the District. This is a 4-year High.

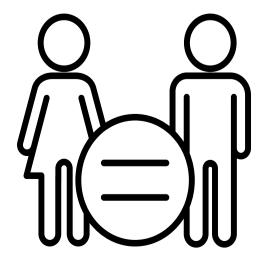
Highlights



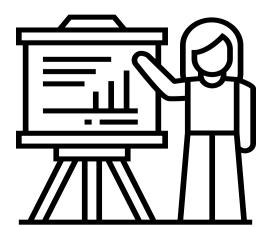
We are making steady improvements in inclusion Since 2018, there has been a steady increase in employee satisfaction with inclusion (+4%) and shared governance (+18%) at SBCCD.



Employees are recognizing the positive changes Since 2018, SBCCD has experienced steady increases in overall satisfaction with the services provided by District Support Operations (DSO).



Improving diversity is still on employees minds
For the past 4 years, employees have continued
to encourage and applaud efforts to increase
diversity in SBCCD faculty and administration.



Your feedback is appreciated and critical to our success
SBCCD used your survey feedback to improve its collegial
consultation process by creating the new Chancellor's Council.

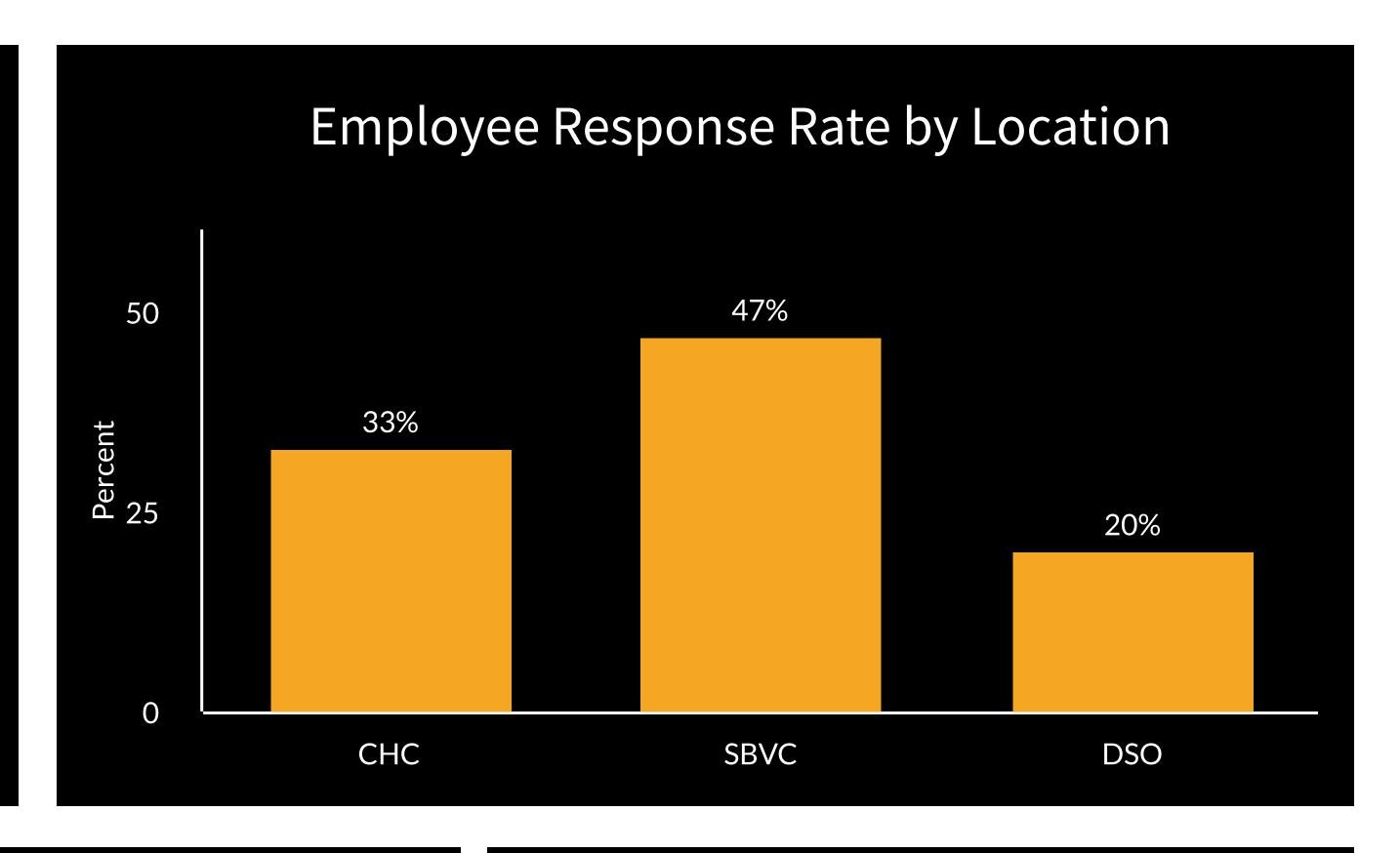


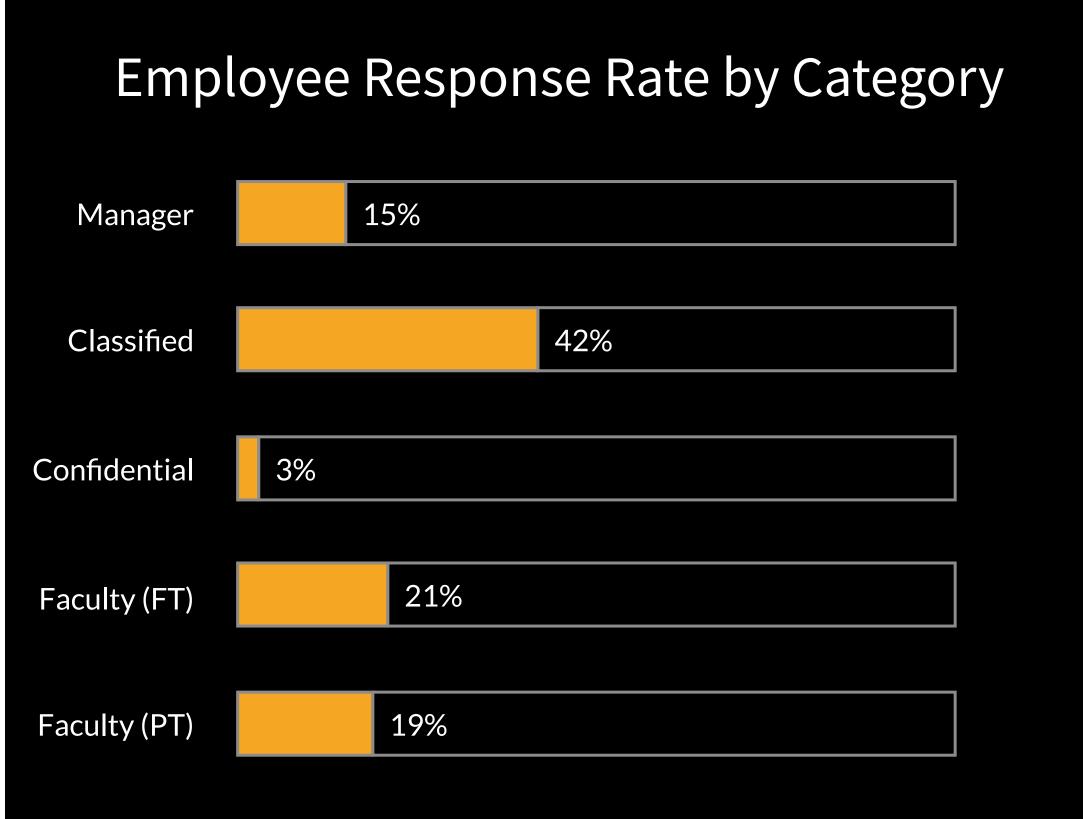
SURVEY STATISTICS DASHBOARD

274

The number of employees that completed the survey (19% - of 1,458)

