



**District Offices Employee
Feedback Survey:
*Continuing Education Respondents***

Spring 2016

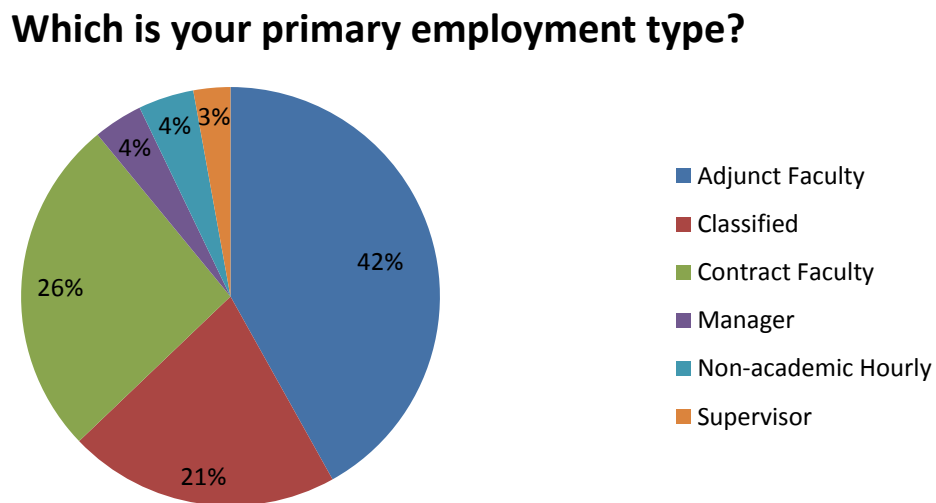
Prepared by:
Office of Institutional Research and Planning
June 2016

The *District Offices Employee Feedback* survey was administered in Spring 2016 to all employees in the District, including all employees at the credit colleges, Continuing Education, the District offices and the District Service Center. The purpose of the survey was to assess employees' satisfaction and perception of the services provided by the various departments at the District Office. The information will be used to help inform the accreditation process, and serve as one of the assessments in the District divisions' planning and improvement efforts.

The survey was emailed to all employees via the District distribution lists (approximately 4,500 employees), and included a pre-notification, the invitation to survey, and two follow-up emails. The total number of employees that completed the survey was 919, yielding an approximate 20% response rate. Of those who completed the survey 24% were from City College, 24% were from Mesa, 15% were from Miramar, 23% from Continuing Education, 2% were from the District Service Center, and 12% were from the District Office.

Of the total employees from Continuing Education that responded to the survey, 42% were adjunct faculty, 26% were contract faculty, and 21% were classified.

