
SUMMARY 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:

1. For the tables, “Neither A nor DA” stands for “Neither Agree nor Disagree.”
2. Responses to each question were optional, which resulted in varying response/total counts.
3. For a complete version of the 2017-18 District Employee Climate Survey results, including Comments, please refer to the “Full Report – May 2018” found at <http://www.sbccd.org/research>

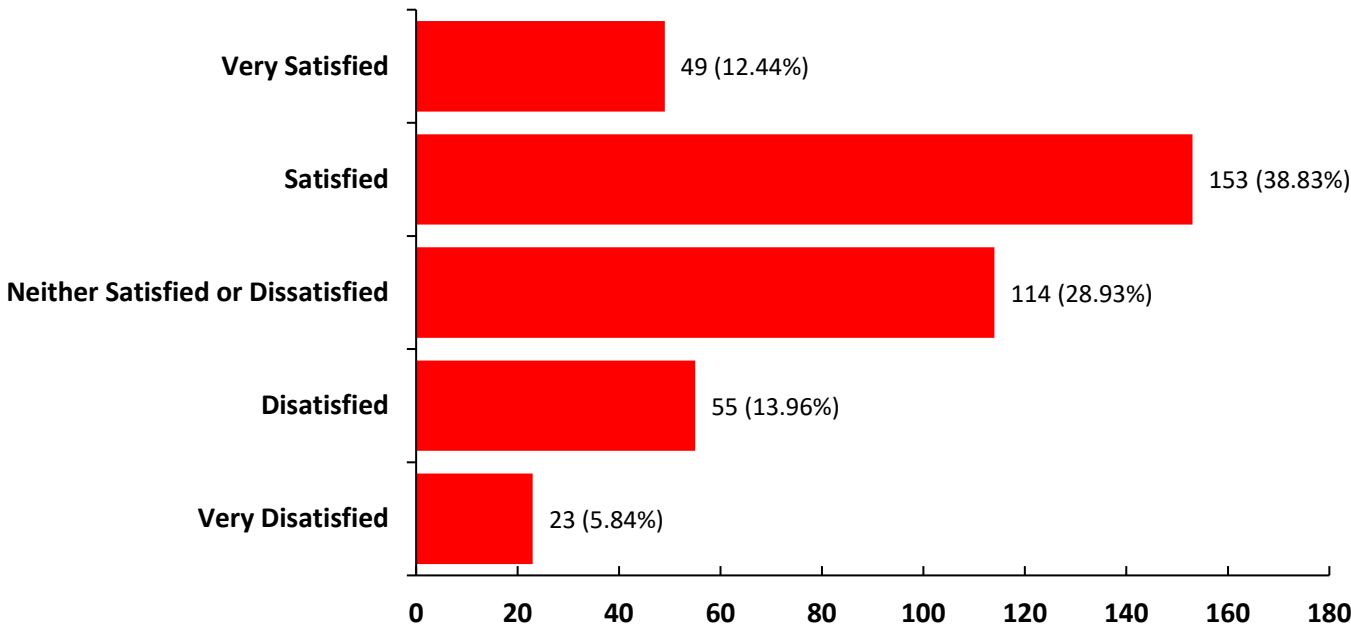
Overall, the 2017-18 District Employee Climate Survey had a response rate of approximately 40%, with over 400 employees responding to the survey. The response rates for Crafton Hills College, San Bernardino Valley College, and District Central Services were 29.14%, 54.08%, and 16.78%, respectively.

With regards to overall satisfaction, more than half of District employees (51.27%) were either “Very Satisfied” (12.44%) or “Satisfied” (38.83%) with the services provided by the District Central Services.

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

LOCATION	PERCENT	COUNT
Crafton Hills College	29.14%	125
San Bernardino Valley College	54.08%	232
District Central Services	16.78%	72
Total	100%	429

Overall, what is your satisfaction level toward the services (e.g., HR, TESS, KVCR, etc.) provided by the District Central Services?



The survey also included employees’ opinions toward inclusiveness and shared governance at the District. For inclusiveness, more than half of the respondents (58.93%) chose either “Strongly Agree” (26.28%) or “Somewhat Agree” (32.65%). For shared governance, 32.89% of respondents chose either “Strongly Agree” (7.28%) or “Somewhat Agree” (25.61%).

Sample Inclusiveness Questions:

- Q4. District's procedures & practices clearly demonstrate commitment to issues of employee equity & diversity.
- Q5. I am personally treated with respect in this District.
- Q9. 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
Q4	16.75%	66	29.95%	118	28.17%	111	13.71%	54	11.42%	45	394
Q5	32.58%	129	32.32%	128	15.40%	61	11.36%	45	8.33%	33	396
Q9	26.28%	103	32.65%	128	21.43%	84	12.76%	50	6.89%	27	392

Sample District Shared Governance Climate Questions:

- Q1. I have the opportunity to participate meaningfully in decision-making at the district level.
- Q5. 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
Q5	7.28%	27	25.61%	95	34.77%	129	16.98%	63	15.36%	57	371

District Police Department

60.16% of respondents had contact with the Department during academic year 2017-18. For overall satisfaction, 62.78% of respondents chose “Strongly Agree” and 24.66% of respondents chose “Somewhat Agree.”

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

Sample Police Department Climate Questions:

Q4. The District Police Department is professional during their daily contacts.

Q5. 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
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

KVCR

23.42% of respondents had contact with the Department during academic year 2017-18. For overall satisfaction, 54.76% of respondents chose “Strongly Agree” and 20.24% of respondents chose “Somewhat Agree.”