18% Increase over 2020 (from 232 to 274)





Departments Evaluated 1. Business Services 2. EDCT 3. Fiscal Services 4. Human Resources 5. KVCR 6. Facilities, Planning, & Construction 7. Police 8. Technology

1. Satisfaction with Inclusiveness and Shared Governance are Improving

63%

Are satisfied with the level of inclusiveness at the district

Compared to 2018, this is a 4% increase in employee satisfaction with the level of inclusiveness at SBCCD.

51%

49%



Believe planning and decision-making processes are collaborative

Compared to 2018, this is a 18% increase in satisfaction with the level of collaboration in the SBCCD planning and decision-making process.



Governance

Marked increase in feelings about shared governance (+18% in satisfaction) but CESA members still feel left out of the process.

Alignment

There is a desire for better alignment of & consistency between policies & procedures across district sites and DSO offices.

Perspectives

Employees want to diverse more see perspectives and voices included the decision-making process.

Communication

We need a "reportout" protocol to help committee members know when, how, why, and what they should be disseminating.

2. Employee Satisfaction with DSO Services Hits 4-Year High -

Note, 2018 is the 1st year the survey was administered

Overall. I am satisfied with

BENCHMARK 2018

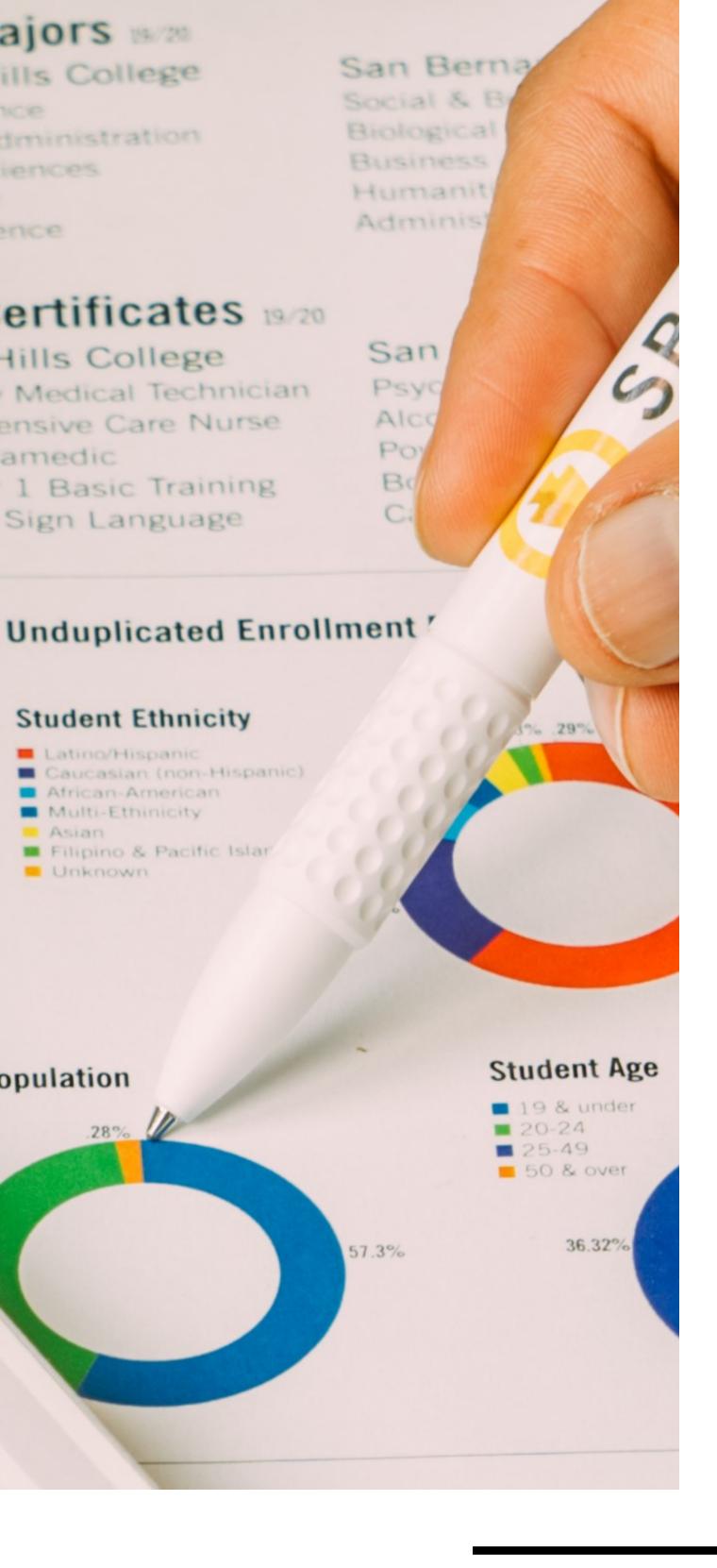
FOLLOWUP 2019

FOLLOWUP 2020

FOLLOWUP 2021

PERCENT 2018 vs. 2021

veratt, i am satismed with					
Business Services	40%	52%	74%	70%	+30%
Economic Development & Corporate Training (EDCT)	46%	58%	56%	46%	+0%
Facilities, Emergency Planning, & Construction	56%	69%	72%	74%	+19%
Fiscal Services	40%	23%	50%	62%	+22%
Human Resources	51%	52%	67%	69%	+18%
KVCR	75%	77%	78%	90%	+15%
Police Department	87%	88%	88%	88%	+1%
Technology & Educational Support Services (TESS)	74%	73%	84%	85%	+11%



