FULL REPORT – MAY 2018

2017-18 District Employee Climate Survey

San Bernardino Community College District

Office of Research, Planning, and Institutional Effectiveness:

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Document Notes: Please note that we made a few modifications to the raw data in this public document. We list them below, so that you understand our decision process.

1. Comments that said "N/A", "No Response", "None" etc. were deleted from the comments sections to reduce the size of the document.

2. We redacted, with a red box ▮, the name and/or title of any individual mentioned in a comment regardless of the valence (i.e., positive or negative). However, unredacted comments were sent to managers of each department.

3. We did not edit the content of any comment (i.e., correct grammar, spelling or clarity) with the exception of the edits made in point 2.
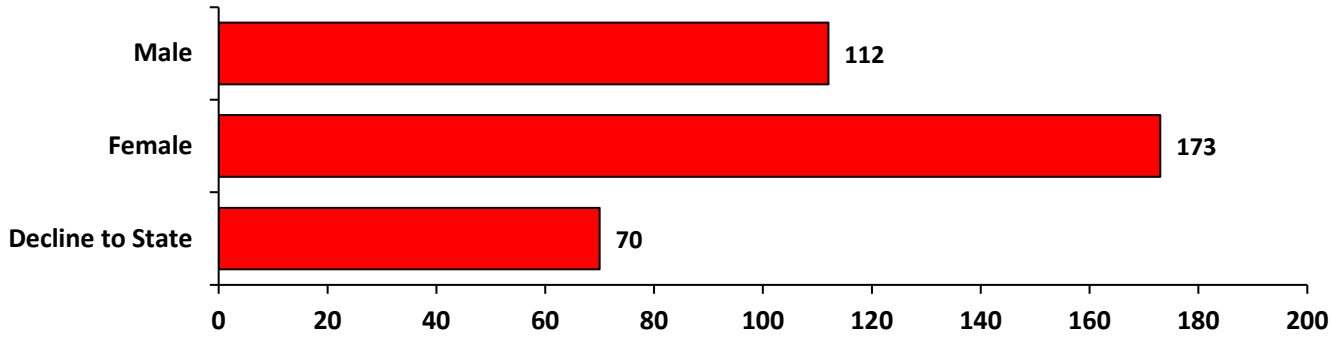
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PARTICIPANT DEMOGRAPHICS

What is your gender?

GENDER	PERCENT	COUNT
Male	31.55%	112
Female	48.73%	173
Decline to state	19.72%	70
Total	**100%**	**355**

Do you consider yourself to be transgender or gender nonconforming?
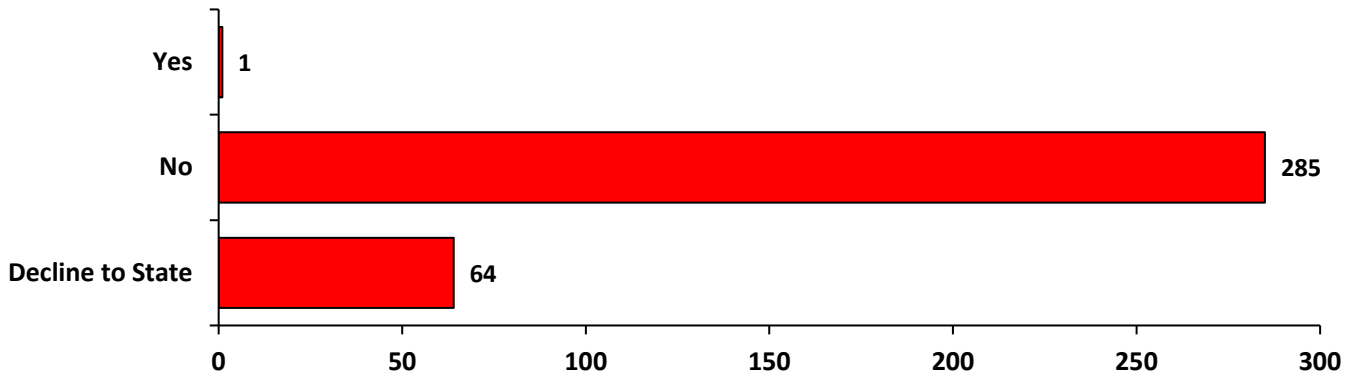
ANSWER	PERCENT	COUNT
Yes	0.29%	1
No	81.43%	285
Decline to state	18.29%	64
Total	**100%**	**350**

Which best describes your sexual orientation?
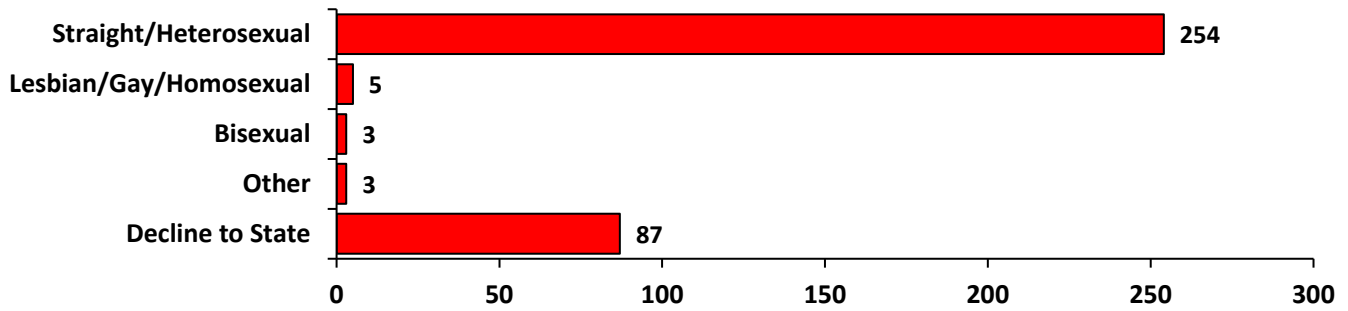
SEXUAL ORIENTATION	PERCENT	COUNT
Straight/Heterosexual	72.16%	254
Lesbian/Gay/Homosexual	1.42%	5
Bisexual	0.85%	3
Other	0.85%	3
Decline to state	24.72%	87
Total	**100%**	**352**

What is your age?
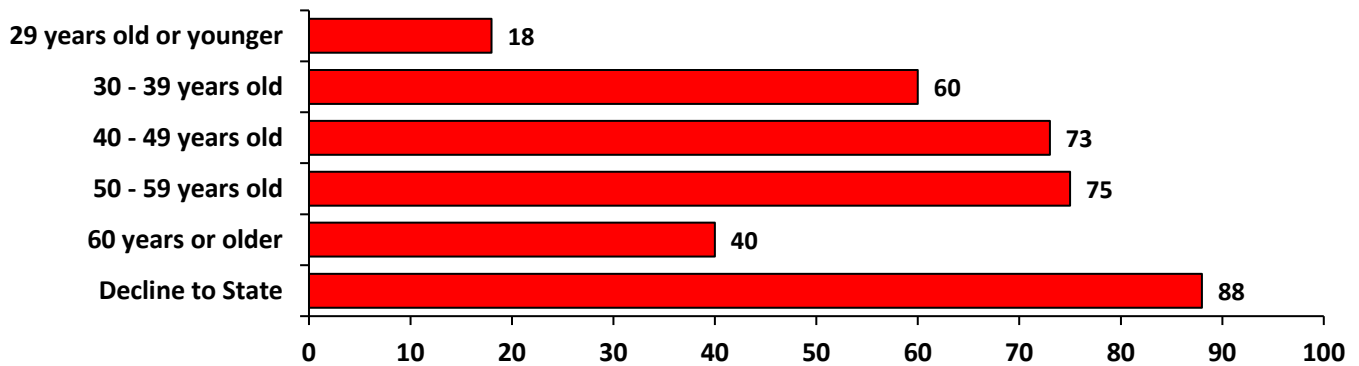
AGE	PERCENT	COUNT
29 years old or younger	5.08%	18
30 - 39 years old	16.95%	60
40 - 49 years old	20.62%	73
50 - 59 years old	21.19%	75
60 years old or older	11.30%	40
Decline to state	24.86%	88
Total	**100%**	**354**

Do you identify with multiple races and/or ethnicities?
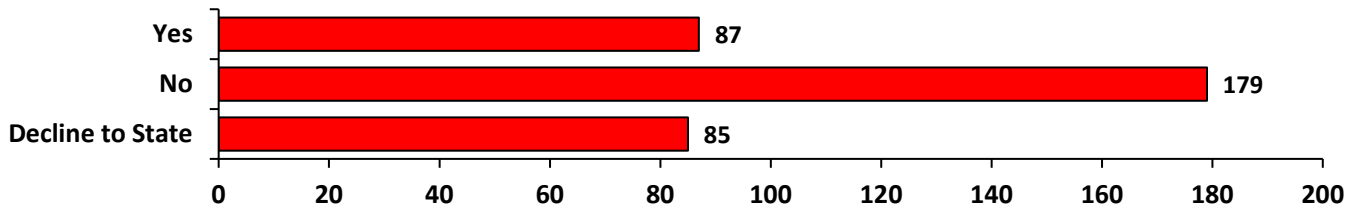
ANSWER	PERCENT	COUNT
Yes	24.79%	87
No	51.00%	179
Decline to state	24.22%	85
Total	**100%**	**351**

Please select the racial and/or ethnic category or categories with which you most closely identify?
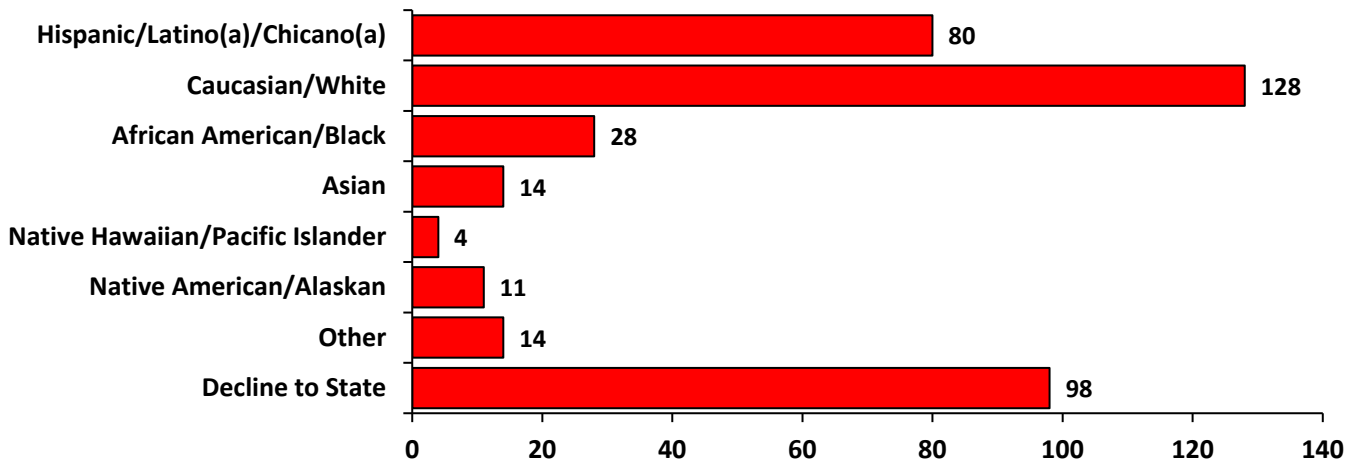
RACE/ETHNICITY	PERCENT	COUNT
Hispanic/Latino(a)/Chicano(a)	21.22%	80
Caucasian/White	33.95%	128
African American/Black	7.43%	28
Asian	3.71%	14
Native Hawaiian/Pacific Islander	1.06%	4
Native American/Alaskan	2.92%	11
Other	3.71%	14
Decline to state	25.99%	98
Total	**100%**	**377**

What is your primary function in the San Bernardino Community College District?
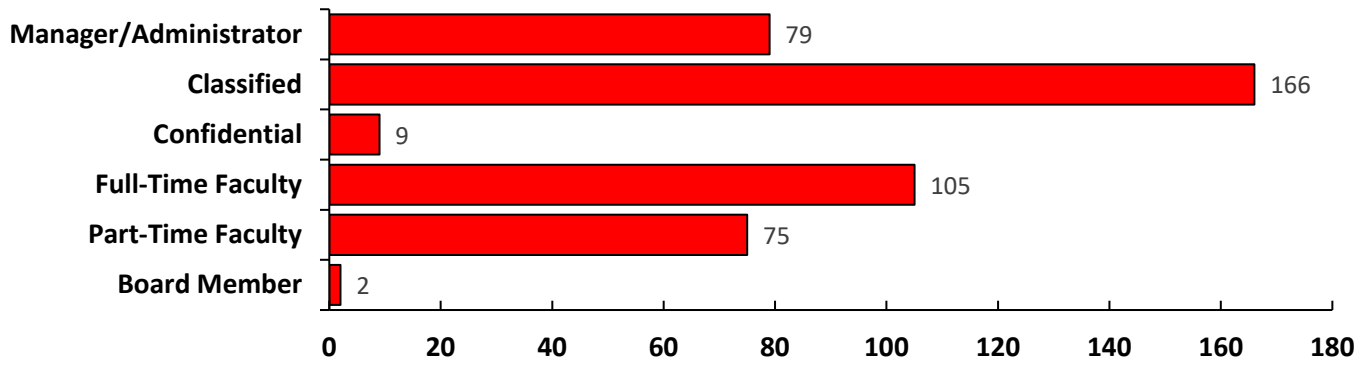
EMPLOYEE CATEGORY	PERCENT	COUNT
Manager/Administrator	18.12%	79
Classified	38.07%	166
Confidential	2.06%	9
Full-Time Faculty	24.08%	105
Part-Time Faculty	17.20%	75
Board Member	0.46%	2
Total	**100%**	**436**

At which location are you primarily assigned?
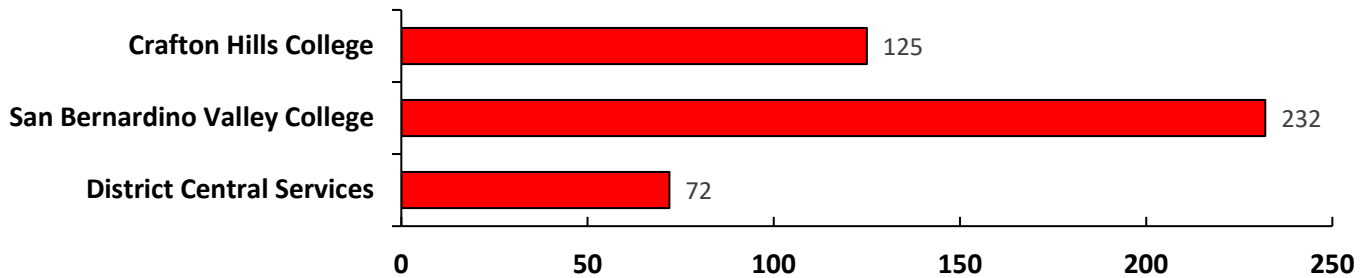
LOCATION	PERCENT	COUNT
Crafton Hills College	29.14%	125
San Bernardino Valley College	54.08%	232
District Central Services (i.e., TESS, EDCT, KVCR, ATTC)	16.78%	72
Total	**100%**	**429**

How many years have you been employed in the San Bernardino Community College District?

2 years or less	113
3-5 years	89
6-10 years	66
11-15 years	78
16-20 years	54
21 or more years	54
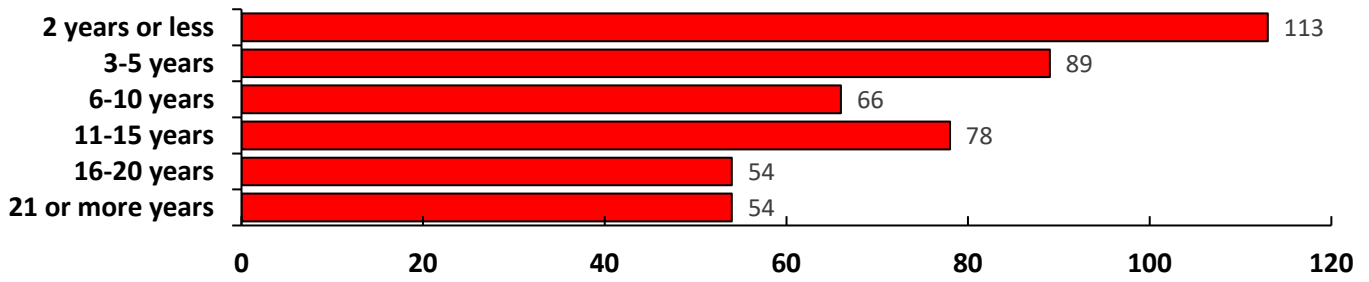
YEARS	PERCENT	COUNT
2 years or less	24.89%	113
3-5 years	19.60%	89
6-10 years	14.54%	66
11-15 years	17.18%	78
16-20 years	11.89%	54
21 or more years	11.89%	54
Total	**100%**	**454**

How many District/College collegial consultation committees did you serve on during academic year 2017–18? (Only groups with voting or consensus members representing more than one constituency.)

None	218
1	90
2	57
3	35
4	18
5	13
6	3
7 or more	17
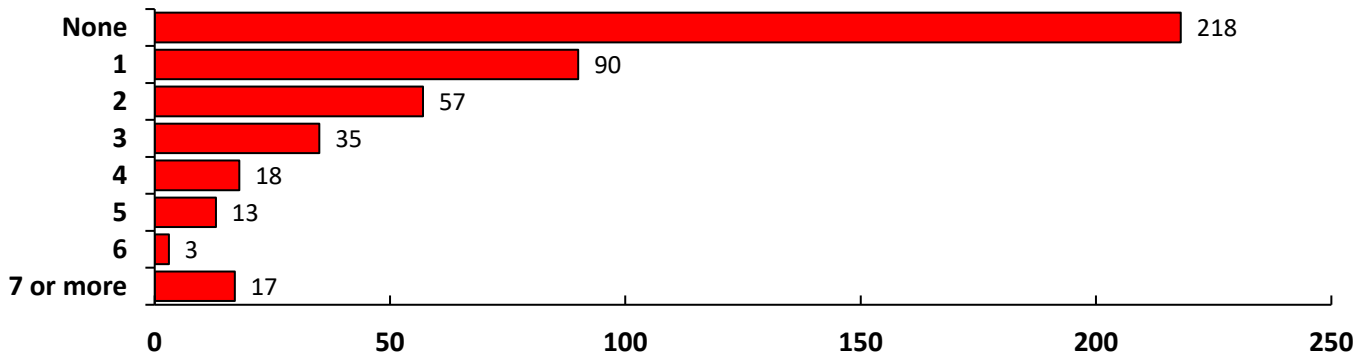
NUMBER OF COMMITTEES	PERCENT	COUNT
None	48.34%	218
1	19.96%	90
2	12.64%	57
3	7.76%	35
4	3.99%	18
5	2.88%	13
6	0.67%	3
7 or more	3.77%	17
Total	**100%**	**451**

CLIMATE SURVEY RESULTS

OVERALL DISTRICT SATISFACTION AND PERCEIVED INCLUSIVENESS

Overall, what is your satisfaction level toward the services (e.g., HR, TESS, KVCR, etc.) provided by the District Central Services?
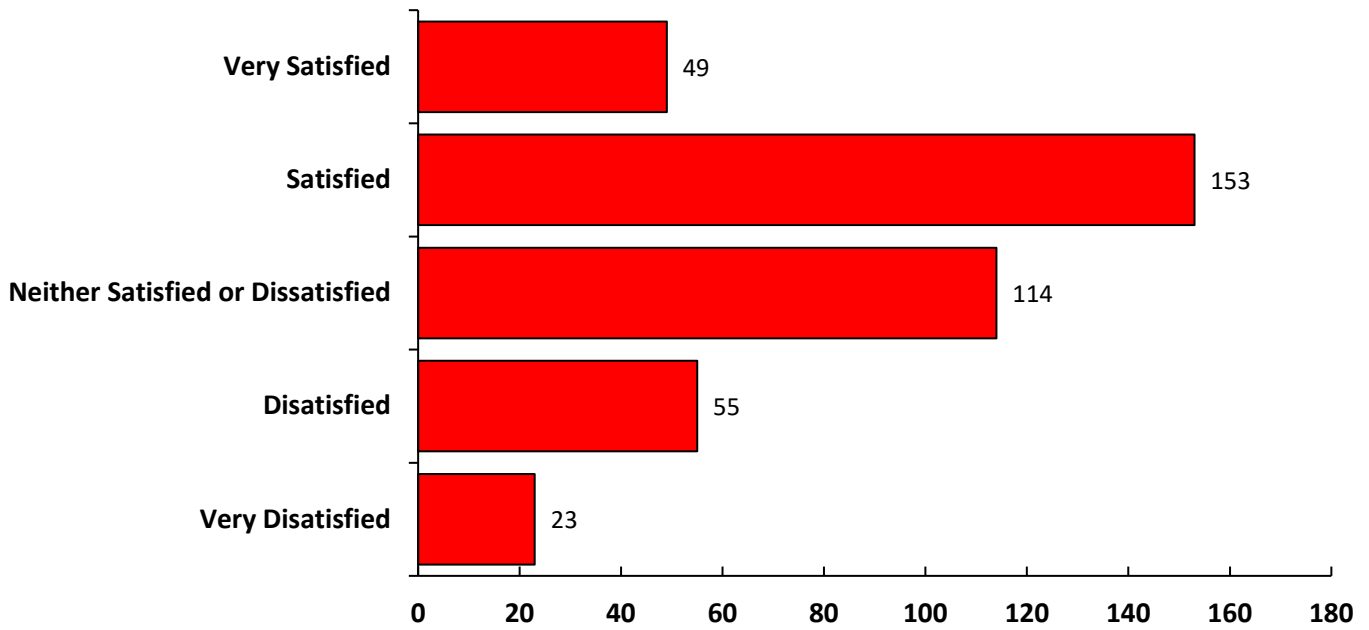
SATISFACTION	PERCENT	COUNT
Very Satisfied	12.44%	49
Satisfied	38.83%	153
Neither Satisfied or Dissatisfied	28.93%	114
Dissatisfied	13.96%	55
Very Dissatisfied	5.84%	23
Total	**100%**	**394**

Please indicate the extent to which you agree or disagree with the following statements about inclusiveness at the district level (i.e. taking proactive steps to assure everyone has the opportunity to be involved and each person's input is equally valued):

Inclusiveness Questions: Graph

1. Communication across the District is timely and accurate.
2. I know where to find District collegial consultation committee agendas and minutes.
3. If I need information about the District, I know where to find it.
4. District procedures & practices clearly demonstrate commitment to issues of employee equity and diversity.
5. I am personally treated with respect in this District.