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

Sample KVCR Climate Questions:

- Q3. I am satisfied with the tours provided by KVCR for student orientation groups, business chambers, school groups, and scouting organizations.
- Q4. 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
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

Economic Development & Corporate Training (EDCT)

24.33% of respondents had contact with the Department during academic year 2017-18. For overall satisfaction, 26.97% of respondents chose “Strongly Agree” and 19.10% of respondents chose “Somewhat Agree.”

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

Sample EDCT Climate Questions:

Q2. The community & business partnerships created by EDCT are valuable to the SBCCD.

Q3. 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
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

SBCCD Office of Research, Planning and Institutional Effectiveness

24.80% of respondents had contact with the Department during academic year 2017-18. For overall satisfaction, 15.91% of respondents chose “Strongly Agree” and 36.36% of the respondents chose “Somewhat Agree.”

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

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

- Q2. District Support Services utilize the results from research studies to inform decision-making.
- Q5. Overall, I am satisfied with the planning & decision-making processes at the district level.

Question	Strongly agree	Count	Somewhat agree	Count	*Neither A nor DA	Count	Somewhat disagree	Count	Strongly disagree	Count	Total
Q2	38.64%	34	15.91%	14	20.45%	18	9.09%	8	15.91%	14	88
Q5	15.91%	14	36.36%	32	22.73%	20	17.05%	15	7.95%	7	88

Human Resources

82.62% of respondents had contact with the Department during academic year 2017-18. For overall satisfaction, 18.58% of respondents chose “Strongly Agree” and 32.09% of respondents chose “Somewhat Agree.”

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

Sample Human Resources Climate Questions:

- Q2. SBCCD hires employees, administrators, faculty and staff who are qualified to provide and support the District/College programs and services.
- Q8. The Human Resources staff provides consistent and accurate information.
- Q9. 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
Q2	16.95%	50	34.24%	101	17.97%	53	18.64%	55	12.20%	36	295
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

Physical Resources

25.62% of the respondents had contact with the Department during academic year 2017-18. For overall satisfaction, 28.41% of respondent chose “Strongly Agree” and 23.86% of respondents chose “Somewhat Agree.”

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

Sample Physical Resources Climate Questions:

- Q2. District Support Services uses its physical resources effectively to support the programs and services at the Colleges and other District Entities.
- Q7. The District Facilities Planning & Construction Department provides accurate information.
- Q8. 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
Q2	27.27%	24	30.68%	27	28.41%	25	6.82%	6	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

Technology & Educational Support Services (TESS)

56.67% of respondents had contact with the Department during academic year 2017-18. When contacting TESS for assistance, 44.78% of respondents “Strongly Agree” that TESS is helpful; while 33.83% of respondents “Somewhat Agree” that TESS is helpful.

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

ANSWER	PERCENT	COUNT
Yes	56.67%	204
No	43.33%	156
Total	100%	360

Sample TESS Climate Questions:

- Q1. The process to receive help from TESS is clear and consistent.
- Q2. When I contact TESS staff for assistance, they are very helpful.
- Q3. TESS staff follow through with providing help in a timely fashion.

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

Fiscal Services

36.46% of respondents had contact with the Department during academic year 2017-18. 20.49% of respondents “Strongly Agree” that appropriate financial information is disseminated in a timely manner; while 22.95% of respondents “Somewhat Agree.”

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

Sample Fiscal Services Climate Questions:

Q7. Appropriate financial information is disseminated throughout the institution in a timely manner.







Q8. SBCCD clearly defines & follows its guidelines and processes for financial planning & budget development.

Q9. SBCCD regularly evaluates its financial management processes & uses results of evaluation to improve.





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

**SUMMARY OF THEMES AND DEPARTMENT-SPECIFIC FEEDBACK
2017-2018 DISTRICT-WIDE EMPLOYEE CLIMATE SURVEY
SBCCD – MAY 2018**







Human Resources:

-  Difficult to reach by email or phone
-  ADP is unreliable and confusing
-  More stability in the leadership
-  Customer Service is lacking
-  Hiring process is flawed
-  Stop Nepotism




Shared Governance:

-  Collegial consultation is not respected
-  More college autonomy from district
-  Classified staff feel silenced
-  Be more open-minded










Police Department:

-  Change image from “enforce” to “protect”
-  Be available to open doors after hours
-  Presence on evenings/weekends
-  Clarification of responsibilities
-  Increase number of officers
-  More visible on campus




TESS:

-  Help Ticket process is slow & confusing
-  Online courses are poorly managed
-  User application needs




REOCCURRING THEMES:

-  Improve Communication about policies & changes
-  Institutional effectiveness is not easily quantified
-  Decrease the turn-over rate in Human Resources
-  Handbook of policies and procedures is needed
-  Clearer explanation of organizational structure
-  More professional development opportunities
-  Overall culture is one of distrust for district
-  More transparency in decision-making
-  Train managers to lead and direct




Physical Resources:

-  Many problems with new buildings
-  Need more physical space
-  Maintenance is poor







KVCR:

-  More advertising of college programs
-  Do more to improve presence
-  Enhance student programs





EDCT:

-  Should not be offering Non-Credit
-  More visibility and transparency
-  Support colleges more







Research, Planning, Institutional Effectiveness:

-  Align Program Review results & college goals
-  Help set timelines for various target goals
-  Evidence of data-driven decision making
-  Improve program review transparency
-  Develop studies on staffing ratios
-  Work to increase their profile

Inclusiveness:

-  More classified staff on collegial consultation
-  More feedback from employees
-  More diversity in management
-  Part-time faculty feel invisible

Fiscal Services:

-  Resource Allocation Model is not impartial
-  More staff to help with purchasing orders
-  Written procedures should be online
-  Accounts Payable is disorganized
-  Respond to correspondences
-  Pay bills on time