

# 2021 District-wide Employee Climate Survey

<https://www.sbccd.edu/research>

72

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

## Highlights



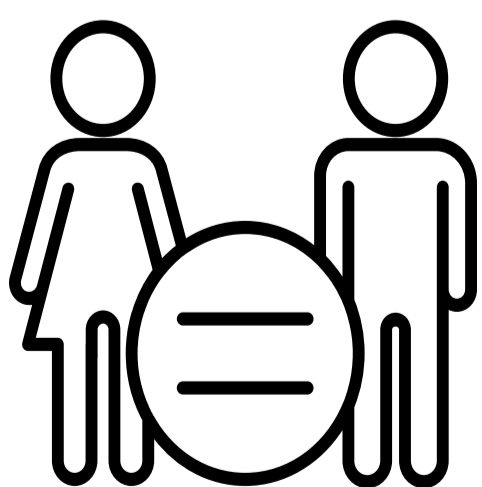
### **We are making steady improvements in inclusion**

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



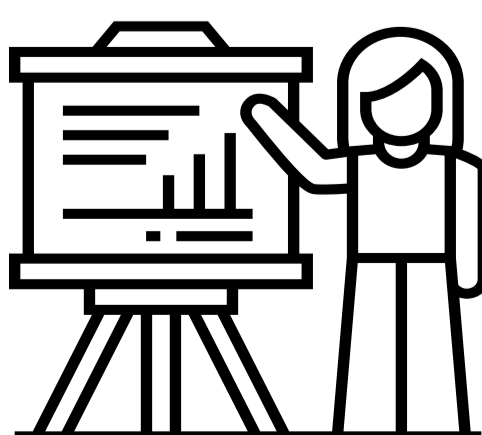
### **Employees are recognizing the positive changes**

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.



