



San Bernardino Community College District

2022 District-wide Employee Climate Survey

61

% of the employees are satisfied with the level of inclusiveness within the District.

Highlights



Employees are providing feedback in district-level committees.
Compared to 2021, there was an increase (+6%) with employees actively sharing their perspective in district level committees.



Employees feel the SBCCD community is supportive of all ethnicities.
Since 2018, the SBCCD community support of all racial and ethnic groups have increased by 5%.



EDCT has integrated within the SBCCD community
Since 2018, employees believe that the EDCT has integrated and continues (+15%) to work well with the colleges and district.



Your feedback is appreciated and critical to our success
SBCCD uses your survey feedback to improve DSO processes and provide employees with excellent customer service.

SURVEY STATISTICS

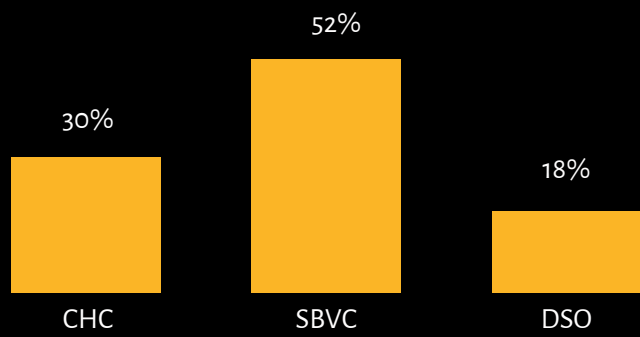
DASHBOARD

265

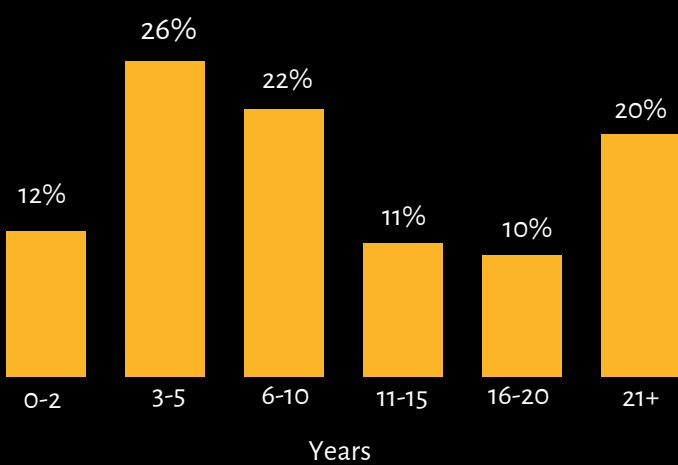
The number of employees that completed the survey (9.2% - of 2,871)

10% decrease over 2021 (from 274 to 265)

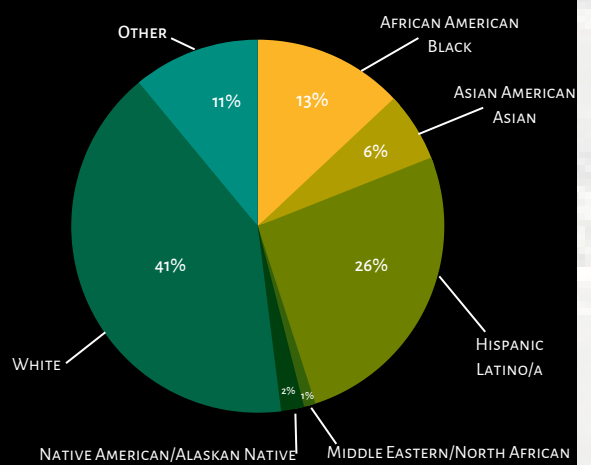
Employee Response Rate by Location



Total Years Employed



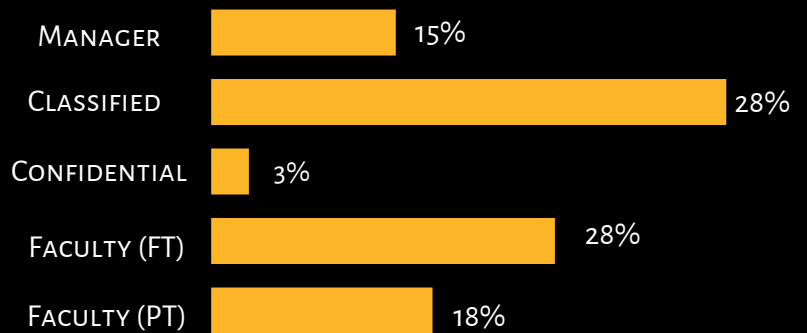
Employee Response Rate by Ethnicity



DEPARTMENTS EVALUATED

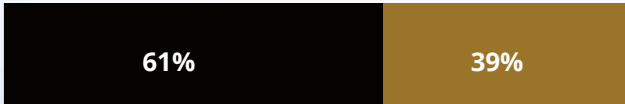
1. BUSINESS SERVICES
2. EDCT
3. FISCAL SERVICES
4. HUMAN RESOURCES
5. KVCR
6. FACILITIES, PLANNING & CONSTRUCTION
7. POLICE
8. TECHNOLOGY

EMPLOYEE RESPONSE RATE BY CATEGORY



..... 1. SATISFACTION WITH INCLUSIVENESS AND SHARED GOVERNANCE.....

61%



Are satisfied with the level of inclusiveness at the District
 Compared to 2018, this is a 2% increase in employee satisfaction with the level of inclusiveness at SBCCD.

44%



Believe overall planning processes at SBCCD are collaborative
 Compared to 2018, this is a 11% increase in employee satisfaction with the level of District overall collaborative planning and decision-making.

- 1 Governance**
 Add context here as it applies to Shared Governance
- 2 Alignment**
 Add context here as it applies to Alignment or other
- 3 Perspectives**
 Employees continue to request a more diverse voices included in the decision making processes within the district committees.
- 4 Communication**
 Add context here as it applies to Communication or other

2. EMPLOYEE SATISFACTION WITH DSO SERVICES

Overall, I am satisfied with...	BENCHMARK	FOLLOWUP	FOLLOWUP	FOLLOWUP	FOLLOWUP	PERCENTAGE
	2018	2019	2020	2021	2022	2018 VS. 2022
Business Services	40%	52%	74%	70%	58%	+18%
Economic Development & Corporate Training (EDCT)	46%	58%	56%	46%	71%	+25%
Facilities, Emergency, Planning, & Construction	56%	69%	72%	74%	54%	-2%
Fiscal Services	40%	23%	50%	62%	54%	+14%
Human Resources	51%	52%	67%	69%	60%	+9%
KVCR	75%	77%	78%	90%	88%	+13%
Police Department	87%	88%	88%	81%	82%	-5%
Technology & Educational Support Services (TESS)	74%	73%	84%	85%	78%	+4%

3. WORKPLACE IMPROVEMENTS NEEDED 2019

The data in the table below shows the change (frequency and percent) in the number of times a theme was mentioned in employees response across the last four years (2019, 2020, 2021, and 2022 -only the top 5 themes displayed). **Note: 2019 is first time this type of analysis was conducted, as such we are only able to compare from 2019.**

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 for 2022, the two areas of improvement are need in communication with campuses and customer service.



THEME	Frequency of 2019 complaints	Frequency of 2020 complaints	Frequency of 2021 complaints	Frequency of 2022 complaints
Improve communication with campuses	38	30	5	28
Need improvement in paying bills on time	38	11	1	8
Greater variety of voices on committees	15	14	7	10
Customer service needs improvement	13	3	1	38
Improve transparency in decision-making	18	14	7	5