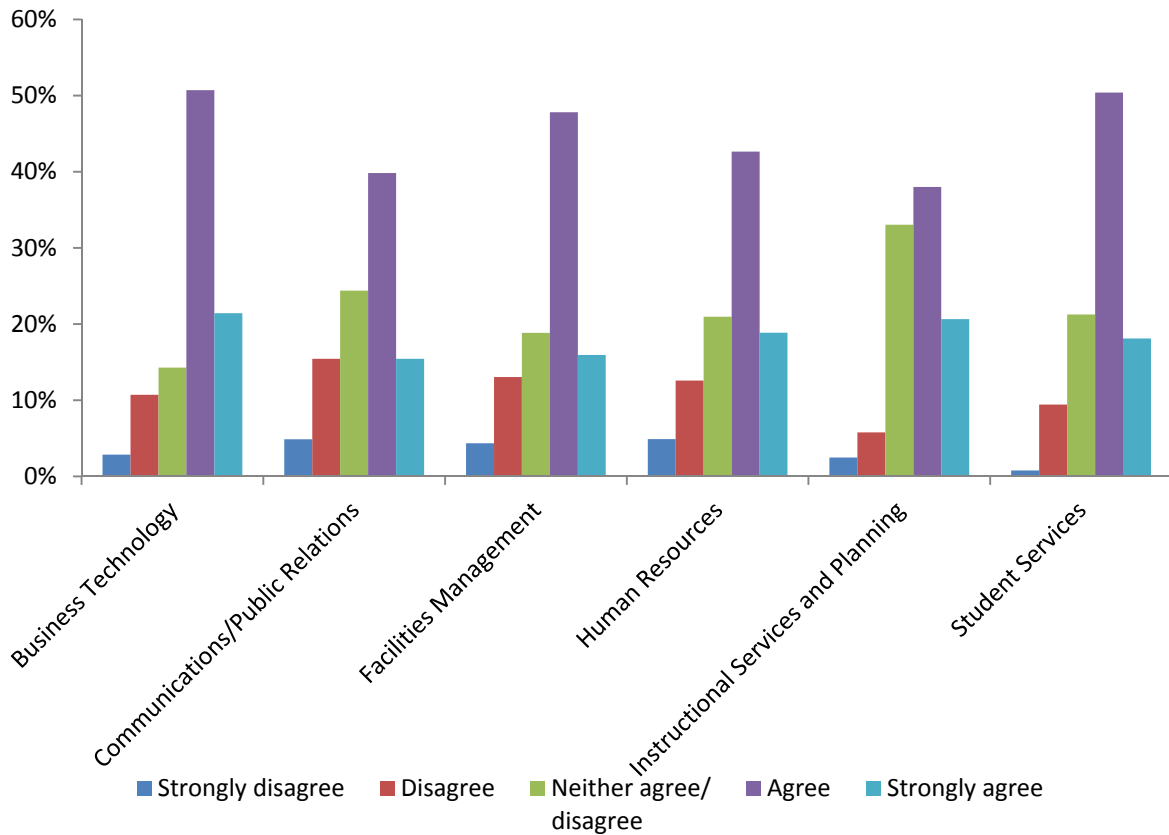
Chart 1. Continuing Education Survey Respondents Only: *Which is your primary employment type?*



NOTE: It is important to note that the survey was administered as a census sample (to all employees in the District), and not a randomly selected sample of employees. The results are thereby generalizable to the entire population of employees in the District, and not to any specific group of employees, nor to any specific campus. When analyzed by campus, the results should be inferred as opinions of only the group of employees who responded to the survey, which may or may not reflect the opinions of all employees at the campus.

The survey contained four overall questions about communication, timeliness of service, effectiveness and contribution to the District mission, and an overall satisfaction question. Below are the results of each of the division’s overall satisfaction question.

Chart 2. Continuing Education Survey Respondents Only: *Overall, I am satisfied with the support and services that this Division provides.*



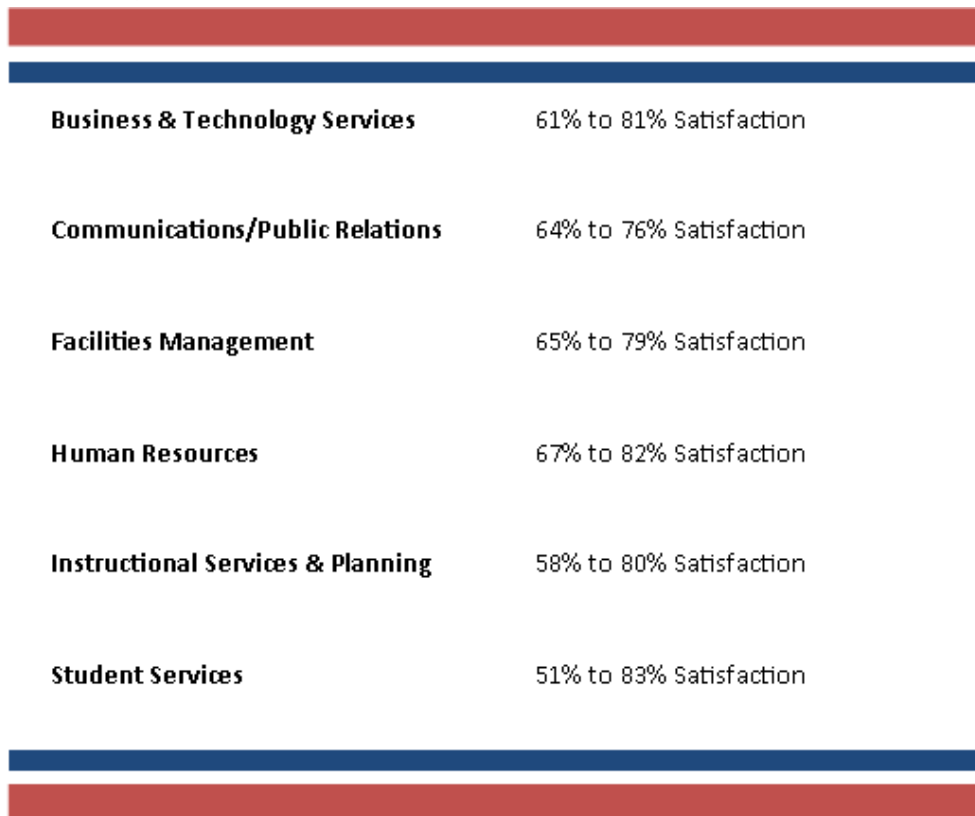
The remaining portion of this report includes the four questions that pertain to the overall divisions. In addition to this report, each division received a division-specific report. It should be noted that some of the survey respondents may have completed the survey on the basis of their experience with the departments and divisions at their campuses, rather than the District departments and divisions.