Horizontal bar chart showing responses for Q1–Q5. Legend: Strongly Agree (red), Somewhat Agree (yellow), Neither A nor DA (green), Somewhat Disagree (light blue), Strongly Disagree (dark blue).

- Q1: Strongly Agree 40, Somewhat Agree 128, Neither A nor DA 74, Somewhat Disagree 106, Strongly Disagree 45
- Q2: Strongly Agree 78, Somewhat Agree 128, Neither A nor DA 73, Somewhat Disagree 74, Strongly Disagree 43
- Q3: Strongly Agree 71, Somewhat Agree 128, Neither A nor DA 77, Somewhat Disagree 64, Strongly Disagree 22
- Q4: Strongly Agree 66, Somewhat Agree 128, Neither A nor DA 111, Somewhat Disagree 54, Strongly Disagree 45
- Q5: Strongly Agree 129, Somewhat Agree 128, Neither A nor DA 61, Somewhat Disagree 45, Strongly Disagree 33

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Inclusiveness Questions: Graph

6. I am personally treated with respect in this District.
7. The District community is equally supportive of all genders.
8. The District community is equally supportive of all racial/ethnic groups.
9. The District community is equally supportive of all sexual-orientations.
10. Overall, I am satisfied with the level of inclusiveness in the District.

Q6
- Strongly Agree: 137
- Somewhat Agree: 119
- Neither A nor DA: 96
- Somewhat Disagree: 19
- Strongly Disagree: 22

Q7
- Strongly Agree: 135
- Somewhat Agree: 110
- Neither A nor DA: 89
- Somewhat Disagree: 36
- Strongly Disagree: 23

Q8
- Strongly Agree: 139
- Somewhat Agree: 109
- Neither A nor DA: 123
- Somewhat Disagree: 13
- Strongly Disagree: 9

Q9
- Strongly Agree: 103
- Somewhat Agree: 128
- Neither A nor DA: 84
- Somewhat Disagree: 50
- Strongly Disagree: 27

■ Strongly Agree   ■ Somewhat Agree   ■ Neither A nor DA   ■ Somewhat Disagree   ■ Strongly Disagree

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Inclusiveness Questions: Table

1. Communication across the District is timely and accurate.
2. I know where to find District collegial consultation committee agendas and minutes.
3. If I need information about the District, I know where to find it.
4. District's procedures & practices clearly demonstrate commitment to issues of employee equity & diversity.
5. I am personally treated with respect in this District.
6. The District community is equally supportive of all genders.
7. The District community is equally supportive of all racial/ethnic groups.
8. The District community is equally supportive of all sexual-orientations.
9. Overall, I am satisfied with the level of inclusiveness in the District.

Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
1	10.18%	40	32.57%	128	18.83%	74	26.97%	106	11.45%	45	393
2	19.80%	78	31.98%	126	18.53%	73	18.78%	74	10.91%	43	394
3	17.93%	71	40.91%	162	19.44%	77	16.16%	64	5.56%	22	396
4	16.75%	66	29.95%	118	28.17%	111	13.71%	54	11.42%	45	394
5	32.58%	129	32.32%	128	15.40%	61	11.36%	45	8.33%	33	396
6	34.86%	137	30.28%	119	24.43%	96	4.83%	19	5.60%	22	393
7	34.35%	135	27.99%	110	22.65%	89	9.16%	36	5.85%	23	393
8	35.37%	139	27.74%	109	31.30%	123	3.31%	13	2.29%	9	393
9	26.28%	103	32.65%	128	21.43%	84	12.76%	50	6.89%	27	392

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Comments - If you have any suggestions to improve inclusiveness at the District, please state them here:

Confidential group representation is not included in any committee including District Assembly.

I am have not had much involvement with the District to conclude whether or not it is inclusive of all genders, race, or sexual orientation

All districts need to do more for part time faculty. It is disappointing that in academia, where we teach equality and integrity, that part time faculty continue to be treated as less than full time faculty. This is my profession as much as it is full time faculty. I shouldn't make tens of thousands of dollars less than I did when I was full time, and not get insurance. It is disappointing.

Continue improving the communications and coordination especially when implementing District initiated activities/projects involving SBVC programs.

Rather than pushing directives from the board that may be driven by personal or political interests, ask the district to take such directives through the process for feedback. This will unify the district and foster trust.

related to personally treated with respect- The procedure that violates this is the management evaluation survey where the most rude, inaccurate, and disrespectful rants from disgruntled employees are allowed. That procedure should change.

It has been quite discouraging the lack of communication with accounts payable and payroll. In regards █████████ they are superb in their assistance and helpful attitude.

Much of the problem lies within the regular employee turnover, particularly managers. Without consistency and a secure platform to perform at an optimal level, communication is inconsistent, and inclusiveness is difficult to have.

sensitivity training is needed district wide.

When a hiring committee forwards ONE or MORE candidates to the second level, the second level and the chancellor should strongly consider that candidate rather than disregarding the committee's recommendations.

When policies and procedures change notify the stakeholders at the time of implimentation. If more information is needed to process a request or complete a process pick up the phone and let the person involved know more information is needed.

Communication needs to be better and they need to include the colleges in new programs.

Classified Staff are not part of the "inclusiveness" on which the District prides itself.

Base promotional opportunities on education and skills, rather than friendships and family relations.

I would suggest that we ensure that all district collegial consultation committees have an adequate number of classified members

Equity mindset of hiring panels is important and should be more directly addressed. Too often, hiring panel members think, "I want to hire someone as good as me," and so they forward people with the same backgrounds. This reduces the diversity of our faculty and administrators, because people of color tend to have different backgrounds due to systemic and institutional biases.

Women of color at Crafton Hills College are silenced. White male counterparts can say what they want and white male administrators are OK with that, but not women of color. ███████████, is a prime example, dismissing any of my requests and not getting work done. HR and IT are the worst departments in the district than in any other place I have worked, and I have much experience. The elevator in Clock Tower is not functional much of the time and I can't be hiking up three levels AND the so-called-copying and scanning machine on the third floor used to work 2 out of 4 weeks and now works every other day, if that. I will no longer use Canvas because of it, as I can't count on scanning to upload. Nobody wants to do anything to resolve these problems.

The district may do well to include part-timers with communication about college shared governance issues and providing opportunities for participation.

some of the staff are discriminatory and do not help or answer phone calls when we need it they should do better on customer service guide

Here's a suggestion for inclusiveness. When our "leaders" (who are one of the highest paid in California for CC's) give themselves raises, then everyone should get a raise. (Especially your ground troops, who deal with the reason we all have a job)

Deans need to be trained to treat staff and faculty with more respect.

None. Many have been complaining, even at District Board Meetings, about the District how inept it is and nothing improves. They hire their husbands, wives, relatives, friends.

Management contracts should be longer than 1 year.

Include "preferred names" on faculty rosters and other campus documentation. Have designated single stall all-gender bathrooms accessible on both campuses and district office. Establish nursing mother spaces for employees and student.

Support staff should be informed of ALL situations, i.e. additions, deletions, etc. from District at the same time managers receive such information. Pertinent information is relayed late which causes problems with production.

Te top-down mentality of the District has to change before inclusiveness has any change of being the norm n SBCCD

Improve communication. Practice kindness, be considerate. Follow through on commitments, be service oriented, be impeccable with your word, minimize complaints, treat people fairly and genuinely show interest and give proper acknowledgement. End favortism.

The District needs to educate employees about what the term "diversity" means. The term is "all-inclusive" and respects everyone equally. I see a growing and dangerous trend of racially demonizing one particular group in the District, and it needs to end. Tolerance must be clearly communicated throughout the District.

District does what it wants and ignores recommendations

Unfortunately, the district needs some very strong improvement as it pertains to communication and follow up with it's faculty and staff employees. As far as inclusiveness, the instructional entity of campus is very inclusive. However, student services and the District are not.

Provide material support for the participation of classified staff in governance. Do something about the behavior of managers who are dismissive of women.

As a District, I believe we are improving in inclusiveness. More action is in place to ensure constituents are consulted before changes are made, such as the AP/ BP approval process. However, the recent reorganization of HR has only had a 1st read at the BOT meeting and action has already occurred. The support staff, especially clerical, was removed for key District employees. This appears to be done in a manner that was not vetted. The District should also have locations on both campuses and the District itself for mothers to pump. We have students and employees who are doing this in their cars, bathrooms, etc. I believe this is also a law.

The faculty is not ethnically diverse.

Have KVCR staff be nicer to their local community.

Don't strive towards inclusiveness as to inadvertently exclude others.

As a part-time faculty, I do not have much engagement with the District.

As Adjunct Faculty, we are treated like we don't exist. Almost all meetings, training and things of interest are not communicated to us, or are held when we are not available.

Managers need training to be equal and fair. NO favoritism should be allowed in the programs or office. Managers need training to discuss situations in close doors and kept confidential.

Raising textbook prices and supplies is a disservice to students who already can not afford much. Students who are low income, which includes most of the students in the SBCCD system, are now forced to pay more than double. It is a decision that has hurt many students of color and students with disabilities. That's not very inclusive as it has created an even greater barrier to higher education for poor students.

CLIMATE SURVEY RESULTS

SHARED GOVERNANCE AT THE DISTRICT

Please indicate the extent to which you agree or disagree with the following statements about shared governance at the district level (also known as collegial consultation):

District Shared Governance Climate Questions: Graph

1. I have the opportunity to participate meaningfully in decision-making at the district level.
2. My opinions are given appropriate weight in matters of institutional importance at the district level.
3. I am provided adequate opportunities to participate in important district level committees.
4. I am allowed to exercise my voice during decision-making processes in district level committees.
5. Overall, planning and decision-making processes at the district level are collaborative (i.e. People across departments, divisions, and job classifications are working together to share knowledge and build consensus toward a common purpose).
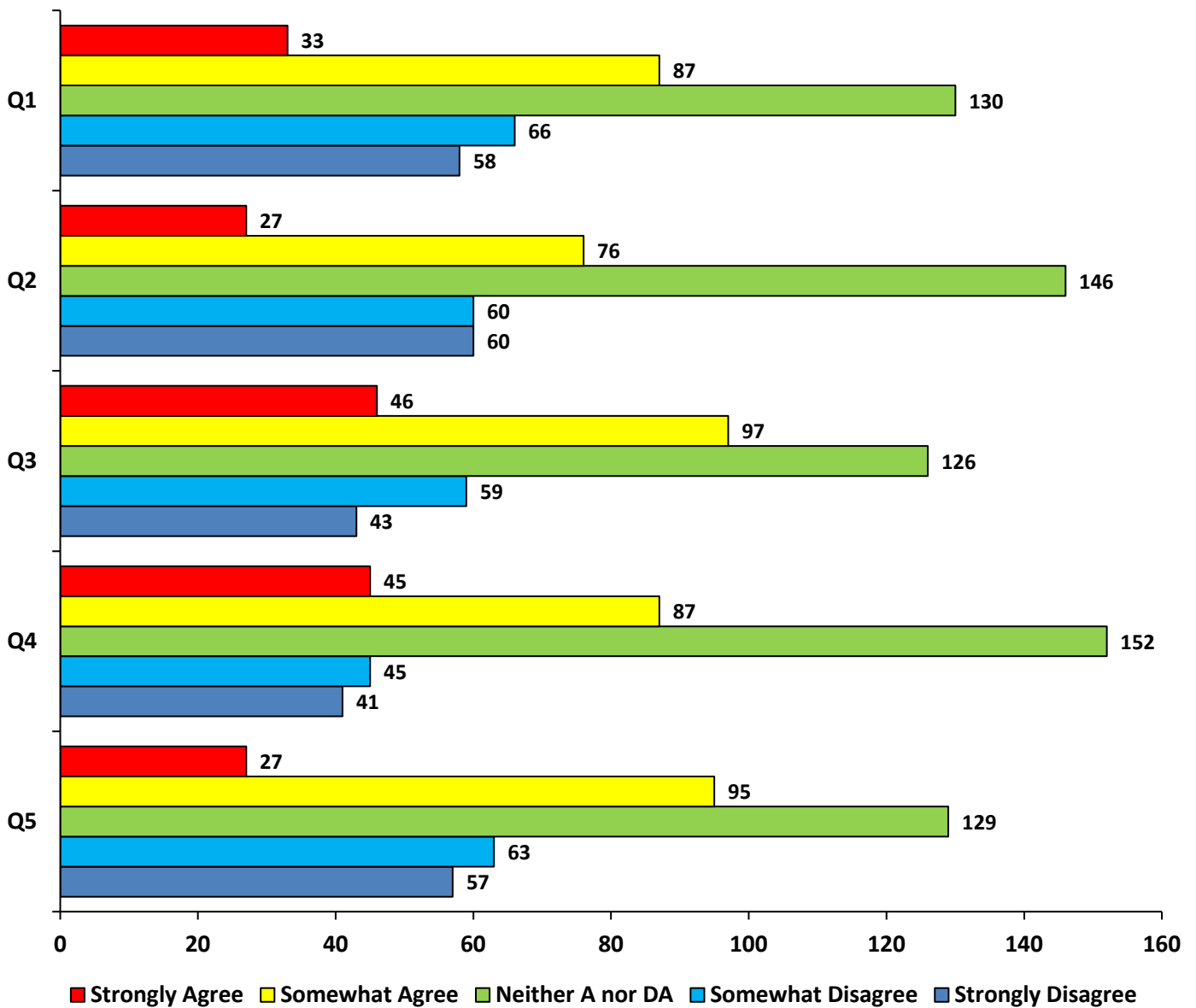
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District Shared Governance Climate Questions: Table

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4. I am allowed to exercise my voice during decision-making processes in district level committees.
5. Overall, planning and decision-making processes at the district level are collaborative (i.e. People across departments, divisions, and job classifications are working together to share knowledge and build consensus toward a common purpose).

Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
Q1	8.82%	33	23.26%	87	34.76%	130	17.65%	66	15.51%	58	374
Q2	7.32%	27	20.60%	76	39.57%	146	16.26%	60	16.26%	60	369
Q3	12.40%	46	26.15%	97	33.96%	126	15.90%	59	11.59%	43	371
Q4	12.16%	45	23.51%	87	41.08%	152	12.16%	45	11.08%	41	370
Q5	7.28%	27	25.61%	95	34.77%	129	16.98%	63	15.36%	57	371

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Comments - If you have any suggestions to improve shared governance at the district level, please state them here:

Perhaps, inviting staff to attend meetings to provide more insight that involves decision making would improve shared governance.

Pay part time faculty for their time. They are not on a contract and may sit hours waiting for classes, but you want us to use the little free time we have after driving to multiple colleges to volunteer?

It may be helpful to send out more opportunities to participate on district-wide committees. For whatever reason, I haven't seen any invitations to participate in anything.

It is mostly the same individuals are appointed to represent SBVC in the various entities for shared governance. The qualified staff to represent SBVC at these shared governance entities should be expanded.

Loud voices prevail. Need to be more open to all.

Everyone knows that the collegial consultation process is just in name only; the district seems to do what wants . . . being open and transparent, something that just doesn't happen, until after the district has decided it is going to do regardless of what the colleges think.

Classified staff have an opportunity to attend most committee meetings; however, my experience is that there is still a hierarchy, particularly among upper management over Classified staff - it can be uncomfortable and has led to some staff members being reprimanded for speaking up at meetings.

Because I am a classified member, I have the ability to serve on committees, however it would be at the expense of my work. The fact that the same people serve year after year should be a indicator that the overall opportunity to participate is limited. Perhaps the district could host committee meetings on campuses after hours.

It seems that senate voice, while certainly allowed to "speak", is often ignored at the district level. Hopefully, the board and leaders at the district will not simply "hear" the senate, but act upon their motions, resolutions, and recommendations.

When changing processes poll involved stakeholders regarding strengths, weaknesses, current process problems, and suggestions. Multiple changes to budgeting process without input or even information on the new processes have occured recently. The new ADP implimentation is a diaster. A pilot with a small group might have identified the issues so they could be addressed before they became wide spread throughout the district.

Communications needs to be better and the college's need to have more input on items that effect them.

The district needs to be more inclusive about financial decisions and give the college autonomy to run the institution. Maybe they should actually buy-in to the idea of collegial consultation??

There is no point in adding comments. My voice clearly doesn't matter to this district.

Classified participation and worth has become heavily censored and dismissed by campus administration (VP level up - in all divisions), since ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮. Even after the recent changes in leadership, Classified continue to be questioned about their presence in meetings and involvement in committees by a VP. This is causing many Classified to feel hesitant to participate, both in discussions, as well as joining committees.

I have not been allowed to participate in any committees because my dean has not encouraged this through how she leads the culture of the division. Someone is only perceived as working when they are at their desk. This is a myopic view of work and consequently does not allow a culture in which classified are encouraged to participate in committees. It does the opposite and stifles participation, sending the message to me that my voice is unimportant and my participation undesired.

I would suggest that when the voices of classified who are experts in their areas are considered more heavily. When we speak up we are often ignored

Faculty should be listened to on the Calendar committee!

▮▮▮▮▮▮ never listened to faculty, so maybe the new VP will. There is no rhyme or reason why some programs get funded and others don't. Nobody in administration at Crafton returns emails of requests for explanation. The attitude is "we don't care if you want an answer" and "we don't really care. Period."

Make a space to include part-time faculty and inform them of the opportunity.

Committees look hand picked, individuals operating within departments are not given input when decisions/changes are made

Look, lets face it. Those at the top don't care. If they did, it would show in our environment. I wish you guys would just show your true colors and own it. Why even have these "climate surveys". It's a waist of time. It's cool though, I really don't care either. I get it.

the faculty need to attend their committee meetings. No one is addressing this.

The District needs to take the recommendations given by specific departments with more weight instead of ignoring the experts in that field to form their own conclusion.

None, bits and pieces change when certain people leave. That's about it.

The CHC morale has been very low with disappointing hirings of the president and instructional VP. Unfortunately, many personnel no longer bother participating. We need some leadership and hopefully you will reconsider someone like ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ who would likely bring cohesiveness back to our campus.

As a part-time faculty member time = money. It would be nice if part-time faculty were paid to participate in campus and district-level committee work so we can voice our opinions/concerns.

The board should follow the direction of the campus senates. Walk the talk when it comes to CTA negotiations.

While district-level committees function well, financial and human resource policy and procedure decisions with significant impact on college operations are made outside of committee structures. The colleges are then informed of decisions AFTER they're implemented. The colleges operate differently where policy and procedural decisions are vetted collegially. The district would do well to have a more collegial approach. For example, if the district would like to change travel claim procedures, the ideas should be floated for input (either by committee or through constituencies throughout the district and colleges), and then use that input to inform the final procedures. This would help to increase transparency, improve the feeling of inclusivity, and decrease the feeling of an impersonal district office.

Depending on the subject or topic, Invite the right people who have the knowledge and experience on the subject for input and involve them in the planning and decision-making processes.

Shared Governance used to occur in this district, it is now only an urban legend.