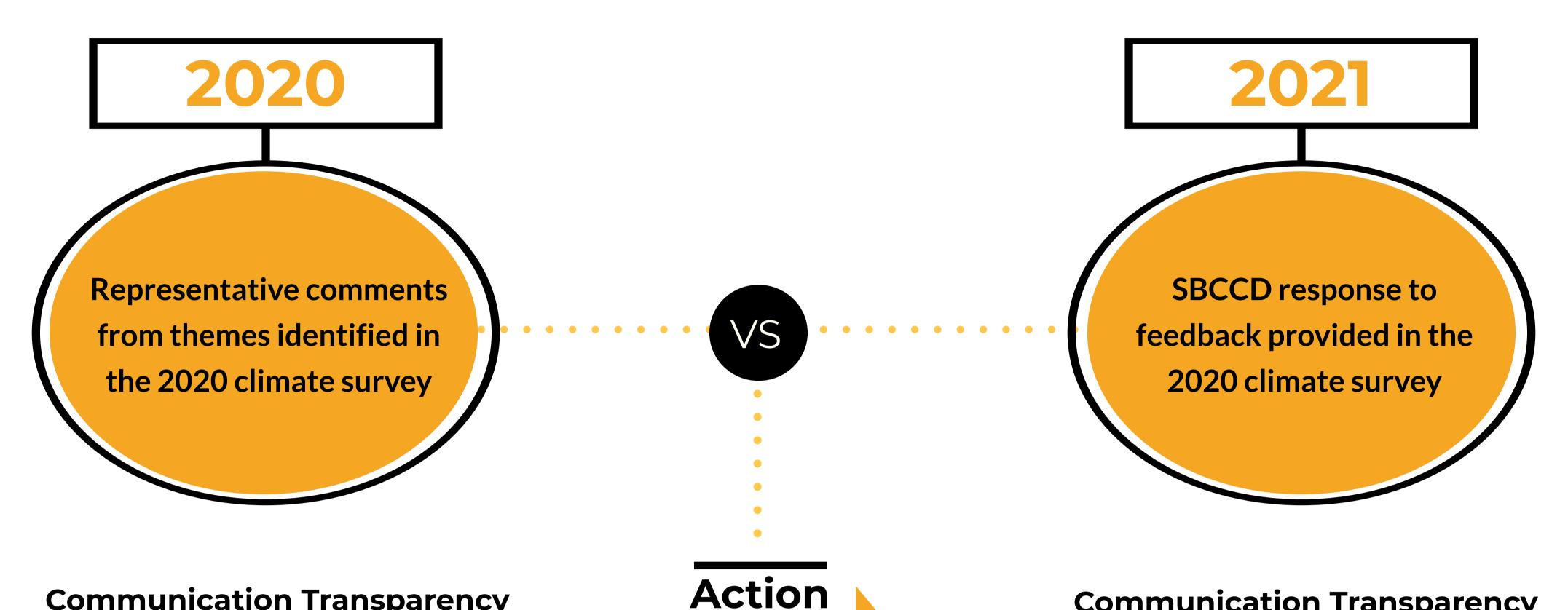
3. EMPLOYEES CONTINUE TO SEE WORKPLACE IMPROVEMENTS HAPPENING SINCE 2019

The data in the table below shows the change (frequency and percent) in the number of times that a theme was mentioned in an employees response across the last 3 years (2019, 2020, and 2021 - we only display the top 5 themes). Note: 2019 is the first time we conducted this type of analysis. As such, we are only able to compare 2019 to 2020 and 2021.

Summary: According to the frequency of employee comments, SBCCD has improved in every category of evaluation since 2019 (i.e., had fewer negative comments related to the theme in question). As in 2020, the greatest improvement has been in the areas of Business and Fiscal Services and customer service (the areas/services employees felt needed the most improvement in 2019 and 2020).

THEME	Frequency of 2019 Complaints	Frequency of 2020 Complaints	Frequency of 2021 Complaints
Improve communicat with campuses	ion 38	30	5 (87% improvement) 2019 vs. 2021
Need improvement in paying bills on time	38	11	1 (97% improvement) 2019 vs. 2021
Greater variety of voices on committees	15	14	7 (53% improvement) 2019 vs. 2021
Customer service needs improvement	13	3	1 (92% improvement) 2019 vs. 2021
Improve transparency in decision-making	y 18	14	7 (61% improvement) 2019 vs. 2021

4. SBCCD Effectively Uses Employee Feedback to Improve



Taken

Action

Action

Taken

Action

Taken

Communication Transparency

"The universal problem is that we all know that no matter how much consultation goes on, the outcome will be whatever admin proposed going into the process, probably 99% of the time".

Business Policies/Procedures

"Procurement policies and procedures seem to change a lot. The problem I find is the customer service. If something doesn't follow a new rule the responses are usually unfriendly."

Improve Customer Service

"Although they have improved, payable needs accounts customer service training. seems like they don't care."

Committee Representation

"The fact that students or staff are often not present even though they are the on committee is a sign that collegial consultation is not working well."

Communication Transparency

SBCCD's 22-member, district-wide, Safe Reopening Taskforce worked collegially to develop our COVID 19 "return to work" plan. All information was shared in public forums with regular updates via email and SBCCD's COVID-19 dedicated reopening webpage.

Business Policies/Procedures

Since 2018, Business Services has enhanced the type and quality services it provides. For example, This signature. increase in employee satisfaction.

Improve Customer Service

SBCCD hosted a series of trainings on "leading at the speed of trust" to build a culture of trust & strong communication within and across

SBCCD has transformed the old

Taken

SBCCD now accepts electronic contract submissions without a wet has increased efficences and resulted in a 30%

all district sites and entities.

District Assembly into the new Chancellor's Council. The new "reporting up" structure ensures broad constituency representation.