Results

Highlight of the Findings

- The majority of survey respondents from Continuing Education (66%) agreed or strongly agreed that the divisions in the District Office respond to questions in a timely manner. CE employees were most satisfied with the timeliness from the Business and Technology division (71%), and least satisfied with the Communications/Public Relations department (53%).
- The majority of the survey respondents from Continuing Education (66%) agreed or strongly agreed that communication with the colleges and Continuing Education by the District divisions was effective. Employees were most satisfied with communication from the Business and Technology division (72%), and least satisfied with the Instructional Services and Planning division (63%).
- The majority of Continuing Education survey respondents (71%) believed that the divisions in the District Office effectively contribute to the mission of the District. Business and Technology was considered the top contributor (75%).
- The survey respondents from Continuing Education expressed moderate levels of overall satisfaction with the support and services provided by the divisions in the District Office (64%). The Business and Technology division received the highest satisfaction rating (72%). In addition to this, each of the departments in the District Office divisions was rated for overall satisfaction. The ranges of satisfaction for each of the departments are displayed in figure 1 below.

Figure 1. Range of Satisfaction with Departments by Division

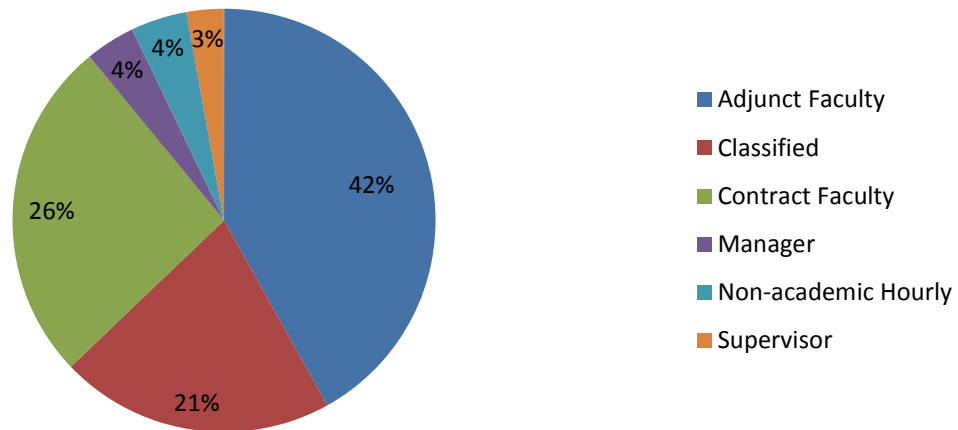


Appendix

District Offices Employee Feedback Survey 2016 - Continuing Education

Which is your primary employment type?		
Answer options	Response Percent	Response Count
Adjunct Faculty	42%	88
Classified	21%	44
Contract Faculty	26%	55
Manager	4%	8
Non-academic Hourly	4%	9
Supervisor	3%	6
<i>Answered question</i>		210
<i>Skipped question</i>		1

Which is your primary employment type?