Be able to voice concerns without fear of termination

I suggest that each District-level committee take ten minutes at the end of each meeting to review the follow-ups (if any) and agree on the shared message to be reported back to each constituency group so that we are giving consistent information.

Administrators, including presidents and the Chancellor, must make an effort to leave their proverbial "ivory towers" and attempt to visit their employees' work spaces more often. I feel more job shadowing should take place to make employees feel more included and more accountable and to help the administrators learn to appreciate just how much work is being done for them by Classified staff.

No shared governance especially on hiring

Frequently, it appears as though the District operates independently of the colleges and that decisions are made and events occur that the colleges have no idea about. It would be helpful for our Chancellor and District to communicate transparently to their faculty and staff.

Classified staff don't have a real opportunity for input; release time is illusory. That is, staff participants on committees aren't really released from any duties, they are just expected to do double duty. Administration sponsored the senates until CSEA pushed for their right to be the voice of staff. Now there's not even a pretense that admin cares what staff thinks or knows.

Not sure. It feels as if things happen and then you find out decisions have been made.

Let's talk about the HR Re-org...again. Where was this communicated to ANYONE on the campuses? How is it that HR can restructure their office at will, yet anytime a change needs to be made it takes MONTHS/YEARS? Why is HR messing up with all of the hiring of new employees? It seems they are always flying/reflying positions because there was an "error" what type of perception does that give the community/those willing to apply for a job??

Some MOUs are signed by the chancellor between CSEA and District that has never come across my desk, or that of my colleagues. Some people at the administrative level are fired without consensus of their peers.

Shared governance is key for resource allocation. The programs at both colleges have to submit, annually, Needs Assessment documents through Program Review process for anything they may need. This includes: faculty, equipment, space (facilities), staff, budget augmentations for supplies, etc. This doesn't seem to happen with some District areas, like KVCR, where they just go to the BOT to advocate for their area. It takes YEARS, if ever, for the needs of the programs at the colleges to be met. Some faculty have even felt the uselessness of submitting Needs documents because "nothing that is really needed gets funded". I personally encourage them to submit documents that show what the need is for their areas because when there is funding (as there has been recently) there is documentation of the on-going need. But, I understand the frustration, especially when other areas at the District seem to by-pass the process or get their needs met in a much more timely manner. Another example of this is the recent 2nd space modification (in a span of about one year) at HR. While at the same time, we still have a faculty member in a storage closet at SBVC!

I have not ever been notified or anything I could voice my opinion on from the District. I have never been asked about how to improve anything which pertains to my work environment. My department has been extremely short staffed for a few years now.

Managers allow time away from the office for collegial consultation but retaliate later.

Suggest meeting locations be rotated to different campuses, and held within the 2:30 pm to 4:30 pm times.

Transparency of new ideas, even if they're rough drafts, could lead to a more inclusive process.

Calendars are not collegial. Just because a representative body makes calendar decisions, that does not make it useful. A very small group supposedly represents the entire district, but some decisions about the calendar have been made that do not promote student success or work well with some courses. I have never heard of the district seeking input on calendar decisions. I think that it would be very productive to send out to the entire district community the proposed calendar before it is adopted and take comments and suggestions. These comments should be read by the calendar committee and discussed before adopting the district calendar. Overall the calendar works, but some elements are very difficult to organize classes around.

very little gets shared.

Allow those who are affected to have a vote in the decision making process.

CLIMATE SURVEY RESULTS

POLICE DEPARTMENT

Did you have contact with the District Police Department during academic year 2017-18?
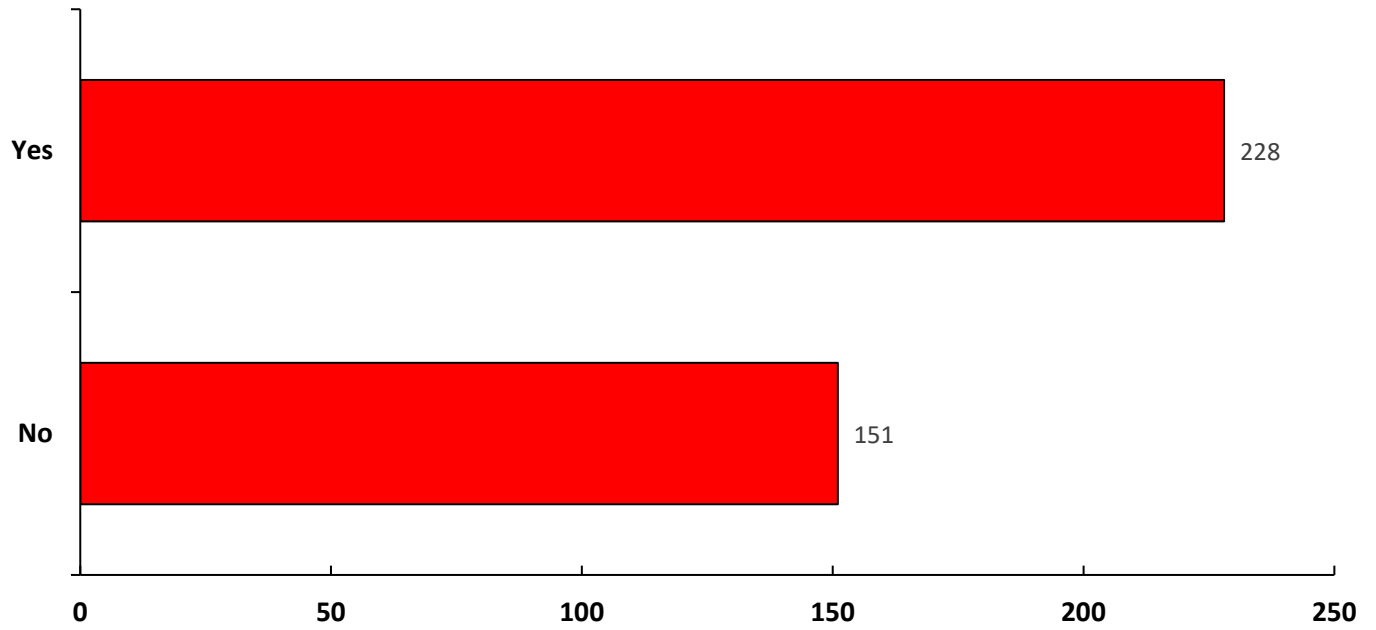
ANSWER	PERCENT	COUNT
Yes	60.16%	228
No	39.84%	151
Total	**100%**	**379**

Please indicate the extent to which you agree or disagree with the following statements about the District Police Department.

Police Department Climate Questions: Graph

1. Police/security are available when I am involved in a safety or crime-related incident
2. Overall, the SBCCD Police Department is helpful
3. Police/security respond in a timely fashion to safety and police emergencies
4. The District Police Department is professional during their daily contacts
5. Overall, I am satisfied with the service provided by the District Police Department
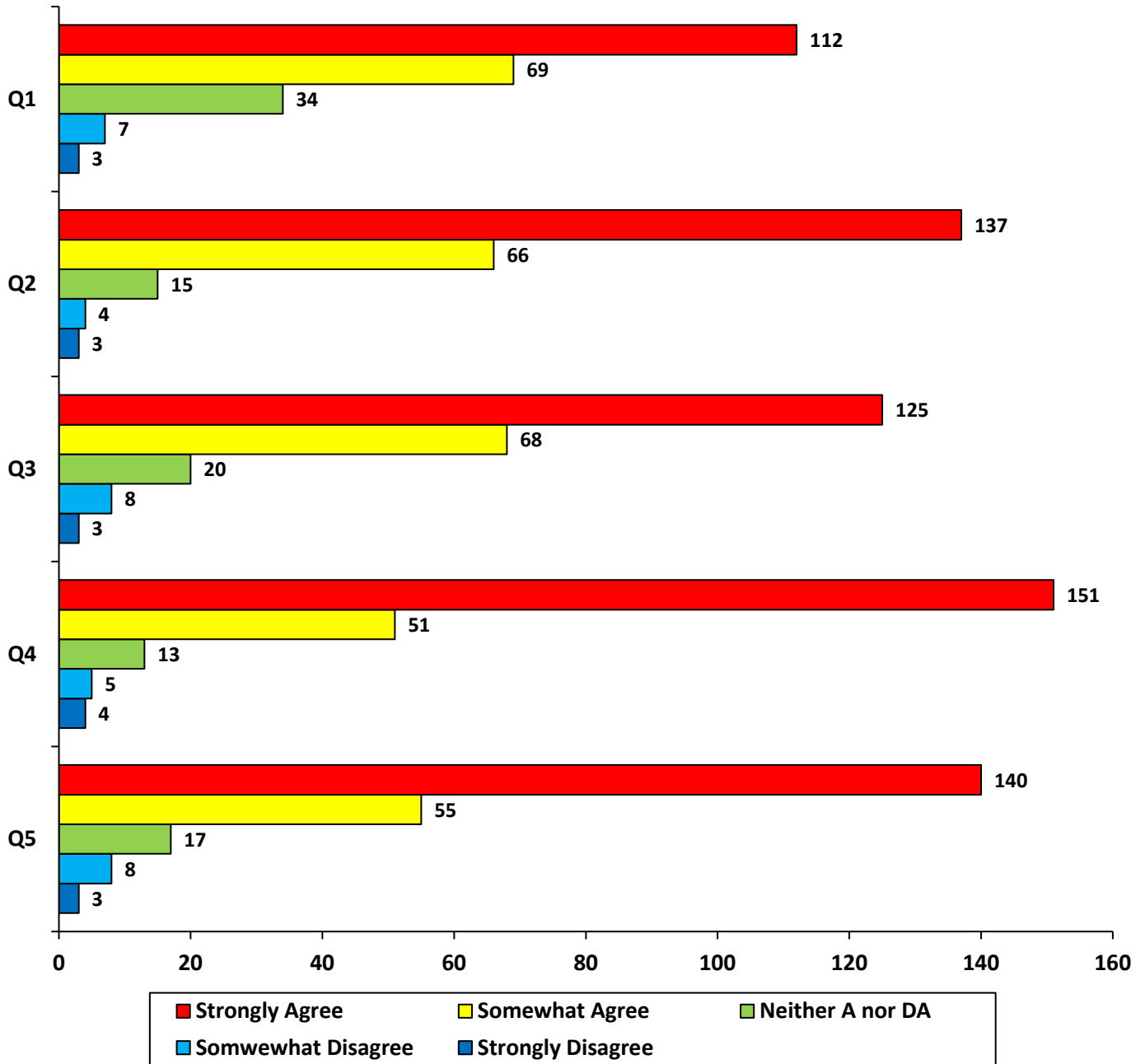
Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Police Department Climate Questions: Table

1. Police/security are available when I am involved in a safety or crime-related incident
2. Overall, the SBCCD Police Department is helpful
3. Police/security respond in a timely fashion to safety and police emergencies
4. The District Police Department is professional during their daily contacts
5. Overall, I am satisfied with the service provided by the District Police Department

Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
Q1	49.78%	112	30.67%	69	15.11%	34	3.11%	7	1.33%	3	225
Q2	60.89%	137	29.33%	66	6.67%	15	1.78%	4	1.33%	3	225
Q3	55.80%	125	30.36%	68	8.93%	20	3.57%	8	1.34%	3	224
Q4	67.41%	151	22.77%	51	5.80%	13	2.23%	5	1.79%	4	224
Q5	62.78%	140	24.66%	55	7.62%	17	3.59%	8	1.35%	3	223

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Comments - If you have any suggestions to improve the District Police Department, please state here:

███████████████████ is very professional and helpful. Thank you sir.

They still need to be available to open classrooms if necessary.

I would like for our campus police/security to make themselves more present in our parking lots.

Police should work more collaboratively in making decisions on what they will do and not do to serve the campus. Their help with active shooter and support when called upon is very good.

Should discuss roles of police and security and have shared understanding

Knowing that the police and security cannot be everywhere at once, the police staff do a great job.

PD is great, but a big new problem at SBVC is the new policy that PD doesn't unlock doors. Agreed, it shouldn't really be their job, but on occasion doors need to be opened ASAP to serve students, and the new policy only seems to work during regular business hours--when opening particular rooms are much less a priority. What about getting in somewhere at 7:45 for an 8 am meeting?

Welcome to our new Chief!

The Police need to be seen more in North Hall at night.

Need to be more helpful to the colleges.

District Police dose an amazing job keeping the District Office, CHC, and SBVC safe 24/7. However, Police Officers are short on staff and under-paid.

The officers are great, however, the new chief is making decisions without understanding the impact on the campuses. For instance, at 710 am there is a door locked that should have been open. The staff called maintenance and they aren't available because they are out of the office working and the staff are told that the police will NO LONGER OPEN DOORS, so how are we to get doors open?? I never see any officers or securioty issuing tickets on all the students parked in staff stalls either. We need better service at chc.

The fact that services aren't available during shift change is a problem.

No suggestions to improve; they do a great job!

to continue to provide security guards or police on the SBCCD District office parking lot. Especially at closing time, 5:00pm.

New Chief has been doing great things!

It would be nice if they had a presence on the campus. They are not visual enough. They are never seen. They are practically non existent on the CHC campus. I don't know why we even have a campus police when they don't come to calls, they aren't visible, and they sit in their offices.   Considering that for all felony's that may happen on campus we have to call 911, what is the point in having them here on campus at all? They don't ticket anyone. Their presence this semester has been nonexistent.

The new chief is doing a great job improving morale, keep it up!

Whatever has changed to make that Department a better place to work in, and allowing Officers and Security personnel to thrive---JUST KEEP DOING IT!!!

I think the District Police should be more visible on campus

CHC needs more police presence during the week and on weekends when students or the public are on campus.

They are excellent.

███████████ is not trusted

There needs to be more of a presence at CHC in the evening

Overall, great service from District Police.

Continue to protect and serve. Thank you.

They need more officers. It is my understanding that they are understaffed and they don't even have all available officer positions filled, forcing many officers/sergeants to work 6 days a week and many hours of overtime. Anything the district can do to fund more officer positions, provide new modern equipment, and make our police department attractive to potential officer hires, we should do it and do it soon!

no suggestions, glad they are here on campus

They could do a better job of making sure doors are unlocked when they are supposed to be. Too harsh in the past on parking tickets.

I really dislike charging students for parking and then citing a broke college kid for just wanting to go to class. I realize this is not a police issue, per se, though it is the police who enforce this policy and it makes me sad for the students.

I felt safer knowing we had security everyday at the district office. Its nerving knowing we do not have security or police here on campus throughout the day, especially during closing time at 5:00pm.

Need to be out in the parking lots more often and plus we need more police on board.

The District Police Department is severely understaffed and with the District's focus on safety I feel they need to be better staffed and funded. They cover all District sites 24/7 with only 4 police officers and 2 sergeants.

The majority of the Police Department were professional even when under terrible management. We finally, finally after more than 10 years, 10 years, we have an actual Police Chief and not cast offs from other police departments.

Email campus communities with photos of all District Police Department officers/staff members as a means of introduction.

More active police patrols during summer evenings.

It's disconcerting to see security people managing a reception desk.

Great team

Have someone available to take phone calls

Expect more service and more presence after evening classes.

So much has been improved with the new management. Keep it up.

District Police has made some changes this passed year, they are friendly and easier to deal with.

Need more police officers.

Hire more police for evenings and weekends.

Have officers stationed at Crafton on the weekends when you know events are taking place. If a facility report is filled out and officers are requested to open doors, please do so in a prompt manner without having to be called the day before and again on the morning of (and still forget to unlock them).

Have one single phone number. Seems confusing to have both x4491 and x3275

need to see more of the police at night at the Diesel dept. We have female students that are going home at night

The District Police Department must continue to make an effort to reach out to the community and carefully demonstrate that they are here to protect and serve, not "enforce." They must continue to dialogue with the campus communities and establish healthy relationships with students, staff, faculty, and administrators. I would like to see regular "meet and greets" with the police, perhaps twice a semester, to make this happen.

More officers since they spend their time unlocking doors, which is absurd.

control traffic vehicle speeding running stop signs

Having at least officer on site at all times would greatly improve the sense of security. We are always having problems with vandalism at night and the homeless using our elevators and hallways for restrooms.

I would like to see them come to class sites and talk to staff to create a line of communication, Fridays would be best as there are fewer classes and staff would have a chance to know our campus police.

Security needs to monitor staff parking lots and ticket for students parking in them. Have not seen a security officer do this in MONTHS.

I never had to use them. I work online.

It'd be nice to see (more) signage around campus of the escort process (phone number, etc.). Am sure MANY people (students and faculty) don't realize this service exists.

District Police do a great job.

More interaction with students and faculty as a member of the community

We used to have a more visible police presence on campus which I think was helpful and helped the community feel positive about police presence. Police may be able to cover more ground with cameras, but walking or biking around campus two or three times a day might improve the campus climate.

They are the ONLY ones who care and respond when there is a problem, and work to de escalate it; when female faculty are routinely bullied, they are the ONLY ones who show up, respond, and resolve situations. Kudos to them.

I am not sure if this is the responsibility of the district police department, but many cars are stopped or idling or even moving very slowly in various parking lots during work hours. Students (or others) are on phones waiting for parking spots to open. This is dangerous as many people are walking in these lots. Cars should either be stopped in a parking spot or moving (without the driver being on the cel phone!).

More security is needed.

The police service has gotten better however there have been several times when response time has been over an hour to something I feel is urgernt but not an emergency. This is usually late at night or early in the morning when staffing is not always on site.

CLIMATE SURVEY RESULTS

KVCR

Did you have contact with KVCR during academic year 2017-18?
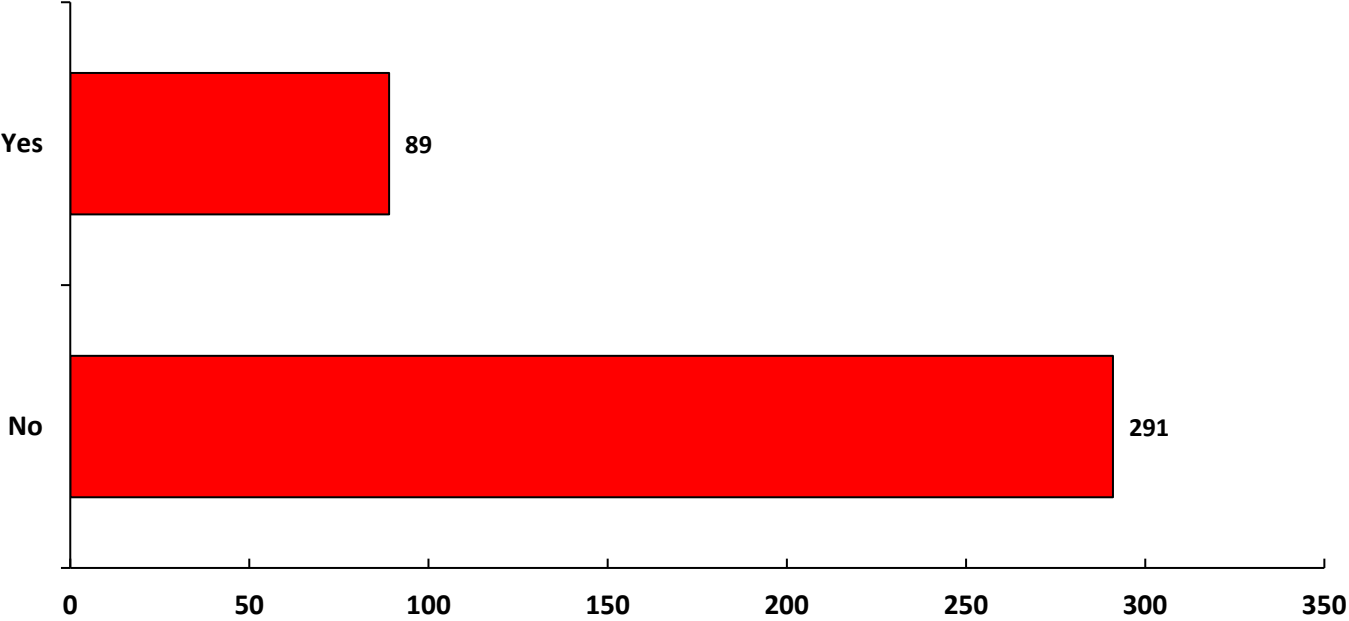
Answer	Percent	Count
Yes	23.42%	89
No	76.58%	291
Total	**100%**	**380**

Please indicate the extent to which you agree or disagree with the following statements about KVCR.