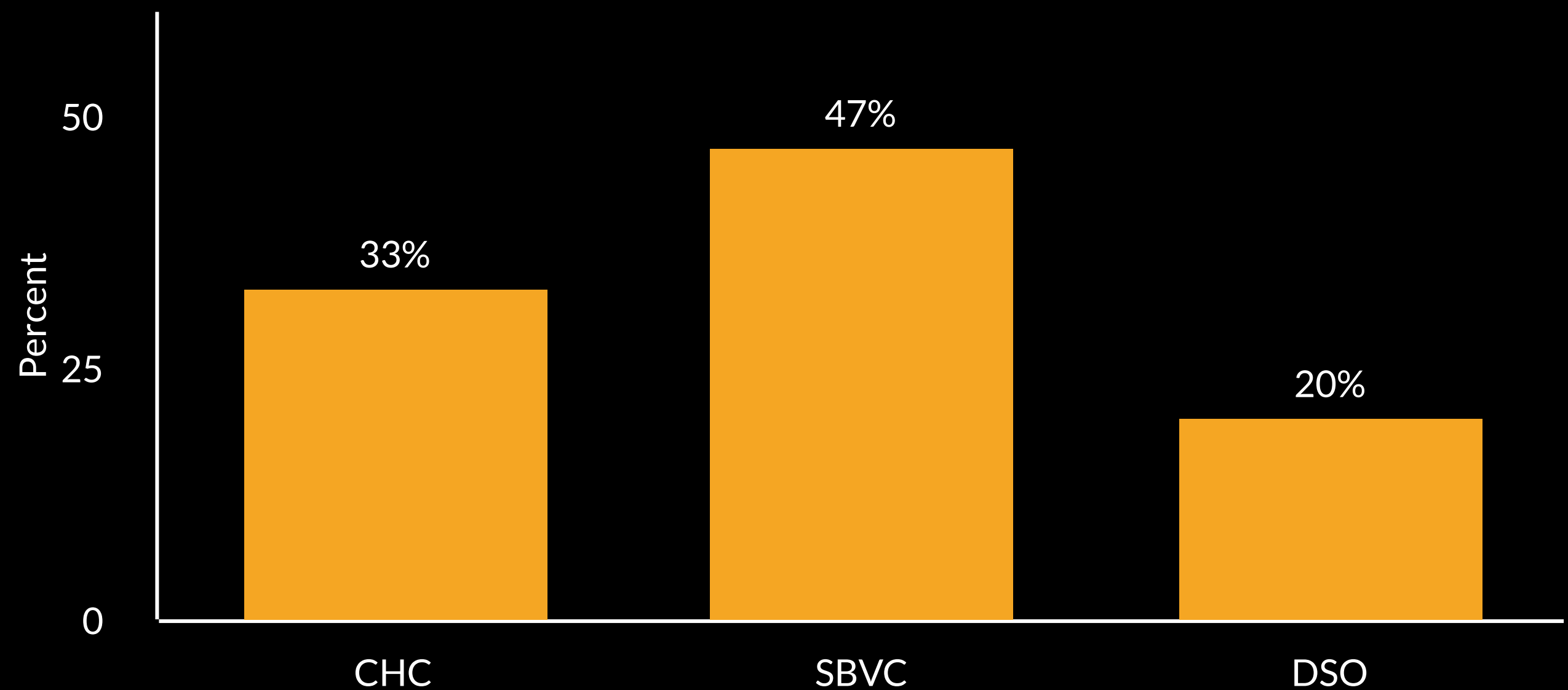
# SURVEY STATISTICS DASHBOARD

274

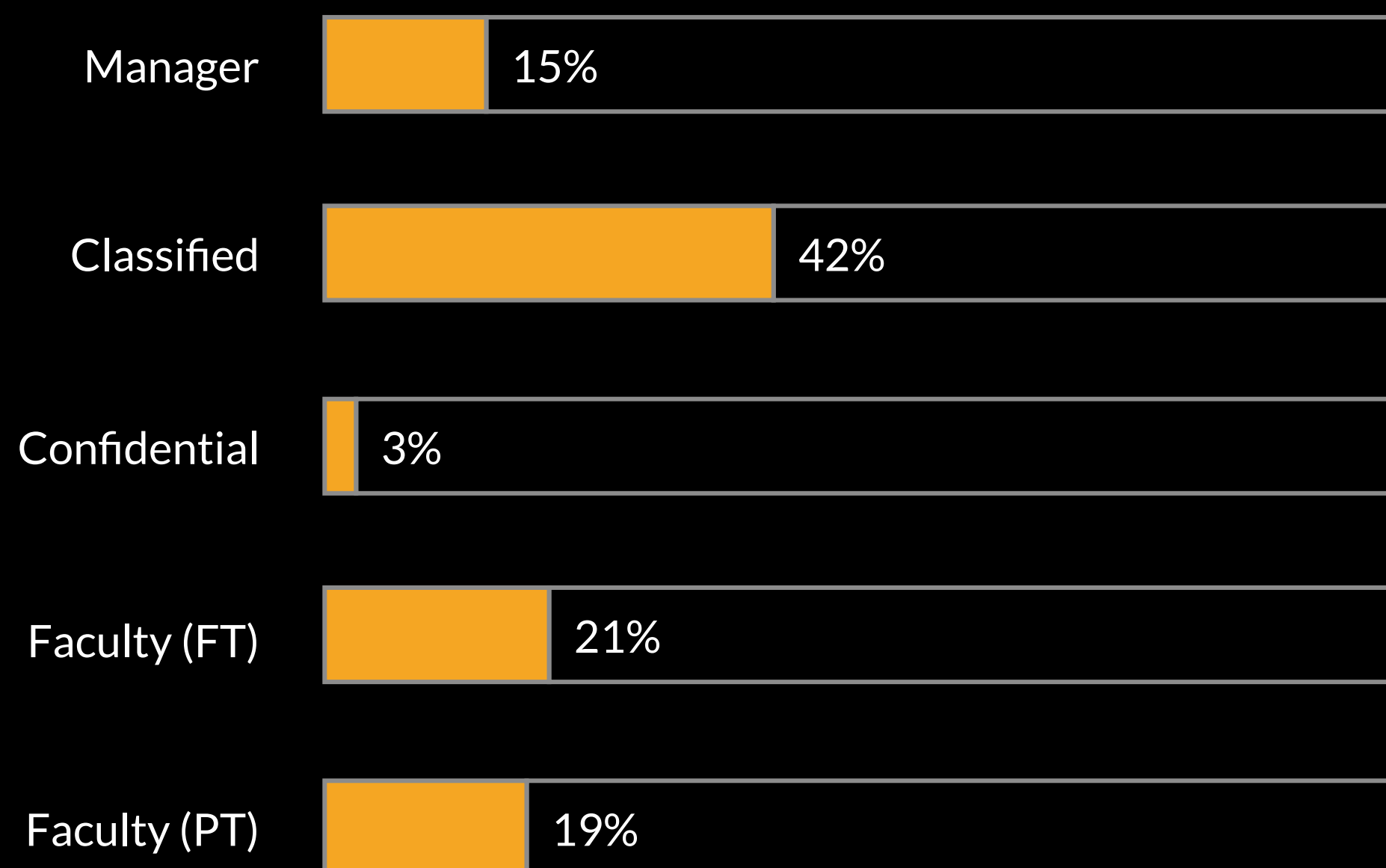
The number  
of employees that  
completed the survey  
(19% - of 1,458)