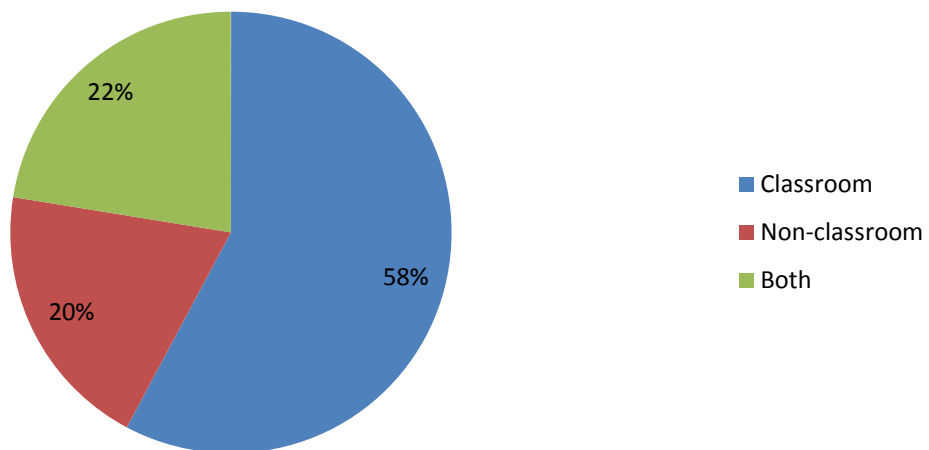


District Offices Employee Feedback Survey 2016 - Continuing Education

If faculty, please indicate your faculty assignment:

Answer options	Response Percent	Response Count
Classroom	58%	85
Non-classroom	20%	29
Both	22%	33
<i>Answered question</i>		147
<i>Skipped question</i>		64

If faculty, please indicate your faculty assignment:

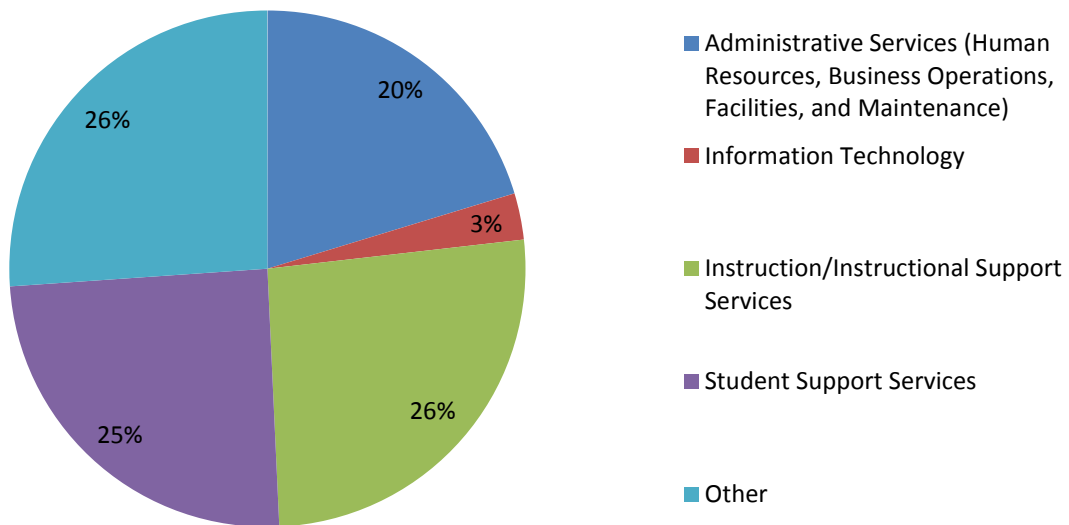


District Offices Employee Feedback Survey 2016 - Continuing Education

If Classified, Manager, or Supervisor, please indicate your area of responsibility:

Answer options	Response Percent	Response Count
Administrative Services (Human Resources, Business Operations, Facilities, and Maintenance)	20%	14
Information Technology	3%	2
Instruction/Instructional Support Services	26%	18
Student Support Services	25%	17
Other	26%	18
<i>Answered question</i>		69
<i>Skipped question</i>		142