KVCR Climate Questions: Graph

1. I am satisfied with the process for sending press releases to KVCR about department(s) activities & events.
2. I appreciate the email offers KVCR sends to all employees including faculty and staff for discounted tickets to concerts and events.
3. I am satisfied with the tours provided by KVCR for student orientation groups, business chambers, school groups, and scouting organizations.
4. Overall, KVCR is a valuable asset to the San Bernardino Community College District.
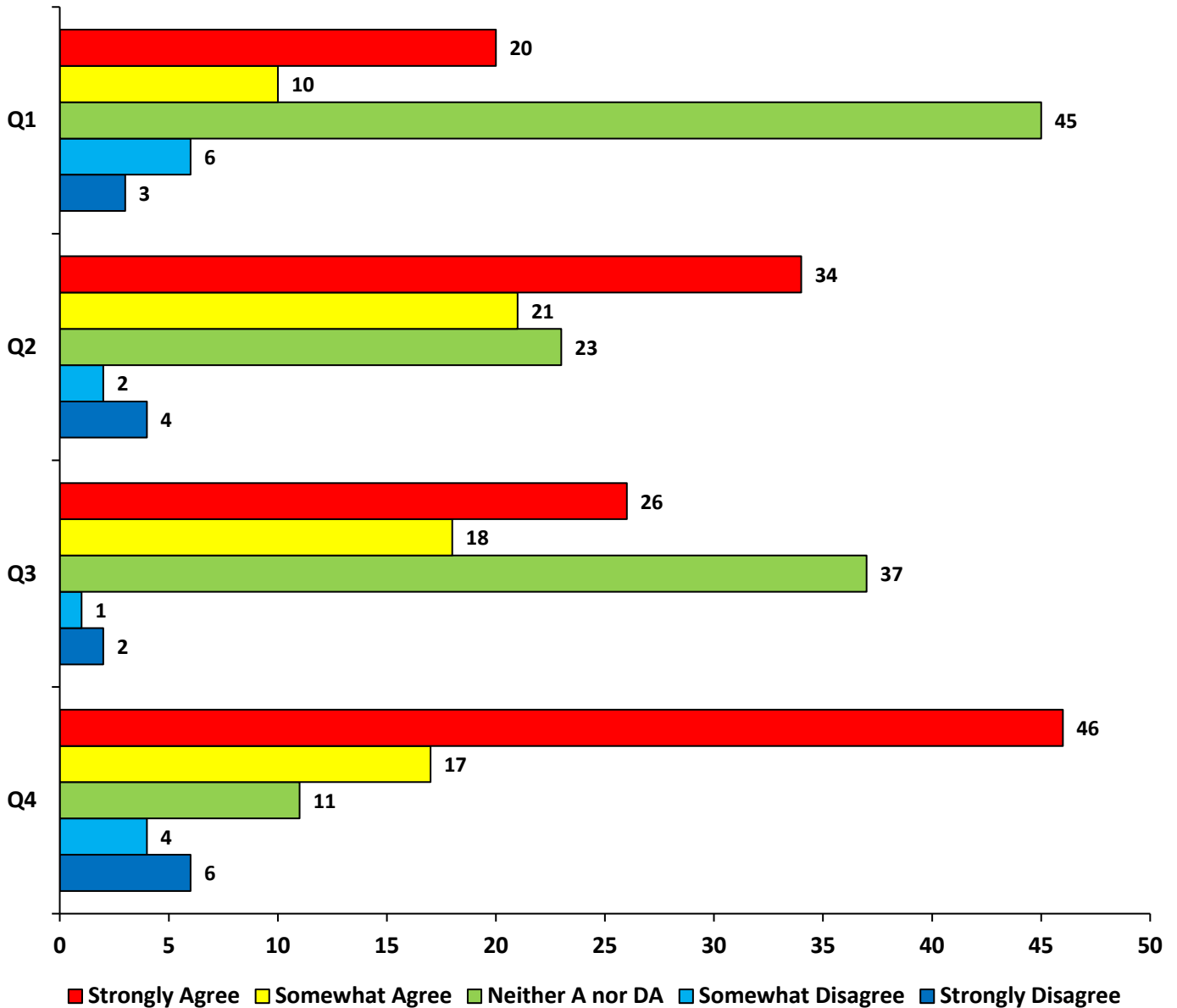
Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

KVCR Climate Questions: Table

1. I am satisfied with the process for sending press releases to KVCR about my department(s) activities and events.
2. I appreciate the email offers KVCR sends to all employees including faculty and staff for discounted tickets to concerts and events.
3. I am satisfied with the tours provided by KVCR for student orientation groups, business chambers, school groups, and scouting organizations.
4. Overall, KVCR is a valuable asset to the San Bernardino Community College District.

Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
Q1	23.81%	20	11.90%	10	53.57%	45	7.14%	6	3.57%	3	84
Q2	40.48%	34	25.00%	21	27.38%	23	2.38%	2	4.76%	4	84
Q3	30.95%	26	21.43%	18	44.05%	37	1.19%	1	2.38%	2	84
Q4	54.76%	46	20.24%	17	13.10%	11	4.76%	4	7.14%	6	84

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Comments - If you have any suggestions to improve KVCR (e.g., what services could/should be offered), please state them here:

KVCR seems to be serving groups outside of SBCCD's mission. Perhaps a way to gain support would be to ask the campuses how they would like to partner with KVCR to enhance student programs.

More advertising of College programs and events

Looking forward to seeing what their new leadership does with this asset we have within our district.

Sometimes a bit hard to get a hold of by the form on their website.

Should do more to make the students and staff aware of your presence. Tours, special events, email listserv. You may have all of this already but its not easy to know. Its sad that such a historic entity is basically invisible to us.

KVCR needs to become financially independent. It also needs to get more involved with the campuses and offer practical services (filming commercials for our campuses, advertising, documenting events, etc.).

From the outside, it's unclear who we should contact about campus-related events at KVCR.

More PD training for ████████████████████████

It would be nice for KVCR to do more to cultivate relationships with interested faculty.

KVCR is fantastic!

Want to involve CHC at some point?

Yeah, how about giving Crafton some of that money? We could use it here, like for copying machines that actually work.

The District and KVCR need to fund a full-time custodian for that building. There are not enough staff during the day (and none at night) to adequately clean it, and it shows.

Allow your facilities, equipment, and services to be used by Crafton Hills College students.

KVCR used to send emails out about upcoming programming. We haven't been sent those emails in a while, I hope KVCR puts more effort into communicating with the Colleges about what's happening in their TV and Radio programming.

More campus level advertising/promotion of what services KVCR has to offer faculty and staff.

I have adored KVCR for decades. I only watch KVCR or KCET as I detest commercial television. KVCR made many major break-through now taken for granted. I do, though, find it annoying to find out that once again, relatives are hired to work there.

Have a regular Open House for campus community to visit, tour, and interact with KVCR personnel. Perhaps this could be done bi-annually or at least annually.

I think the district should give KVCR all the tools it needs to be successful. Sometimes that means more equipment and sometimes it means more funding for fulltime roles within them. I think giving them more academic presence on campus will also create a more shared feeling and students could leave the district with invaluable real world experience in an industry that sees no shortage.

KVCR is tied well to SBVC, but the relationship is non-existent with CHC. Why should CHC be assessed for any operations when our students don't benefit from a relationship?

I wish they would still print the TV guide.

More Masterpiece programs

KVCR needs to be self-supporting AND repay he district (especially faculty & staff) for the enormous negative impact supporting the station has had on the budget, instructional support & services. Too many sacrifices have been made for KVCR and, frankly, nothing has been returned for our sacrifices.

KVCR should be broadcast throughout the District on closed circuit monitors. There should be breaks intermittently for campus directed messages, reminders, important dates, etc.

KVCR's vision needs to be vetted District-wide. This would help them structure in a way that supports the colleges and the community. Currently, they appear rogue- almost as if they do not realize that this is a College District and not a private industry. Students cannot be assessed fees just because- KVCR will receive A LOT of resistance. I recommend that KVCR 1st present at the Senates to see how KVCR can support the programs (including the Media Academy), work to form a plan, and jointly present to BOT once there is a consensus of the plan.

I really do not know much about KVCR other than they broadcast on TV. I have never been offered a tour and have never heard of any tours being offered for students.

The press release delay seems to be from our own marketing department, not KVCR...

More announcements promoting the colleges and their abilities and programs would be very profitable for the district. I watch KVCR fairly regularly but see few promos for the colleges.

I do not think they provide a needed service to the district. We should sell it and use the funds to further our educational programs.

Too little service to the colleges at too great an expense.

CLIMATE SURVEY RESULTS
EDCT

Did you have contact with Economic Development & Corporate Training (EDCT) during academic year 2017-18?
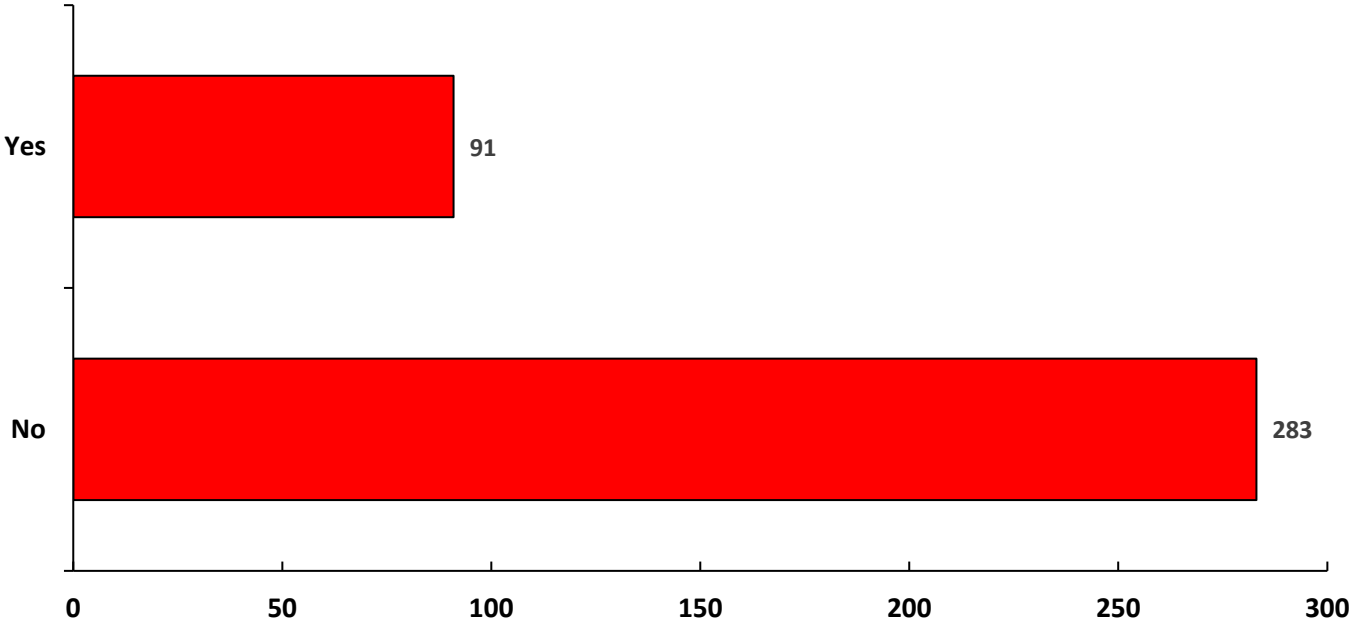
ANSWER	PERCENT	COUNT
Yes	24.33%	91
No	75.67%	283
Total	**100%**	**374**

Please indicate the extent to which you agree or disagree with the following statements about EDCT.

EDCT Climate Questions: Graph

1. EDCT is a vital resource that provides customized & short-term job training solutions to regional work force.
2. The community & business partnerships created by EDCT are valuable to the SBCCD.
3. **Overall, I am satisfied with the service provided by EDCT.**

Q1
- Strongly Agree: 33
- Somewhat Agree: 16
- Neither A nor DA: 20
- Somewhat Disagree: 8
- Strongly Disagree: 11

Q2
- Strongly Agree: 34
- Somewhat Agree: 14
- Neither A nor DA: 18
- Somewhat Disagree: 8
- Strongly Disagree: 14

Q3
- Strongly Agree: 24
- Somewhat Agree: 17
- Neither A nor DA: 21
- Somewhat Disagree: 15
- Strongly Disagree: 12

Legend:
- Strongly Agree
- Somewhat Agree
- Neither A nor DA
- Somewhat Disagree
- Strongly Disagree
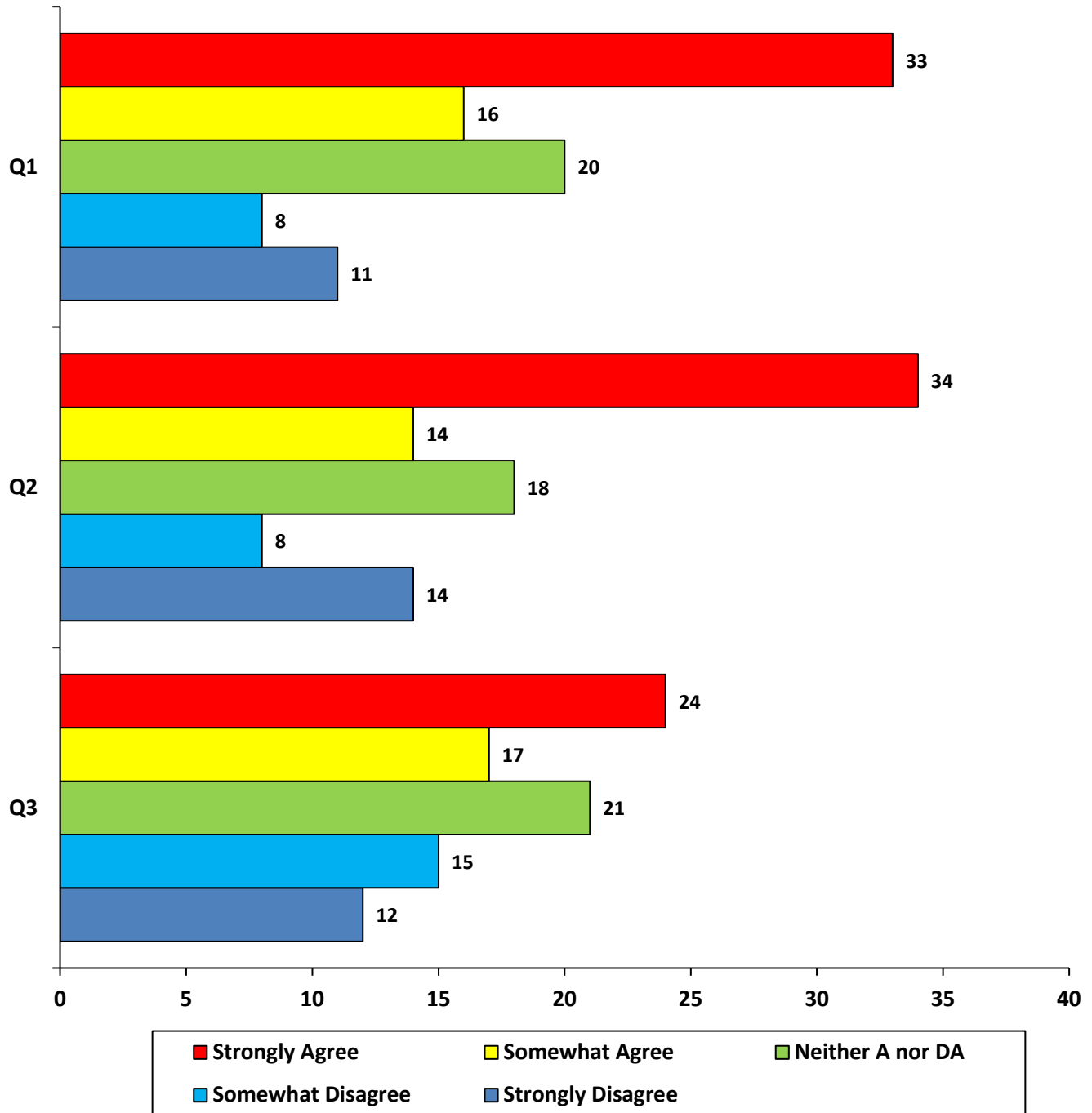
Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

EDCT Climate Questions: Table

1. EDCT is a vital resource that provides customized & short-term job training solutions to regional work force.
2. The community & business partnerships created by EDCT are valuable to the SBCCD.
3. Overall, I am satisfied with the service provided by EDCT.

Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
Q1	37.50%	33	18.18%	16	22.73%	20	9.09%	8	12.50%	11	88
Q2	38.64%	34	15.91%	14	20.45%	18	9.09%	8	15.91%	14	88
Q3	26.97%	24	19.10%	17	23.60%	21	16.85%	15	13.48%	12	89

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Comments - If you have any suggestions to improve EDCT (e.g., what services could/should be offered), please state them here:

Improve follow through on support and promised products when working with the colleges

Should discuss EDCT contribution to the mission of the colleges

It seems that EDCT does a lot of things before checking with the impact on the colleges, goes out, finds programs, and then comes to the colleges asking for help, if it is needed, for example, current workforce readiness program, the school district anticipating a lot of students in the summertime, but we don't have the infrastructure set in place. It's called planning . . . should be done before, not after, a program starts.

This division suffers from the worst reputation of any single entity in the district. It is universally seen at SBVC as misleading students into thinking they are receiving an education that is transferrable into accredited certificates and degrees and that it tarnishes the quality of a "real" credit or degree program within the district itself. If this is unwarranted or undesired, then an enormous PR campaign should be considered ASAP.

The new face of the EDCT is gleaning some great opportunities for the district. This leadership role really needed new ideas and drive. I have confidence that this division is going to do some great things. Welcome ████ and staff!

We don't know what you really do so its hard to know your value. Be more visible.

used to teach courses there, have not been contacted since the change in positions a couple of years ago

The EDTC should not offer instructional programs; this should be reserved strictly for qualified instructional faculty at either campus.

I believe that too many departments have been moved under EDCT overstretching the manager who is relatively new to the district.

Most employees on campus have no idea what EDCT does, or what purpose they serve. And no one has ever been able to provide clarification as to their function.

Photos to know who works where and does what together with an invitation to visit the site.

EDTC promised a lot of students would be ready for a non-credit program. The faculty worked quickly to have the curriculum ready to grow the district. We were left hanging. EDTC provides education and should be components of the colleges and their accreditation rather than a stand-alone component of the district. The district isn't accreditated to offer educational programs.

There could be more visible services offered to veterans.

Quit raiding the District budget when it's convenient. Completely self-support or go away.

Why do we need it if it does not support the college?

No issues with services...just not sure what they are. How does EDCT connect to the campuses?

EDCT is another area that appears to be rogue and syphoning away much needed resources from the colleges. They are very top heavy with a lot of managers but are not a college, are not accredited, and cannot generate FTES. Any of their offerings are misleading to our communities- students have come to our campuses with a document from EDCT and think it means they have some college credit- when in fact they do NOT. They also compete with colleges' programs that are accredited. SBCCD should steer away from such practices.

I have no idea what EDCT is.

Where do they get their money from? Seems like they have Valley do the dirty work, then reap the benefits of our hard work. Last year, our college was forced to approve VOCED courses. Look at the enrollment, how many of these courses were cancelled? Did this have faculty's approval... nope! Seems like the resources at the EDTC can be better used to help support Crafton!

I don't feel I know enough of what they do, who they are, what services/training they currently offer. I would like to hear about some of their previous student and how their training has helped them.

Do not offer certificates of completion for non-credit certificates that compete with courses for credit at the colleges.

Like KVCR this is not a service that benefits the students at our campuses. It should be discontinued.

I believe the EDCT should have far less interim positions and more full-time permanent staff.

There are some aspects of EDCT that seem to be functioning very well. The incumbent worker training and business partnerships are excellent, but the communication regarding non-credit program development has been poor. Additionally, the recent reorganization has added cost to the colleges, while the benefit is not particularly well-understood.

Purposely try to stay away from EDCT based on the manager's overall attitude towards classified professionals and their always-changing structure.