18% Increase over 2020  
(from 232 to 274)

## Employee Response Rate by Location



## Employee Response Rate by Category



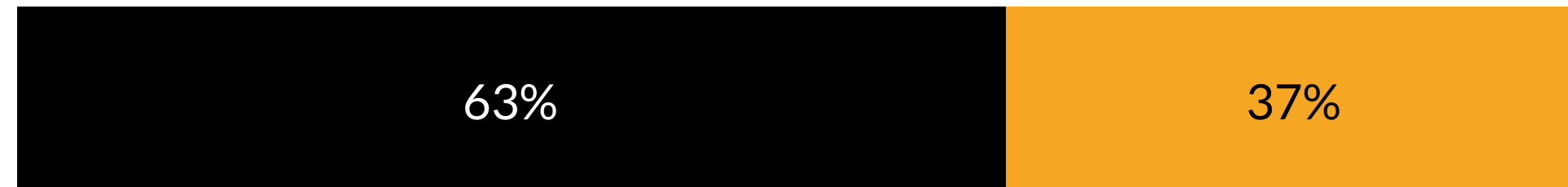
## Departments Evaluated

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%



## 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.



<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<p><b>Governance</b></p> <p>Marked increase in feelings about shared governance (+18% in satisfaction) but CESA members still feel left out of the process.</p>	<p><b>Alignment</b></p> <p>There is a desire for better alignment of &amp; consistency between policies &amp; procedures across district sites and DSO offices.</p>	<p><b>Perspectives</b></p> <p>Employees want to see more diverse perspectives and voices included in the decision-making process.</p>	<p><b>Communication</b></p> <p>We need a "report-out" protocol to help committee members know when, how, why, and what they should be disseminating.</p>

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

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

	BENCHMARK 2018	FOLLOWUP 2019	FOLLOWUP 2020	FOLLOWUP 2021	PERCENT IMPROVE 2018 vs. 2021
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Overall, I am satisfied with ...

	BENCHMARK 2018	FOLLOWUP 2019	FOLLOWUP 2020	FOLLOWUP 2021	PERCENT IMPROVE 2018 vs. 2021
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 communication with campuses	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	18	14	7 (61% improvement) 2019 vs. 2021



## 4. SBCCD Effectively Uses Employee Feedback to Improve