CLIMATE SURVEY RESULTS

OFFICE OF RESEARCH, PLANNING, AND INSTITUTIONAL EFFECTIVNESS

Did you have contact with the SBCCD Office of Research, Planning and Institutional Effectiveness during academic year 2017-18?
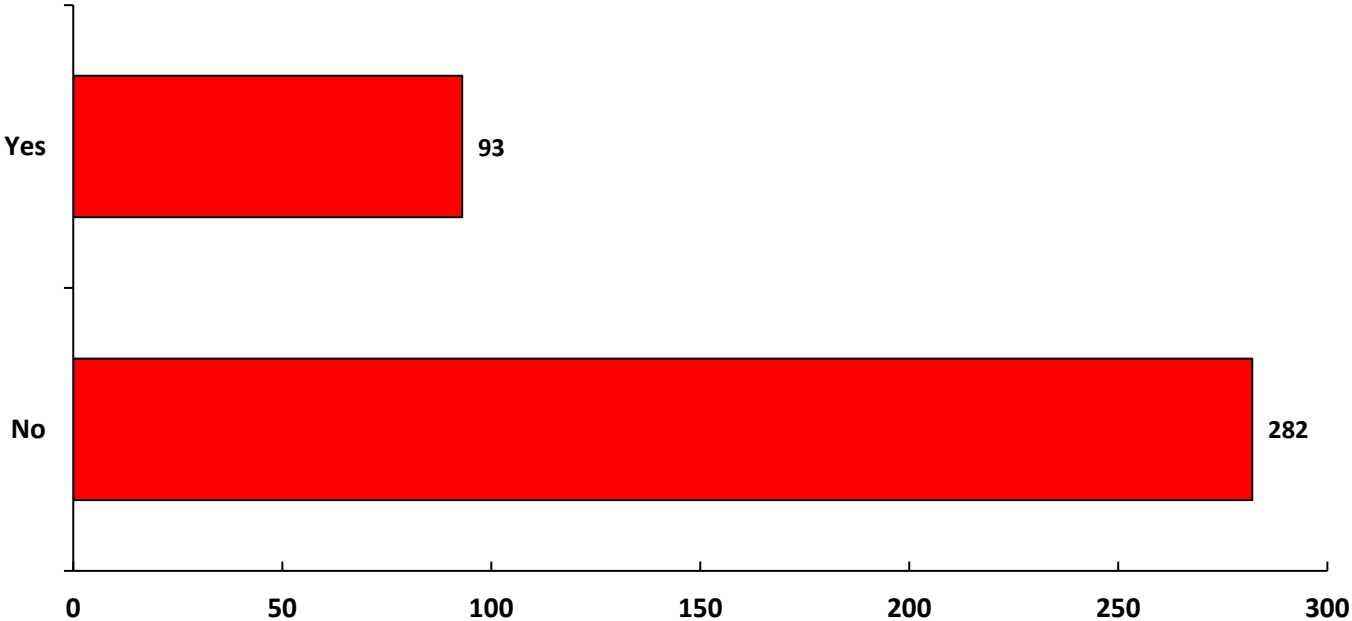
ANSWER	PERCENT	COUNT
Yes	24.80%	93
No	75.20%	282
Total	**100%**	**375**

Please indicate the extent to which you agree or disagree with the following statements about Research, Planning, and Institutional Effectiveness at the district level:

SBCCD Office of Research, Planning and Institutional Effectiveness Climate Questions: Graph

1. The annual process of prioritizing objectives at the District Offices is open and honest.
2. District Support Services utilize the results from research studies to inform decision-making.
3. Overall, planning and decision-making processes at the district level are open and easy to understand.
4. Evaluation and fine-tuning of the District Support Services organizational structures and processes to support the colleges and other SBCCD entities is ongoing.
5. Overall, I am satisfied with the planning & decision-making processes at the district level.
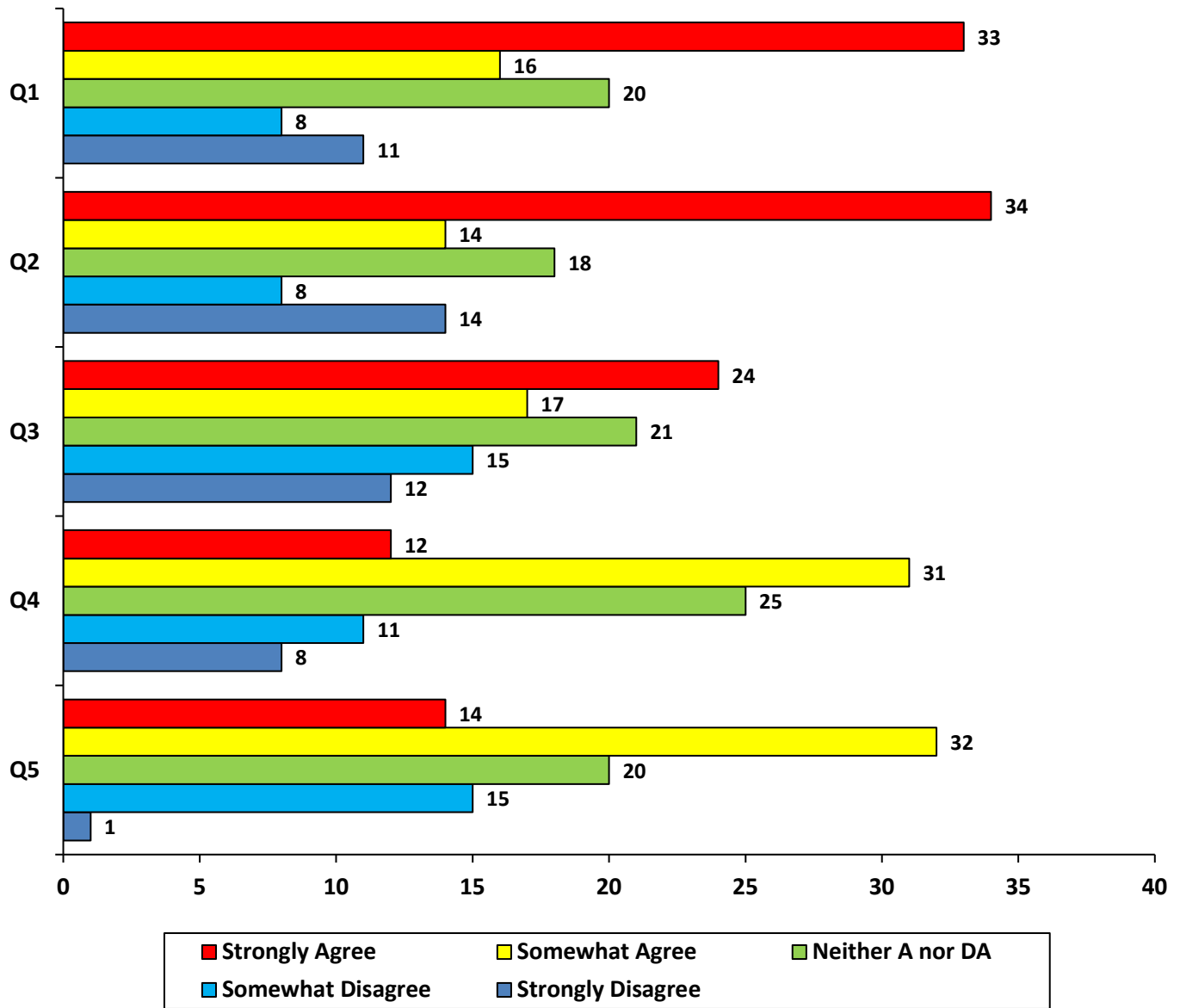
Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

SBCCD Office of Research, Planning and Institutional Effectiveness Climate Questions: Table

1. The annual process of prioritizing objectives at the District Offices is open and honest.
2. District Support Services utilize the results from research studies to inform decision-making.
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Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
Q1	37.50%	33	18.18%	16	22.73%	20	9.09%	8	12.50%	11	88
Q2	38.64%	34	15.91%	14	20.45%	18	9.09%	8	15.91%	14	88
Q3	26.97%	24	19.10%	17	23.60%	21	16.85%	15	13.48%	12	89
Q4	13.79%	12	35.63%	31	28.74%	25	12.64%	11	9.20%	8	87
Q5	15.91%	14	36.36%	32	22.73%	20	17.05%	15	7.95%	7	88

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Comments - If you have any suggestions to improve Research, Planning and Institutional Effectiveness at the district level, please state them here:

Maybe they can increase their profile by sending out periodic reports on their key findings.

Welcome ███████████████ This is another department that really needed a change and I feel that they are going to be a great new asset for the district.

RPIE should have greater weight in data-informed decision making at the District.

Things seem to be getting much better quickly.

When do we access the district level department vs the local college level one? For which kinds of issues.

District based support services have become a bit deaf to campus voices when it comes to projects that are needed to maintain high quality service to our students.

Continuity and knowledge-level of leadership

First of all, I did not know that dept existed. I do not either what is their function and how that would be different or equal to the college existing office of research. Why is there a duplicate?

This department is relatively new. While always under TESS this operated like a smooth running machine. Now that this has separation and the manager is relatively new there does not seem to be clear concise guidance.

I've seen ███████████████ bring some positive changes to that area.

Having ███████████████ do 2 jobs was pretty ridiculous. it is not humanly possible.

Again, the District needs to take the recommendations made by the departments themselves with more weight. They know what they need to operate at a certain level and at times if not all the time the recommendations are not considered.

What does the "District" Research department do? Are they not providing the same data that the college research departments do?

Make it known to the campus communities what projects are being worked on at any given time.

The CHC Research area is helpful and professional.

The district has a program review process that the colleges should have. And the colleges do to an extent. The major difference being that the colleges aren't granted resources to meet program review prioritized objectives. The district on the other hand has ample supply of financial resources to apply to their prioritized objectives. It makes the district seem rather bloated while the colleges, who create the FTES to fund the district, are left to continue begging for more resources.

Keep colleges informed about what's going on and where money is being spent

Just once, I'd like to see a decision that was actually made on data, honestly analyzed.

I didn't even know there was one at the District level.

Research data requests take way too long, often AFTER the report deadlines, and some requests have never been filled. How can departments submit accurate documents without the data required?

We need staffing studies that look into the number of full- time faculty- to- student ratios (both instructional and non-instructional), manager- to- student ratios, and staffing, such as clerical support, ratios. These studies should also been conducted along side the colleges' Needs Assessment documents so the District can see how they line up. There should be pedagogically- sound targets and the following of state laws, such as the 75% law. Then, there should be a plan with timelines that strive to achieve the targets. All of this done, of course, is done with collegial consultation.

I do not know what this department is.

To really function as a service entity, the results of the district program review should be aligned to the goals of the colleges. The prioritization process, while clearly described and adhered to, doesn't directly attach to student success, which is the primary goal at both colleges.

CLIMATE SURVEY RESULTS

HUMAN RESOURCES

Did you have contact with Human Resources during academic year 2017-18?
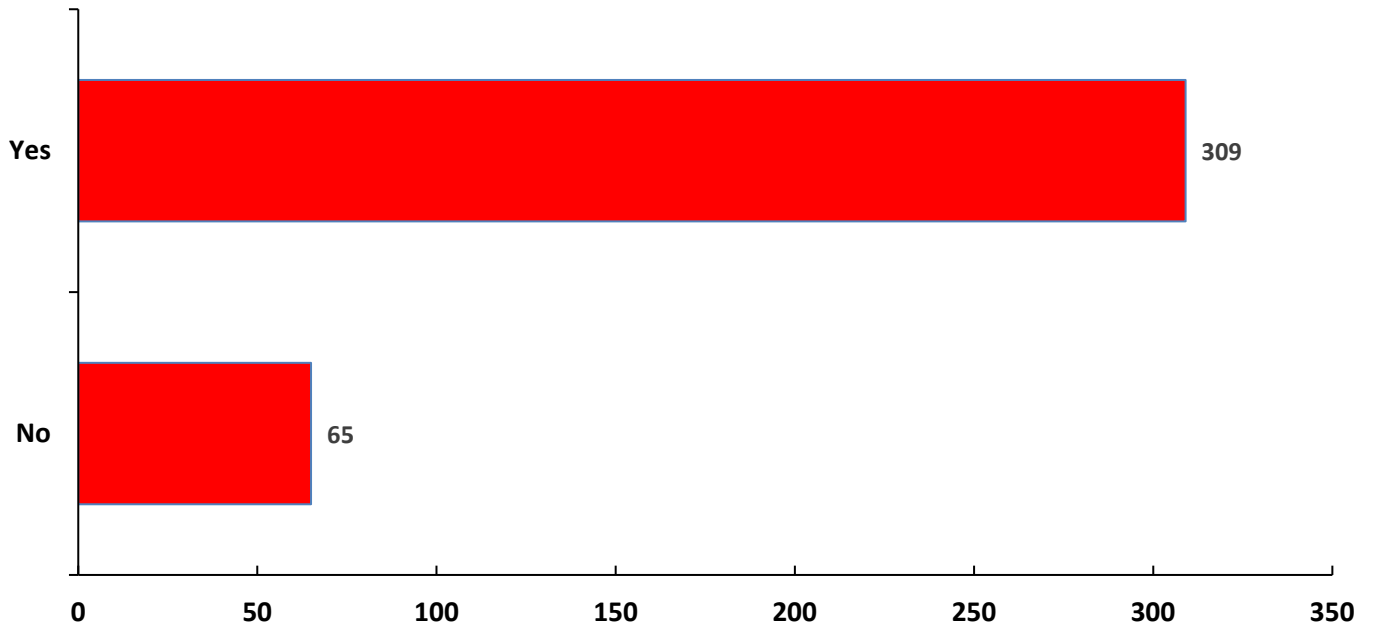
ANSWER	PERCENT	COUNT
Yes	82.62%	309
No	17.38%	65
Total	**100%**	**374**

Please indicate the extent to which you agree or disagree with the following statements about Human Resources:

Human Resources Climate Questions: Graph

1. Planning for human resources is integrated with the Districtwide Support Services Strategic Plan and/or the district level planning process.
2. SBCCD hires employees, administrators, faculty and staff who are qualified to provide and support the District/College programs and services.
3. Human Resources ensures that employees are evaluated systematically and at stated intervals.
4. Human Resources provides consistent policy interpretation and guidance specific to human resources.
5. Human Resources establishes, publishes, and adheres to written personnel policies and procedures that are available for information and review.

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Human Resources Climate Questions (Continued): Graph

6. Human Resources policies and procedures are fair, equitable, and consistently administered.
7. The Human Resources staff is courteous and helpful.
8. The Human Resources staff provides consistent and accurate information.
9. Overall, I am satisfied with the level of services provided by the Human Resources office.

Q6
- Strongly Agree: 42
- Somewhat Agree: 97
- Neither A nor DA: 73
- Somewhat Disagree: 46
- Strongly Disagree: 38

Q7
- Strongly Agree: 107
- Somewhat Agree: 101
- Neither A nor DA: 38
- Somewhat Disagree: 27
- Strongly Disagree: 24

Q8
- Strongly Agree: 54
- Somewhat Agree: 84
- Neither A nor DA: 63
- Somewhat Disagree: 59
- Strongly Disagree: 37

Q9
- Strongly Agree: 55
- Somewhat Agree: 95
- Neither A nor DA: 57
- Somewhat Disagree: 50
- Strongly Disagree: 39

■ Strongly Agree ■ Somewhat Agree ■ Neither A nor DA ■ Somewhat Disagree ■ Strongly Disagree

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Human Resources Climate Questions: Table

1. Planning for human resources is integrated with the Districtwide Support Services Strategic Plan and/or the district level planning process.
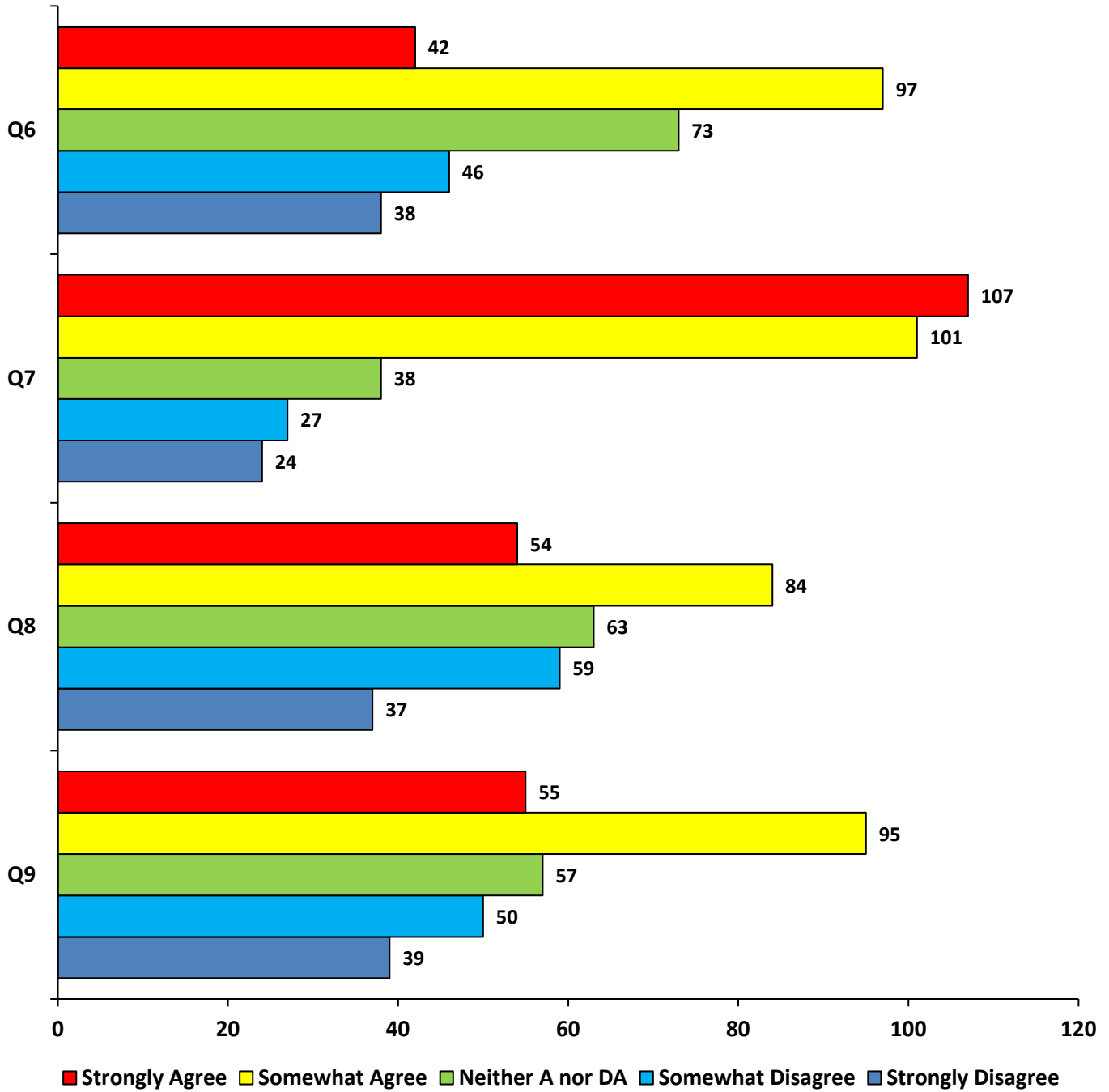2. SBCCD hires employees, administrators, faculty and staff who are qualified to provide and support the District/College programs and services.
3. Human Resources ensures that employees are evaluated systematically and at stated intervals.
4. Human Resources provides consistent policy interpretation and guidance specific to human resources.
5. Human Resources establishes, publishes, and adheres to written personnel policies and procedures that are available for information and review.
6. Human Resources policies and procedures are fair, equitable, and consistently administered.
7. The Human Resources staff is courteous and helpful.
8. The Human Resources staff provides consistent and accurate information.
9. Overall, I am satisfied with the level of services provided by the Human Resources office.

Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
Q1	9.93%	29	23.97%	70	48.63%	142	7.19%	21	10.27%	30	292
Q2	16.95%	50	34.24%	101	17.97%	53	18.64%	55	12.20%	36	295
Q3	19.19%	57	30.98%	92	24.58%	73	15.15%	45	10.10%	30	297
Q4	15.49%	46	24.24%	72	26.94%	80	19.19%	57	14.14%	42	297
Q5	15.49%	46	28.96%	86	26.94%	80	16.16%	48	12.46%	37	297
Q6	14.19%	42	32.77%	97	24.66%	73	15.54%	46	12.84%	38	296
Q7	36.03%	107	34.01%	101	12.79%	38	9.09%	27	8.08%	24	297
Q8	18.18%	54	28.28%	84	21.21%	63	19.87%	59	12.46%	37	297
Q9	18.58%	55	32.09%	95	19.26%	57	16.89%	50	13.18%	39	296

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Comments - If you have any suggestions to improve Human Resources, please state them here:

I would say make it easier for a person to get in contact with whom is needed depending on what the issue is. For example, I had to go through several people just to find out who I needed to contact to Change my address.

Develop written procedures

Difficult to contact anyone, difficult to get any answers. I should know what all the parts of my check are, and it should not be difficult to find out my sick time, etc.

To be fair, the new organizational structure needs time to prove itself

We need to get some stability in staffing . . . HR has had too much turnover and not enough stable leadership over the years that I have been with SBCCD.

More help with adapting to ADP please.

████████████████████ are wonderful and a great asset to Valley's campus. As a new employee they have been more than helpful with providing insight to our team.

HR, we have had so much turn over in this department. I don't have confidence that we finally have the right people in the right seats on this bus. Some are great, some are learning, while some don't care what job they do or how they "serve" the people they are supposed to be serving. And, with our district focusing on getting businesses back up and running in the SBDO area, why would we bring in vendors for the health fair from cities other than SBDO? That practice really should be looked at and invite within the city rather than from Montclair and cities so far away.

HR sends out emails that do not pertain to adjunct faculty (take for example benefits packages), which may be confusing to some adjunct. I called and spoke with the person who sends the same emailed repeatedly and he was unfriendly and sounded bothered by my questions regarding benefits and why I was receiving emails about things that do not pertain to me. I think simplifying this by creating a FT faculty list serve and an adjunct faculty list serve may help reduce some frustration.

Be available and get to know us. Many times when I try to reach someone, every generalist, there is no answer on the phone.

HR has gotten so much better recently. Just keep doing what is working correctly now.

Update employee contact information periodically to make sure information is sent to the right address or person.

HR is a carousel of revolving employees, each of whom provides a different version of the District's rules, procedures, and policies, all of it changing from day to day. No one in our department understands who's ever in charge or how to carry out the simplest of tasks, from hiring to discipline.

Too many 'professional experts' hired, who are not really professional experts in the areas for which they are hired. HR could do more vetting to ensure that these are really professional experts.

Exhibit kindness and be interested in the employees who have inquiries and helpful to them. Establish the greeting area at the district as welcoming.

payroll has screwed up my paycheck a couple of times and payroll needs to do a better job of showing how we got paid on the paystubs

I believe that the HR department itself should receive training on customer service.

It is difficult to get answers to questions in a timely manner. Once representatives are reached they are helpful and courteous but are often hard to reach. Written procedures are not readily available so one can research the answers to basic questions independently.

Some consistency would be nice.

Human Resources is non existent as far as written processes. The saying goes like this "the answer you get from HR depends on who you ask" It would be nice if we had written processes to follow for everything. Also, it seems like HR is growing faster than either college, yet they don't generate a single FTES. HR has reorganized at least 3 times with every new change in leadership. Now they are huge and there salaries are huge and it looks absolutely ridiculous to the staff/faculty on campus! ████████████ seems to make decisions on his own about new software ie., Questica, about ADP and the like.

No suggestions for improvements, HR has come a Long way in their staffing and communications. All staff in HR are Extremely helpful and always available at anytime!

The hiring process in this district is a joke. It is designed to keep the district from being sued, not to find the best candidates for the position.

Turnover is a killer!

Turn over is extremely bad. Their knowledge is seriously lacking and that is hurting those faculty who are thinking of retirement. They are hurting people with their lack of knowledge. Someone needs to get HR in shape and up to speed with laws and SOP.

There is an incredible need for managers of this district to be held the at least the same level of accountability as classified staff are. Often managers make huge mistakes that are not corrected and instead are covered up and excuses are made for their errors. We know that they are not being held accountable because those who are violating the contract and district policies continue to do so even after it is brought to the attention of their supervisor. I believe HR can improve by implementing a management handbook that explicitly states the discipline process and then actively enforce it. This will change manager bad behavior as it would for any human being.

████████████ is awesome!

Improve communication, maintain consistency

Would be helpful to have update list of who is in charge of what responsibility in HR

It would be nice if you email someone or leave a message that they would return your email or phone call in a timely manner.

I am never sure who to speak to about HR items.

This is the WORST HR Department I've experienced and I have MUCH experience. THE WORST. Period. Boy, do I have stories to tell you about ██████████████ et al. Rude and non professional. Clueless.

outsource, like the bookstore

I guess Human resources doesn't' care to give fast information it take all time to give a simple answer

There has been increased turnover in the HR department over the years. They do not always follow HR and CSEA protocols which causes big problems. Many of the newly hired HR staff have become managers within months.

What Human Resources? You guys don't pay well enough to actually keep them here at the District.

Customer service training would be a big help.

██████████████ is bringing some positive changes to HR, she is approachable and easy to communicate with on various issues.

There should be better communication to new adjunct faculty members so that they can feel included and acclimate better into the district.

ADP could have rolled out more smoothly with better intra-district planning and coordinating.

please respond when employees email/call you. please practice fair hiring .

I do not need much from Human Resources though I did have to change withholdings on my W4 and could never get in touch with anyone either by phone or walk-in. Human resources should avail themselves to faculty and staff. As it is, they are not "user-friendly."

If a question is asked, please do not pass it on--look into it and give an answer.

Often phone calls/questions are not responded to. Procedures seem to change with no notification.

Stop hiring relatives. ███ (so how did she get hired?) so she was dumped at another position at SBVC then she was dumped as a ████████████████████████████ Now she is obtaining skills and knowledge another person more qualified could have had the opportunity to gain.

Review maternity/paternity policies and follow the law. Have outside people review procedures (not just policies). Send out FSA money in a timely manner.

We have been promised consistency from HR for years now, and they still can't deliver. ██████████████ Tick tock, tick tock. I also loathe watching us throw more and more resources at HR to solve the problems, yet change is

still slow to come or entirely immeasurable. Then the district has the audacity to demand immediate change from the colleges.

Always Great to Deal with

Mail gets lost and there is big turn over of employees in human resources. More training of employees so they are giving out the right information.

HR has hired people that reflex the district in a poor light. Bad grammar, immature attitudes, gum chewing, and overall lack of common decent communication. I have on more than one occasion come across individuals that speak to me like I am a buddy, eating and chewing gum over the phone. If they talk to me like this...how do they speak to the general public??

Too, big of a turn over, people don't stay. Pleas change Managers contracts to at lease 3 to 5 years, no job security.

The transition to ADP has been a mess and not accurate.

payroll checks bed to explain better where the amounts came from, break it down, make it simple to understand so we don't have to call for an explanation!

Academic payroll should return emails when they receive them.

We have an excellent HR Generalist!!

I think HR supervisors and some HR mangers should help employees a little more when employees reach out for help. I commute a long way to come to this job. When I reached out for help back in Sep for a Rideshare incentive or ideas on carpools, my email and voicemails were not returned. I reached out again recently and my voicemails were not returned. When I emailed the HR supervisor for help with Rideshare, I did not receive a response. When I reached out to an HR manager for Rideshare incentive programs or some type of guidance, I was basically told "HR has not set up carpooling or vanpooling for employees in the past. Employees typically have gone out on their own and found vanpools and car pools." I have done that (and am still doing that), but was looking for more help. When I worked for other districts or agencies, there was a Rideshare incentive program to help ease the burden of commuting a long way to work. Additionally through HR at previous employers, there was an interest list for those wanting to carpool. When I got that response from that HR Manager I thought, "They really don't know how to help their employees, especially the ones who want to be here but struggle getting here because of the commute. This job is not worth coming to, especially if HR is not helpful." That may sound harsh, but it is really how I felt. That is the harsh reality of those who commute and who eventually resign because the employee doesn't have the resources that would be helpful for them to succeed.

Hire people who have knowledge of Human Resources, Equal Opportunity Employment, Benefits of all areas, and who will stand for honesty and fairness regardless of the pressure from higher up.

███████████████ has been very helpful with tuition reimbursement process.

HR will never be functional until a permanent VC is hired. It's a huge ship without a captain and letting fiscal folks run the place is a HORRIBLE practice.

I would like it if HR was more helpful and take the time to find out the answers/solutions and not pass off the question.

More practice in being courteous and helpful, appreciative of and interested in employees. It is called HUMAN resources for a reason. We are human.

Policy and interpretation guidance specific to HR can change from one HR Generalist to the next. There is absolutely no consistency. Furthermore, hiring practices need to seriously be reevaluated. We are simply NOT getting qualified candidates. There is now a culture of nepotism that has swept over our District, whereby people with less than valuable degrees and skills are being hired. Furthermore, hiring committees are being influenced by department heads (Chairs/managers) who at times are clearly biased towards a singular candidate. I have seen it on dozens of committees over the years. There has to be a more coordinated effort by the Chancellor, Vice Chancellor and HR staff to combat these unfair and illegal practices

Quit changing systems, procedures etc. before they are fully tested and working appropriately. Stop making us use our own time to get training. If I have to have training , for example, to use the new payroll system, I should be paid. I already have my flex hours.

Human Resources by far has been one of the most difficult departments to communicate with. Their communication is inconsistent and many times non-existent. As far as the recruitment side, I think it is adequate aside from all of the issues pursuant to ADP. However, the personnel side could use some very intensive training and auditing by an outside agency.

HR continues to be horrible. Advice is inconsistent, and often conflicts with policies or contracts. HR training events are disorganized & not useful. There are too many HR "managers. HR employees are rude and seem to resent campus employees for existing. Employee bargaining is always behind and District doesn't live up to their obligations to employees. Pay scales are 20% behind similar Districts. An already abysmal HR dept has been turned over to someone who has no HR knowledge or background.

The HR staff on the Valley campus are wonderful to work with. It is the staff at the District Office who are not.

My experience with HR has not been the best. They never reply to emials in a timely manor. When asked questions about the new ADT... that pertains to my position they dont have an answer for and nerver bother to contact anyone.

For the most part there have been noted improvement. More consistency in processes and decision-making would be helpful. To be clear, the inconsistency is not across the board. It primarily exist in the area of classified staff issues.

Reorganizations should be vetted BEFORE putting into place.

HR was difficult to evaluate because some personnel are extremely courteous and helpful and others never respond to emails, phone calls, etc. There have been numerous hiring processes that have questionable in recent years and management has been allowed to do/hire who they want without following proper protocol. Other employees have

been protected for years (by managers/admin ?) and have clearly violated numerous regulations which have been reported to HR, yet these employees continue to collect a paycheck.

M&O has been short staffed for a few years now. It seems if a secretary is needed one is hired immediately and quickly. Grounds is badly in need of additional man power. Another position was promised when the new gym was built. Not only did this not happen, but staff have not been hired to replace those who have quit. Maintenance has been without an electrician for over a year. A carpenter position has not been filled for the last four months as well. M&O is under paid by the reported amount of 26% below the median. Absolutely ridiculous when administrators are being paid above the median.

HR is the one office that is ruining morale on campus. Aside from ███████████████████████████ the HR office at District is impossible to reach and they give you attitude when you finally reach them. They make our District look bad by reflying all positions because they mess up over and over again. They are able to restructure their office multiple times, giving people raises of over $10,000/year. They act like they are the "Gods" of the District, and really need to have a taste of reality and actually work on campus to understand the Classified, Faculty, and Students they serve.

I have heard many complaints about the online application. some applicants have missed the deadline due to this app. Not user-friendly.

Entirely too many mangers/supervisors. No wonder we don't have any money to hire needed staff in other departments.

A written guideline of hiring policies and procedures would be very helpful. HR should be conducting the exiting interviews of all SBCCD employees. Leaving this to the manger results in inconsistent turn over of SBCCD property and exposes the district to unauthorized access.

The (2nd) failed VPI search was a total debacle and disgrace to our campus's processes. That type of situation should never be able to happen.

The HR staff at the district level are phenomenal. ██████████████ are awesome. The representative at CHC is inconsistent, sometimes rude, and doesn't seem to know how to interact with humans. She is, however, very dedicated and works hard. HR policies seem to change every time I encounter them. There is no communication, and management is expected to know, without being told, what the policies are.

HR has improved slightly. The benefits staff person has been very helpful and responsive. HR for years has been the weakest part of the district, versus a decade ago when it was very responsive and helpful. There are slight improvements. Hopefully ADP will increase positive and accurate communication between HR and the college community. When someone in the district contacts HR it is usually for an important and often urgent need. Response times used to be unusually slow and unacceptably tardy. This has improved and the hope is that it will continue to do so. HR has been useful in the hiring process.

████████████ is the only one in HR who is superb.

don't forget about Adjunct. HR kept sending us emails telling us we needed to go to ADP classes. Yet the classes are during the day when most Adjunct have other jobs. Then I found out on my own that we don't actually need to use ADP, yet we still get all the emails telling us we do.

We need to stop restructuring HR and adding more managers in HR.

It is a shame that they removed the Administrative Assistant from the Human Resources department. This was a valued and much needed position.

Do not change procedures just because one department is dissatisfied. Consider the long-term effects of such decisions.

The district needs an expert leading the union negotiations.

knowledge is power. telling employees up front what they need to do in order to receive a timely paycheck would be helpful.

I do understand that HR has had many challenges and a new Director is in place, however assistance is limited with regard to call backs, procedures, and overall helpfulness.

Another department that is constantly reorganizing, getting pay raises which do not match the product they provide. Fairly new employees getting $10,000+ pay raises. The Vice-Chancellor doesn't even have a background in Human Resources.

HR has also improved. New generalists need to work with a veteran generalist for a longer period of time. When a change is generalist assignment is made the new one usually doesn't know the answer for most questions at first or takes an extended period to reply which is frustrating. It would also be helpful if HR replied in the way the initial contact happened. If I call and leave a message, there is probably a reason I didn't e-mail the question or information. I understand the need to send an e-mail for the purposes of documentation but phone calls should be returned with phone calls especially if the issue isn't simple or has layers.

CLIMATE SURVEY RESULTS
PHYSICAL RESOURCES

Did you have contact with Physical Resources (i.e., Facilities Planning & Construction includes facilities, equipment, land and other assets) at the district level during academic year 2017-18?
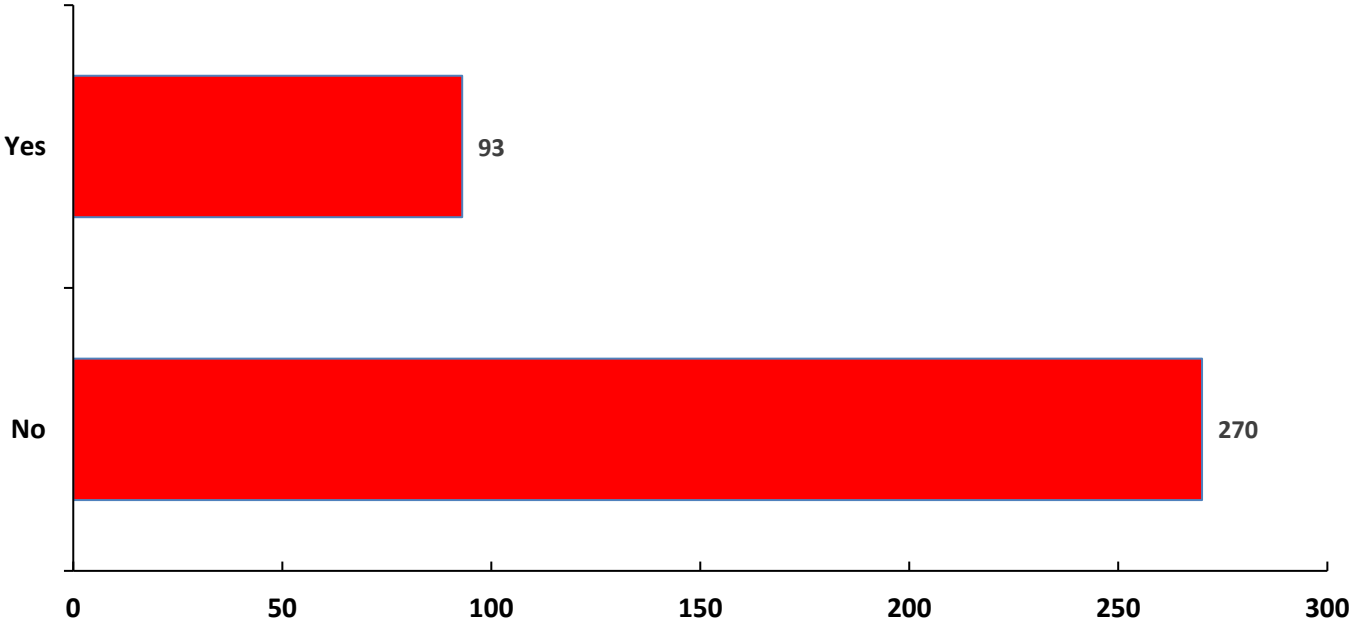
ANSWER	PERCENT	COUNT
Yes	25.62%	93
No	74.38%	270
Total	**100%**	**363**

Please indicate the extent to which you agree or disagree with the following statements about Physical Resources (i.e., Facilities Planning & Construction includes facilities, equipment, land and other assets) at the district level:

Physical Resources Climate Questions: Graph

1. Planning for physical resources is integrated with the Districtwide Support Services Strategic Plan.
2. District Support Services uses its physical resources effectively to support the programs and services at the Colleges and other District Entities.
3. District Support Services plans for the future and maintains its physical resources' access, safety, and healthy learning environment in order to support the colleges and other SBCCD entities.
4. District Support Services uses data to evaluate its district level facilities and equipment on a regular basis to ensure that it can support programs and services district wide.

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Physical Resources Climate Questions: Graph

5. Procedures in the District Facilities Planning & Construction Department are clear and consistent.

6. The District Facilities Planning & Construction Department responds to your requests in a timely fashion.

7. The District Facilities Planning & Construction Department provides accurate information.

8. Overall, I am satisfied with the level of service provided by the District Facilities Planning & Construction Department.

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Physical Resources Climate Questions: Table

1. Planning for physical resources is integrated with the Districtwide Support Services Strategic Plan.
2. District Support Services uses its physical resources effectively to support the programs and services at the Colleges and other District Entities.
3. District Support Services plans for the future and maintains its physical resources' access, safety, and healthy learning environment in order to support the colleges and other SBCCD entities.
4. District Support Services uses data to evaluate its district level facilities and equipment on a regular basis to ensure that it can support programs and services district wide.
5. Procedures in the District Facilities Planning & Construction Department are clear and consistent.
6. The District Facilities Planning & Construction Department responds to your requests in a timely fashion.
7. The District Facilities Planning & Construction Department provides accurate information.
8. Overall, I am satisfied with the level of service provided by the District Facilities Planning & Construction Department.

Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
Q1	26.14%	23	25.00%	22	35.23%	31	5.68%	5	7.95%	7	88
Q2	27.27%	24	30.68%	27	28.41%	25	6.82%	6	6.82%	6	88
Q3	28.41%	25	29.55%	26	26.14%	23	6.82%	6	9.09%	8	88
Q4	21.84%	19	20.69%	18	37.93%	33	6.90%	6	12.64%	11	87
Q5	21.84%	19	24.14%	21	33.33%	29	11.49%	10	9.20%	8	87
Q6	28.41%	25	23.86%	21	26.14%	23	14.77%	13	6.82%	6	88
Q7	28.41%	25	23.86%	21	36.36%	32	5.68%	5	5.68%	5	88
Q8	29.55%	26	26.14%	23	29.55%	26	7.95%	7	6.82%	6	88

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Comments - If you have any suggestions to improve Physical Resources (i.e., Facilities Planning & Construction includes facilities, equipment, land and other assets), please state them here:
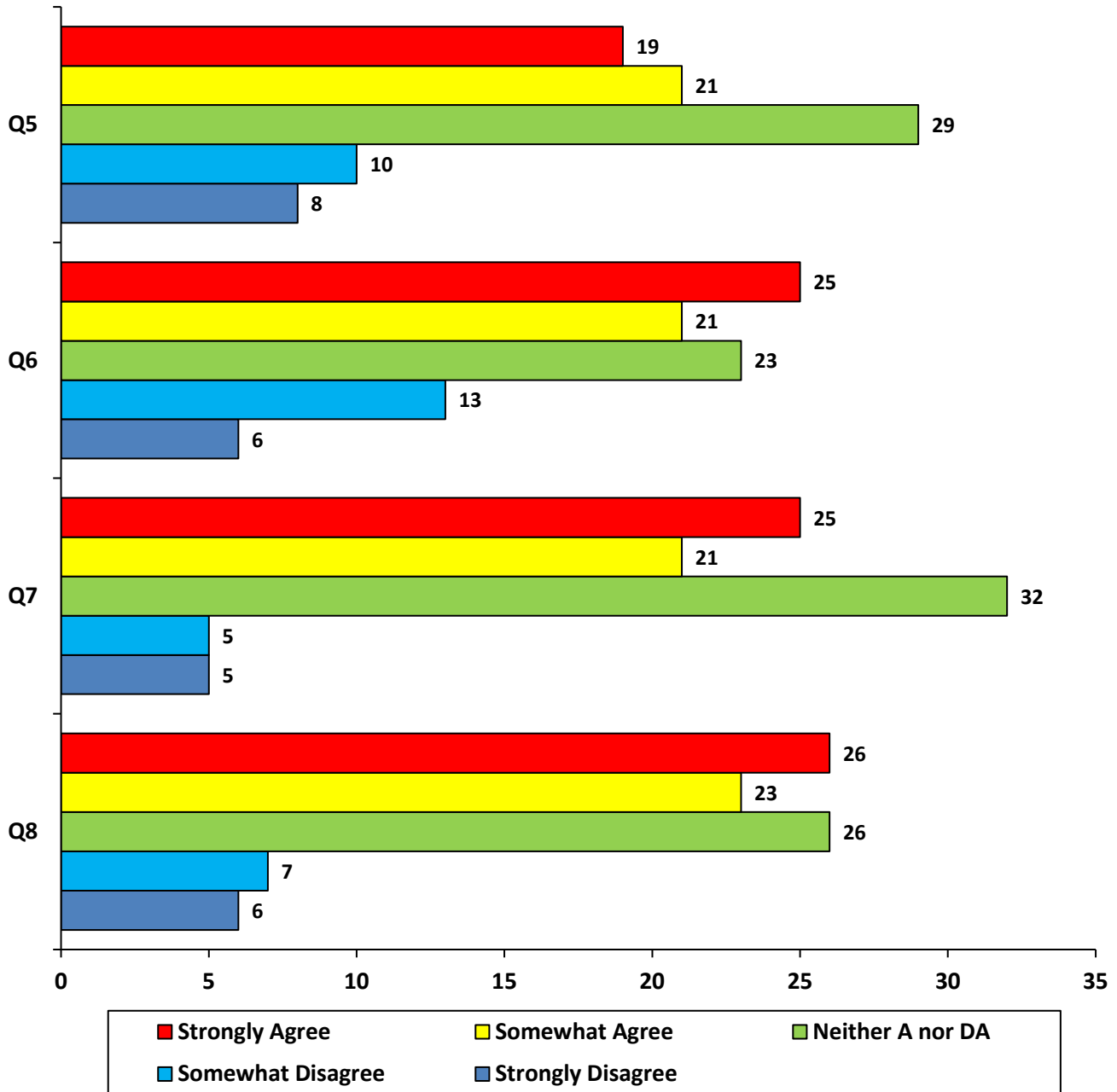
Data-informed decision making does not appear to be happening. The Sustainability Committee has not met in years. Why do we continue to use Styrofoam and toxic cleaning products? Why does the District support Nestle water? They are a highly controversial and environmentally exploitative company with much protesting going on against them. It looks bad for a college district to be supporting this company. Where is the recycling at both campuses? It's embarrassing at the Vegan festival at Crafton to have no recycling program in place. Solar panels were installed at District despite data that shows they have the lowest need, etc,

Currently SBVC had a food pantry that is need of physical space, this has not been supported by our facilities department.

seems in good order.

For the amount of money ████████ makes, he could stand to actually do something. Useful. Nothing works around here and he's retiring soon and could care less. Try getting him or others on the phone. Missing in action. And they don't take kindly to women of color making requests. I guess we're supposed to stay in our place. Cook can't retire soon enough for me. And in case you don't ask about him, just TRY getting ████████ on the phone some time this century. Good luck on that one.

████████████ are very professional and efficient.

Please hire companies that have more integrity in how they build the buildings. A lot of the problems with the new buildings are inexcusable.

For decades, the custodial staff have been absolute slobs, supervisors had their favorites, relatives hired. It was not until the past four years when this started to slowly clean up but that's because ████████ couldn't protect ████████ and the campus was finally rid of them. We have a true professional, Robert Jenkins, a true professional. The department is being slowly, slowly being cleaned up.

news letters or E-mail to let us know what is going on

EXCELLENT MAINTENANCE OF CLASSROOM AND ADJUNCT EQUIPMENTS. GREAT JOB

Campus facilities are poorly planned and constructed. District facilities department seems to exist to provide cover for the messes made by District managers and ████████ over the past decade of bond fund construction. Safety and Facilities was a mess under ████████ and is apparently non-existent now. Sexism thrives.

████████ is helpful and available.

I don't get the impression that Facilities Planning is paying much attention to data or serious faculty input.

This is an area that has been adding more and more personnel and what they do is not clear to the campus.

CLIMATE SURVEY RESULTS
TESS

Did you have contact with Technology & Educational Support Services during academic year 2017-18?

Yes   204

No   156

| 0 | 50 | 100 | 150 | 200 | 250 |
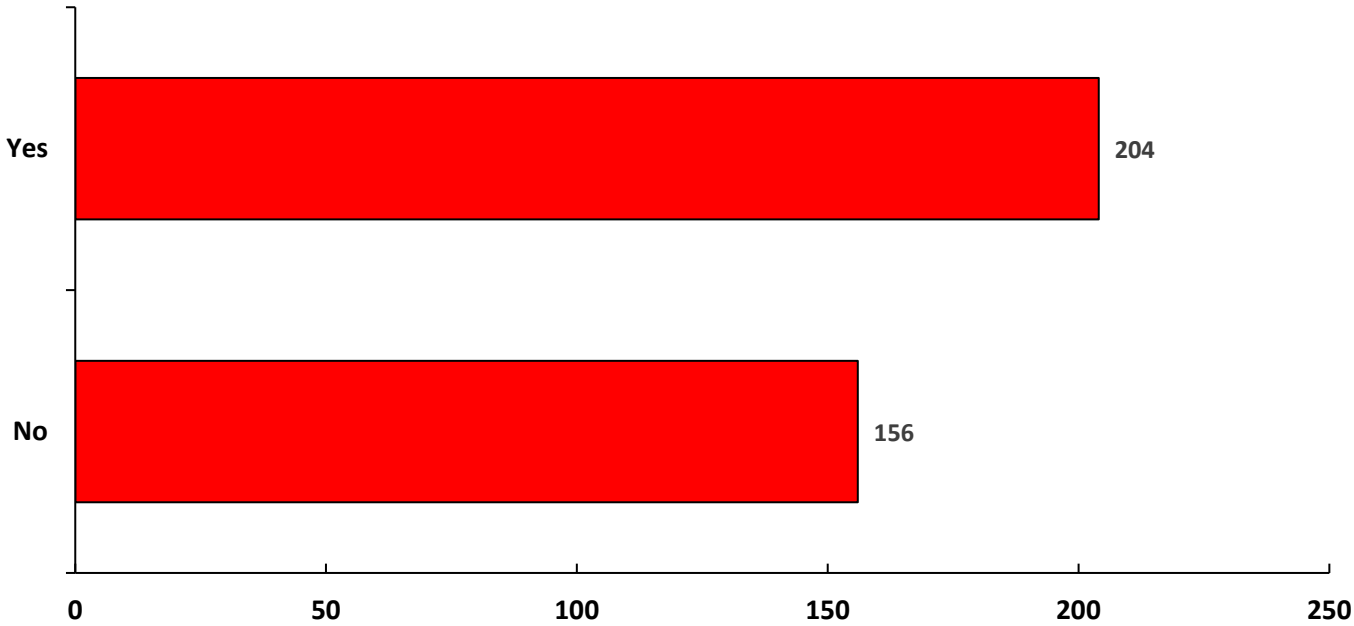
ANSWER	PERCENT	COUNT
Yes	56.67%	204
No	43.33%	156
Total	**100%**	**360**

Please indicate the extent to which you agree or disagree with the following statements about Technology Resources (TESS provides administrative application, distance education, printing, and technical services) district wide:

TESS Climate Questions: Graph

1. The process to receive help from TESS is clear and consistent.

2. When I contact TESS staff for assistance, they are very helpful.

3. TESS staff follow through with providing help in a timely fashion.

4. The TESS project request process is easy to understand.

5. The TESS project request process is effective.

6. I am satisfied with the Colleague student information system.
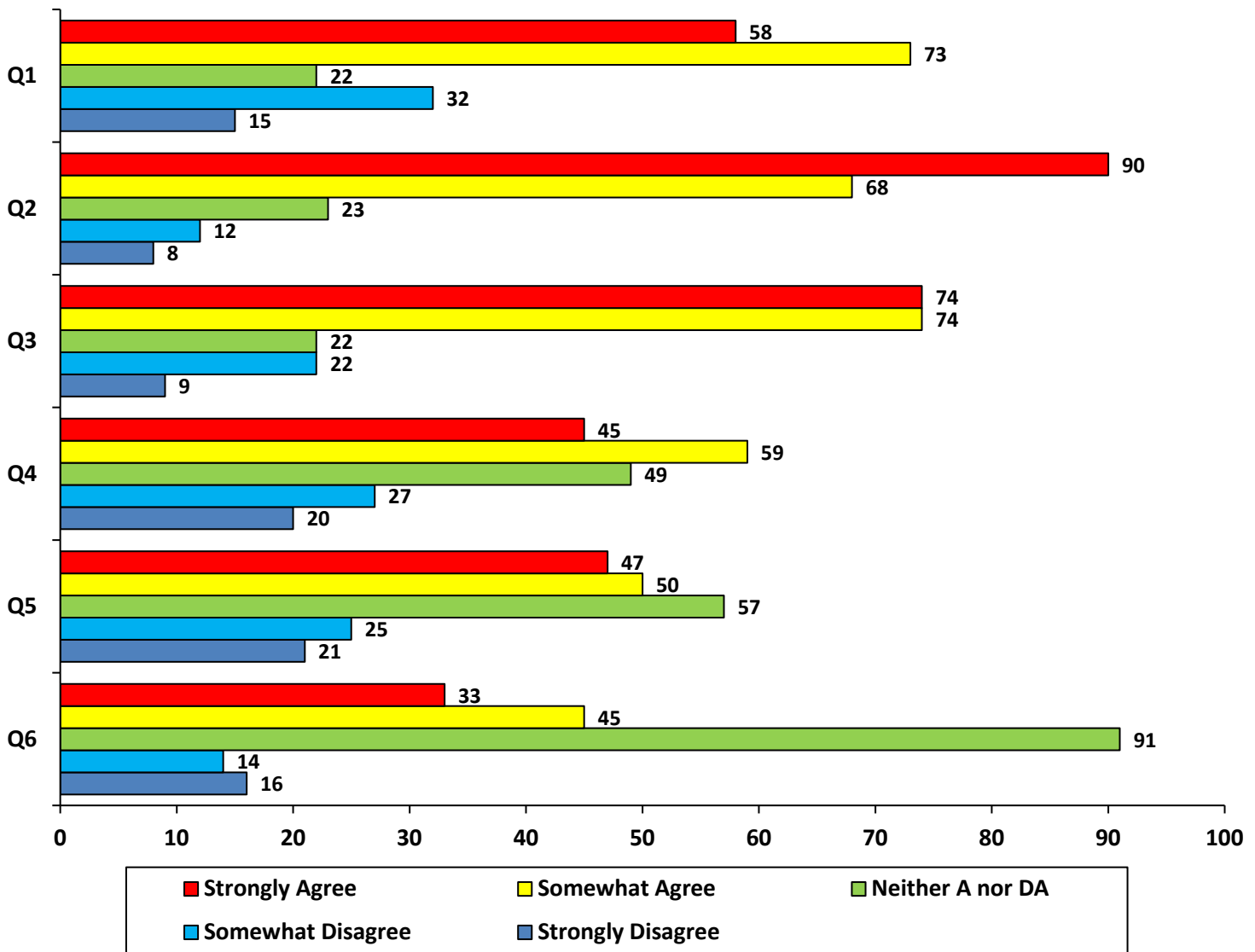
Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

TESS Climate Questions (Continued): Graph

7. I am satisfied with the Canvas learning management system.

8. I am satisfied with Internet and phone services provided by TESS.

9. I receive the help and support I need from the Administrative Applications department.

10. I receive the help and support I need from the Technology Services department.

11. I receive the help and support I need from the Distance Education department.

12. I receive the help and support I need from the Printing Services department.

Question	Strongly Agree	Somewhat Agree	Neither A nor DA	Somewhat Disagree	Strongly Disagree
Q7	46	48	92	8	6
Q8	65	82	28	8	17
Q9	39	65	76	7	10
Q10	75	74	26	14	10
Q11	36	32	115	3	10
Q12	91	47	48	1	1

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

TESS Climate Questions: Table

1. The process to receive help from TESS is clear and consistent.
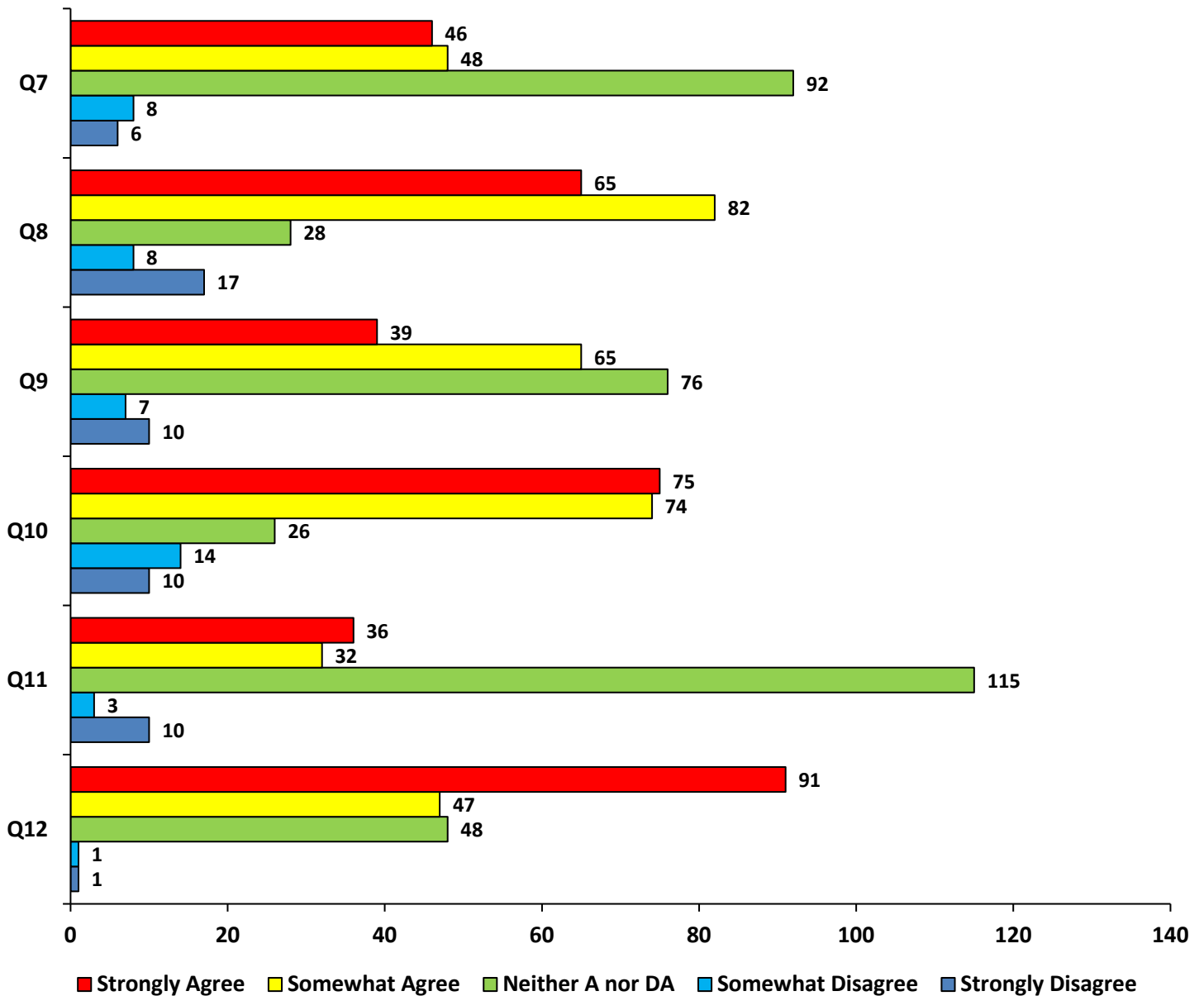
2. When I contact TESS staff for assistance, they are very helpful.

3. TESS staff follow through with providing help in a timely fashion.

4. The TESS project request process is easy to understand.

5. The TESS project request process is effective.

6. I am satisfied with the Colleague student information system.

Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
Q1	29.00%	58	36.50%	73	11.00%	22	16.00%	32	7.50%	15	200
Q2	44.78%	90	33.83%	68	11.44%	23	5.97%	12	3.98%	8	201
Q3	36.82%	74	36.82%	74	10.95%	22	10.95%	22	4.48%	9	201
Q4	22.50%	45	29.50%	59	24.50%	49	13.50%	27	10.00%	20	200
Q5	23.50%	47	25.00%	50	28.50%	57	12.50%	25	10.50%	21	200
Q6	16.58%	33	22.61%	45	45.73%	91	7.04%	14	8.04%	16	199

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

TESS Climate Questions (Continued): Table

7. I am satisfied with the Canvas learning management system.

8. I am satisfied with Internet and phone services provided by TESS.

9. I receive the help and support I need from the Administrative Applications department.

10. I receive the help and support I need from the Technology Services department.

11. I receive the help and support I need from the Distance Education department.

12. I receive the help and support I need from the Printing Services department.

Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
Q7	23.00%	46	24.00%	48	46.00%	92	4.00%	8	3.00%	6	200
Q8	32.50%	65	41.00%	82	14.00%	28	4.00%	8	8.50%	17	200
Q9	19.80%	39	32.99%	65	38.58%	76	3.55%	7	5.08%	10	197
Q10	37.69%	75	37.19%	74	13.07%	26	7.04%	14	5.03%	10	199
Q11	18.37%	36	16.33%	32	58.67%	115	1.53%	3	5.10%	10	196
Q12	46.43%	91	23.98%	47	24.49%	48	0.51%	1	4.59%	9	196

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Comments - If you have any suggestions to improve TESS, please state them here:

Processing in of new employees via the User App leaves a lot to be desired. There should be a way to process a new employee so that they are set up on the day that they report to their position. Too much red tape here . . . we've seen it done for "certain" people; everyone should be treated the same, everyone is important. TESS is supposed to be a support system for the colleges, but it seems like pulling teeth when asked for training. If it wasn't for the colleges, we wouldn't need TESS, or the district, for that matter.

SchoolDude is a Piece. Of. Shit. Who gets to be fired for choosing that?

They work really hard for us. Thanks TESS. However, around the holidays, it seemed as though we had a lot of needs that went unanswered. We are just now getting notices of the requests put in prior to break. ███████████████ would be great! Good job guys!

Help Tickets sometimes take a long time to come to a solution to your problem, going through many people.

Help feels impersonal at times due to the setup, but once you go out of your way to get to know people, the results are very positive. We need to work more on our automated systems but the people are generally great.

The user application needs set up process needs to be made more efficient. Send the application in the campus mail delays the process.

Really? They can't onboard a new Dean for two weeks, so the manager sits idol with nothing to do. Ridiculous!! Service is nonexistent, we can't expedite in an emergency. What do they actually do??

Creating a help desk ticket or trying to get in touch with anyone regarding computer issues or phone issues was a nightmare. TESS and the Print Shop staff go above and beyond! They are Excellent in their positions!

They are all hard working people, all deserve a RAISE!

Can you expedite some of the items in the queue?

What TESS or IT Department? Do we even HAVE one? Why don't we have copying services in the Clock Tower building like we used to? When ███████████ used to run things? Can we get rid of the copy machines that DO NOT WORK? Some time this century? How can we claim to be engaged in recruitment and retention when we drop students and don't provide adequate IT services for them and their instructors?

All staff have been extremely helpful. The only instances where there was any negativity involved was phone discussions with ███████████████. She is very harsh and not willing to assist. When I have been to TESS ██. It is rumored that they watch television all day.

Tell them to stop telling us how to do our jobs. They are not the experts in what we do. They are the experts in making sure that we need our system to handle, happens. Also, their just another process to go through to submit a help ticket to Colleague. It's not like TESS has the ability to fix Colleague if it breaks. What's the point?

It is time to update Colleague to the most current version. This has been put off far too long. .

It's time to move to Crafton Hills College.

TESS is fantastic, for the amount of work and projects they have on their plate, they do a great job with juggling it all still providing excellent support to the campuses.

Now that they are using a better "work ticket" through School dude, I am thinking that requests for assistance with student computers, etc in the library will be processed quicker.

The Catalog of Services brochure is out of date, hard to read and confusing. Is this brochure included with the information that new employees receive? The "Catalog of Services" available on the District website is from 2014.

Stoop saying no to almost every project. I everything shouldn't require a project request sometimes we need a solution then and there

I know computer folk are known to have salty disdain for their fellow humans, but c'mon. I'm hesitant to contact folk over there about a necessary project, because the first answer is a solid "No," then disregard for additional communication, then annoyance that I'm pressing the issue, then reluctance when the edict is given that my request is important and must be prioritized, then crappy attitude when the project I want is finally being implemented. Sorry for wasting TESS's time as I ask for help to serve my students. #SorryNotSorry

██████████ has been a life saver!

it is not obvious online where the request for help ticket is located. i've gotten frustrated trying to locate it that i just walked down the hall to their office and requested assistance. fortunately i am able to do so.

Valley college needs more Computer labs on campus, since we have more on line classes.

Many of the people handling tickets don't know what they're doing.

Outside resources are impersonal and uncomfortable.

TESS is a mess...that rhymes, which is more than TESS is capable of...

"Everything" is a project request, sometimes we need the help then and there! IT Director shoots down projects or solutions constantly because it requires "customization" All we hear is not enough resources.

Not all issues are dealt with directly. I sometimes get the impression that my questions represent an annoyance rather than an opportunity to assist or support.

Keep up the great work- I always receive timely help, timely return on print orders, and timely training when requested.

TESS is the most valuable resource the District has. They are so willing to help and are always available when needed.

Printing Services is AMAZING. Tech help has been sketchy for at least the last 8 months... not sure what happened but suddenly help is harder to get. Also School Dude is terrible.

TESS need to treat all staff members equally. The few interactions I have had were both terrible. Very rude and unaccommodating. Made students feel unappreciated and unworthy of any attempt to make things work in the classroom.

TESS is great. Keep up the good work. Keep Canvas working well! Many faculty seem confused about Canvas because they do not attend the (many) training opportunities offered, but there are many offered!

TESS needs to be staffed appropriately to handle the volume of programming requests that come from the colleges. Many important projects are delayed because the staff lacks the skills to executive them.

There are two classified professionals in this department that are not used to their potential. Increase the responsibilities for the secretary and clerk, possibly in the Print Shop, etc. It is a waste of district money and it looks bad for TESS.

CLIMATE SURVEY RESULTS

FISCAL SERVICES

Did you have contact with Fiscal Services during academic year 2017-18?
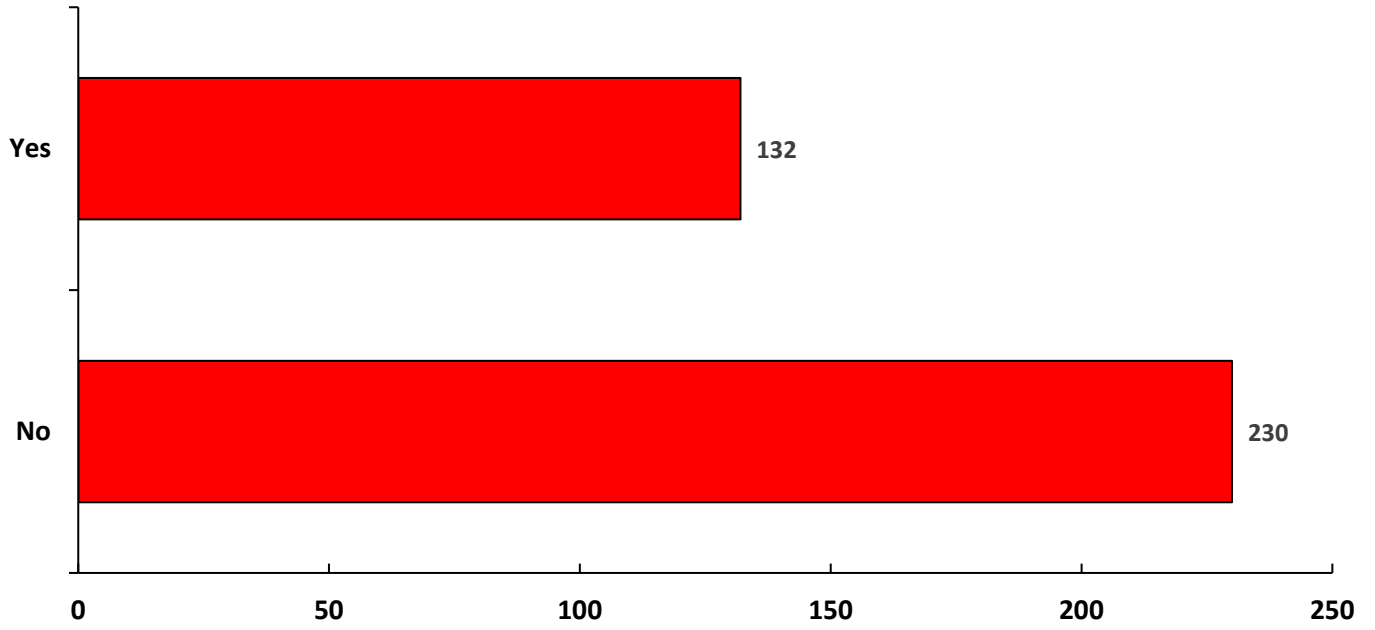
ANSWER	PERCENT	COUNT
Yes	36.46%	132
No	63.54%	230
Total	**100%**	**362**

Please indicate the extent to which you agree or disagree with the following statements about Fiscal Services at the district level:

Fiscal Services Climate Questions: Graph

1. Financial planning is integrated with the Districtwide Support Services Strategic Plan.

2. The allocation of resources supports the development and maintenance of programs and services.

3. SBCCD plans & manages its financial affairs with integrity and in a manner that ensures financial stability.

4. The District mission and goals are used as the foundation for financial planning.

5. Financial planning is integrated with and supports all SBCCD planning.

6. SBCCD has policies and procedures to ensure sound financial practices and financial stability.

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Fiscal Services Climate Questions (Continued): Graph

7. Appropriate financial information is disseminated throughout the institution in a timely manner.

8. SBCCD clearly defines & follows its guidelines and processes for financial planning & budget development.

9. SBCCD regularly evaluates its financial management processes & uses results of evaluation to improve.

10. Dependable financial information is distributed in a timely fashion to aid sound financial decision making.

11. The District Resource Allocation Model is open and easy to understand.

12. SBCCD follows the Resource Allocation Model.

Q7
- Strongly Agree: 25
- Somewhat Agree: 28
- Neither A nor DA: 24
- Somewhat Disagree: 27
- Strongly Disagree: 18

Q8
- Strongly Agree: 24
- Somewhat Agree: 27
- Neither A nor DA: 37
- Somewhat Disagree: 19
- Strongly Disagree: 16

Q9
- Strongly Agree: 14
- Somewhat Agree: 26
- Neither A nor DA: 50
- Somewhat Disagree: 13
- Strongly Disagree: 18

Q10
- Strongly Agree: 20
- Somewhat Agree: 29
- Neither A nor DA: 35
- Somewhat Disagree: 15
- Strongly Disagree: 26

Q11
- Strongly Agree: 17
- Somewhat Agree: 28
- Neither A nor DA: 46
- Somewhat Disagree: 14
- Strongly Disagree: 19

Q12
- Strongly Agree: 23
- Somewhat Agree: 24
- Neither A nor DA: 53
- Somewhat Disagree: 15
- Strongly Disagree: 9

Legend: ■ Strongly Agree ▢ Somewhat Agree ▢ Neither A nor DA ▢ Somewhat Disagree ▢ Strongly Disagree

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

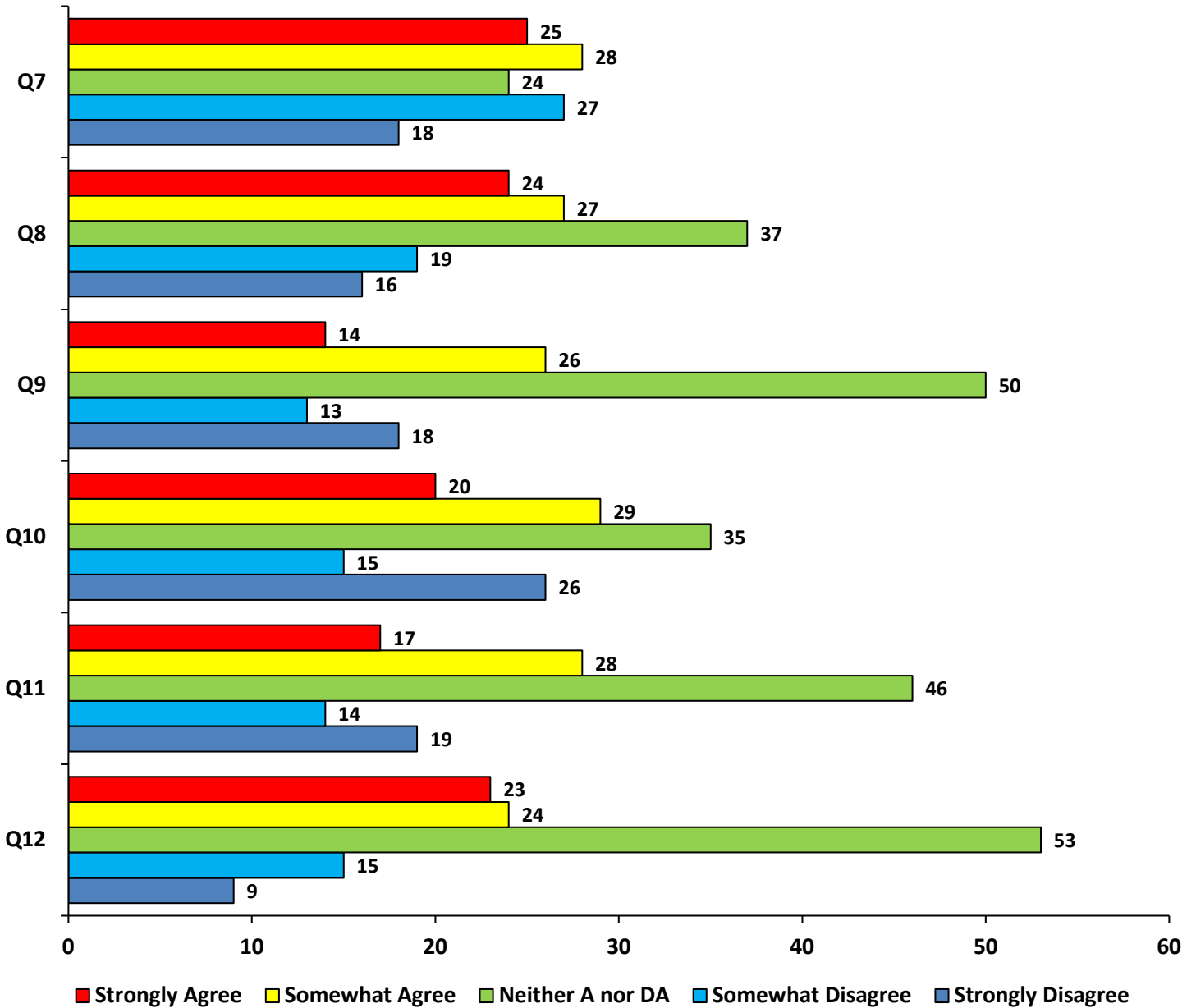**Fiscal Services Climate Questions: Table**

1. Financial planning is integrated with the Districtwide Support Services Strategic Plan.

2. The allocation of resources supports the development and maintenance of programs and services.

3. SBCCD plans & manages its financial affairs with integrity and in a manner that ensures financial stability.

4. The District mission and goals are used as the foundation for financial planning.

5. Financial planning is integrated with and supports all SBCCD planning.

6. SBCCD has policies and procedures to ensure sound financial practices and financial stability.

Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
Q1	20.80%	26	29.60%	37	35.20%	44	7.20%	9	7.20%	9	125
Q2	16.80%	21	28.80%	36	24.80%	31	17.60%	22	12.00%	15	125
Q3	22.13%	27	25.41%	31	21.31%	26	15.57%	19	15.57%	19	122
Q4	18.70%	23	30.08%	37	33.33%	41	9.76%	12	8.13%	10	123
Q5	19.51%	24	26.02%	32	28.46%	35	15.45%	19	10.57%	13	123
Q6	16.94%	21	31.45%	39	28.23%	35	12.90%	16	10.48%	13	124

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Fiscal Services Climate Questions (Continued): Table

7. Appropriate financial information is disseminated throughout the institution in a timely manner.

8. SBCCD clearly defines & follows its guidelines and processes for financial planning & budget development.

9. SBCCD regularly evaluates its financial management processes & uses results of evaluation to improve.

10. Dependable financial information is distributed in a timely fashion to aid sound financial decision making.

11. The District Resource Allocation Model is open and easy to understand.

12. SBCCD follows the Resource Allocation Model.

Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
Q7	20.49%	25	22.95%	28	19.67%	24	22.13%	27	14.75%	18	122
Q8	19.51%	24	21.95%	27	30.08%	37	15.45%	19	13.01%	16	123
Q9	11.57%	14	21.49%	26	41.32%	50	10.74%	13	14.88%	18	121
Q10	16.00%	20	23.20%	29	28.00%	35	12.00%	15	20.80%	26	125
Q11	13.71%	17	22.58%	28	37.10%	46	11.29%	14	15.32%	19	124
Q12	18.55%	23	19.35%	24	42.74%	53	12.10%	15	7.26%	9	124

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Comments Fiscal Services - If you have any suggestions to improve Fiscal Services, please state here:

Develop written procedures

I really don't know what goes on at the district fiscal services, except for accounts payable. I do know some people in fiscal services act like they are in control of lots of things, and they are the only ones you can work with, ████████████████████████, it's like pulling teeth when we need assistance, ████████████████████ ██, we are beholden to them, and sometimes instead of helping, they are stumbling blocks. We should never have just one person who does a certain task, there should always be a back-up.

Great job guys! Thanks for always being so helpful, understanding and willing to assist when we are idiots! LOL.

The right hand doesn't know what the left is doing. Too high of a turn over rate. People need to answer their phones!

The guidelines seem to change and it is hard to keep up with what is required for making purchases.

Not sure what can be done, however invoices are not paid in a timely manner and it directly affects business relationships.

Account Payable bills need to be paid timely. It is embarrassing to have bills go unpaid for long periods of time. Communication with accounts payable is poor. Submitted invoices are often lost and submitted for approval multiple times. If additional information is needed the item is just tabled and the department involved is not notified. Months later when you notice the item was not paid and call for clarification you are notified that there is missing information that may have been separated from the item in transit. At the end of the year when budgets are requested to be kept open to pay invoices that are coming in they are not kept open and the expense for one year is taken out of the next year and the new years budget is now short. Items are paid from the wrong budget or object code at times. The campus department is then expected to fix it not the department that made the error. Changes are made to budgets without consultation or even notification. Again you find out when the money is missing and you call or e-mail to find out where it went; that it was moved or was used to pay last fiscal year expenses, or moved to a different place in the budget.

Payments to vendors need to be processed more efficient.

It would be nice if Fiscal had a plan and followed it for growth and budgeting. ████████████████████████████████, the same lack of collegial consultation exists. Non training for new software and changes to that software either!!

The current Resource Allocation Model sets the two campuses and the district offices in competition with each other. Instead of looking at the overall picture and determining what is in the best interests of the students, the model leaves Crafton in a constant deficit, making it difficult to fill necessary positions, etc. If the culture of the district was changed so that everyone cared about the needs of all students within SBCCD, rather than the best interests of their own individual departments, both campuses could move forward together in a direction that benefits the entire region.

Don't have enough room to fit my ideas in.

Where's the money? Show me the money!

Accounts payable need more help, to insure bills are paid on time, as many are not.

Interactions with ████████████████████████████ are always positive. These two employees go above and beyond in all aspects and should clearly be recognized.

More training and orientation of financial policy and systems is needed. Especially for incoming employees.

Eventually, something has to be done about the allocation model that does not support the needs of Crafton. At some point, leadership will have to be exercised.

None. Won't make any difference.

While the RAM is available and understandable, it is entirely not fair. With the proposed funding model from the state, we must be prepared to completely overhaul the RAM.

Improvement of quality of customer service provided by the ████████████████████████████ would be beneficial to the district.

For all to get on the same page with knowledge and information.

Accounts payable needs to pay invoices on time as to not interrupt business at the colleges. ████████████
███████████████████████████████████████

More training needs to be provided to new staff regarding specific procedures; Many of the Staff need to be more courteous and helpful and communicate more often; In some cases, there does not seem to be enough staff to handle the workload (i.e.: contracts, categorical grants) which causes delays in workflow. I work specifically in statewide and regional projects and I am expected to be responsive and efficient which is often difficult due to delays at our District. Policies and procedures for categorical grants could/should be handled differently than general fund activities. For instance in grants, sometimes projects and/or contract opportunities can come up unexpectedly yet the process we have in place does not allow me to be responsive. Vendors want to have a contract quickly and be paid in a timely manner. I have had to decline participating in activities because I could not respond quickly enough. The event requiring support would be past before I got through the contract process. Our process can take between 6 & 8 weeks from when a contract is initiated to when a vendor gets paid. When you add in poor communication, mistakes and/or errors, that process can be delayed even longer. Vendors and business contacts don't understand this process and are often unwilling to work within its constraints. It would be helpful to have a simplified process for approved vendors when the funding source is a categorical grant such as Strong Workforce or Chancellor's Office funded initiatives. One possibility would be to get the entire contract and related activities (contract, invoices) BOT approved when the contract is added to the board agenda rather than having the contract and invoices approved at different meetings. Then a vendor could submit an invoice after the contract is approved rather than waiting for the invoice to also get BOT approved. This causes delays since the board only meets once per month and the District pays NET 30. I think it would be helpful for fiscal staff to receive training on categorical grant projects so they understand how the projects work, what the expectations are and what the Project Directors

are expected to accomplish. At the same time, those working in grants also need to better understand fiscal policies and procedures so they can accomplish grant workplans while adhering to District policies and procedures. Communication is the key to making all of this work better. I am sure there could be modifications without compromising the District.

Fiscal services need to hold Crafton Hills to their budget. They need to stop operating in the red. Changing the allocation model will not solve this issue.

Too many funds are going towards short-term employees which creates a lot of turnover. Maybe consider implementing more full-time solutions to full-time duties.

The district budget development process should ensure the sufficiency of the college budgets to meet their goals.

ADDITIONAL COMMNETS

Additional Comments - If you have any additional comments or suggestions, please state them here:

You didn't ask about contract services. Even with regular training the processes and procedures related to contracts seem to always vary depending on the whims of the parties involved. Some people feel that whether or not you have success navigating the contract process depends on how the person in charge feels on that day . . .. and that the district is deliberately throwing road blocks in the way of setting up much needed services for the college and students.

This district needs to recognize that more than just Hispanics matter! Why are they listed first on your race and/or ethnic category chart. Use a non biased method like listing the selections alphabetically. It is getting OLD!

We should update our terminology on these questions (for example, the word sex should be used where gender is currently being used). Also, the term Caucasian is dated. I, for example, am white but not of Caucasian ancestry.

Currently the climate of SBVC and district wide in my opinion is distrust. We do not work together as a team and it shows in the community.

I will always wonder what happened with many of our administrative positions. We need more transparency there.

It seems like the climate between the district and the colleges has declined this year. The relationship with fiscal services has been especially difficult and non-supportive. Some of the new HR policies come across as non-supportive of individual needs and seem to be aimed at creating barriers rather than providing assistance.

Issues of class are equally as important as issues of race. I would like to see more help for working students.

Please let the colleges operate autonomously and without micro managing them.

I continue to be more and more disappointed with the decisions made in this district. While I do support the decision to remove the President and VPI, the rumors surrounding the appointment of the interim President are deeply troubling. And the entire process continues to promote one of the biggest problems in this district: A total lack of communication. Every decision happens in a silo, even when administration checks the boxes to claim they have followed the proper procedures. It isn't about following a set of rules. It's about doing what's right for the campuses, the districts, and the communities we serve.

I would like to believe that this little survey might light a fire under some administrators around here but excuse me if I am cynical. Like EVERYBODY says around here, "Nothing is going to ever change around here." *Indeed. Lots of hot air and rhetoric but no solutions.

WHAT? No "What is your religious beliefs? Is that crossing the line? What does these last set of questions have to do with my satisfaction of my work place. Questions like these make me question your attentions. That's why I "Decline to State". It's non of your business and has no place here.

What is the purpose of these last set of questions? There was no explanation given to how that data would be used.

Thank you for the opportunity to provide input in this manner.

little diversity within employees.

I have been completing the survey for years, hardly anything changes unless various parties go to the Board meetings and make complaints about the poor management, that the District does not generate any monies at all but they decide how to spend it, how the Board does more traveling than other community college Boards, the chancellor has a 66 page vote of no confidence but he still remains. When he cashes in his vacation pay maybe he should think about donating the time to an employee who is in need of medical leave.

The CHC morale has been very low with disappointing hirings of the president and instructional VP. Unfortunately, many personnel no longer bother participating. We need some leadership and hopefully you will reconsider someone like ████████████████████ who would likely bring cohesiveness back to our campus.

SBVC administration for students suck! Why? Because they don't help students. The few that they do are glorified examples that are put on display. Yet those who don't get assistance or are constantly told no by the administration out number the positive stories. I am constantly telling potential to reconsider before coming to Valley. The "We will only help a few" attitude needs to change.

SBCCD encourages diversity. These questions are a contradiction to that.

1) Do something about accounts payable. Is there a magic number of copies of the approved invoice that we have to send before District pays it? Vendors call me on campus because the accounts payable staff doesn't answer their phones. The "paperless" system isn't paperless and doesn't work. It just uses campus paper & toner to do what District should be doing. 2) District exists to serve the campuses. Instead, the campuses are a cash cow for District. 3)This survey instrument is poor. It does not allow one to review answers.

Why were we not able to evaluate the Chancellor's Office during this survey? It's really sad that 90% of the problems we have with our college stems from the District. We are held back by people who don't even understand how our college runs and THEY have lost sight of what the priority is... the STUDENTS.

Thanks for the survey!

personal questions that are not appropriate for an employer to query on

Overall, I see good changes happening at the District. I am excited to see what it has in store for the employees.

Why were there no questions asked about the Chancellor's Office?