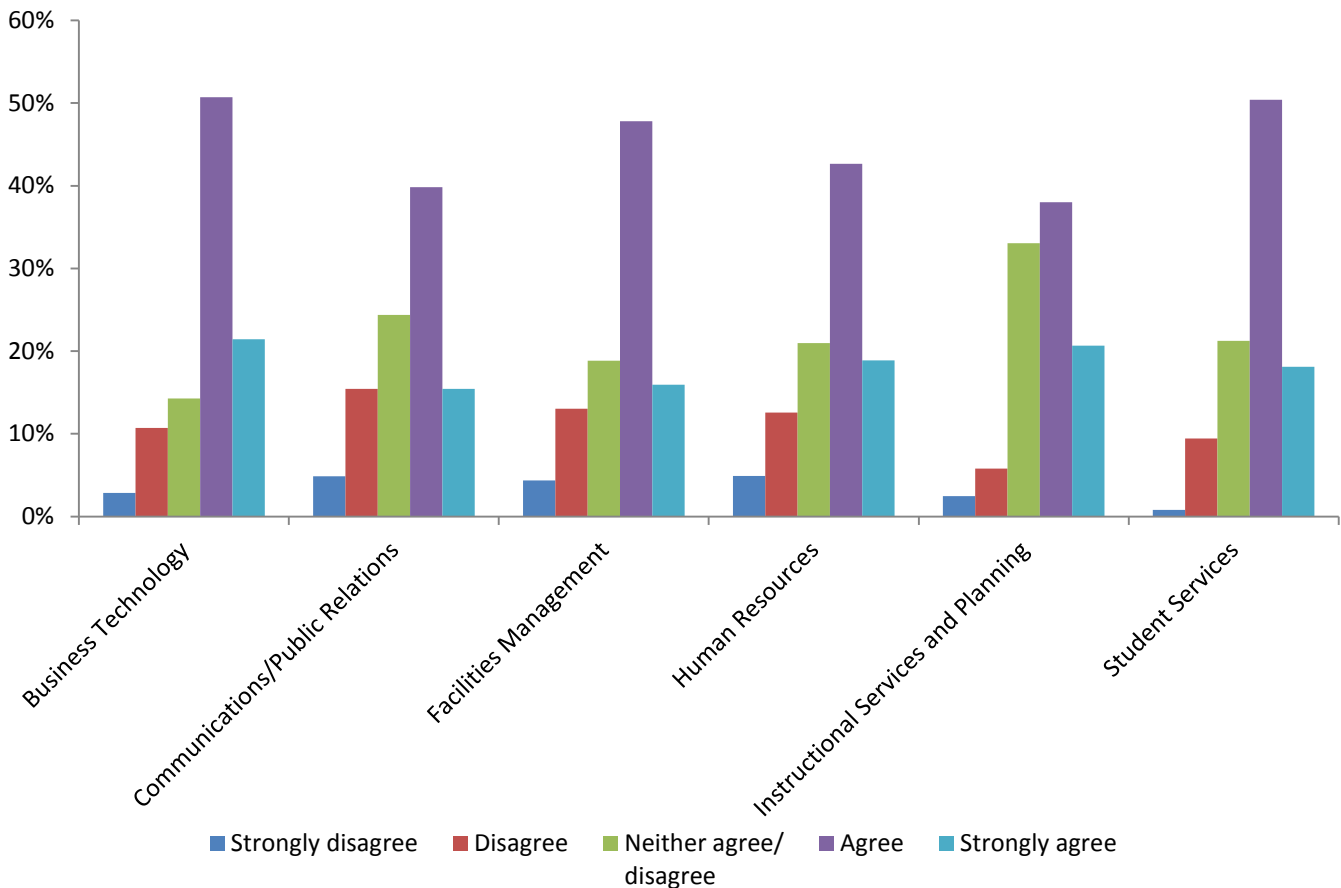
If Classified, Manager, or Supervisor, please indicate your area of responsibility:



Overall, I am satisfied with the support and services that this Division provides.

Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree	I don't know	Response Count
Business Technology	4	15	20	71	30	5	145
Communications/Public Relations	6	19	30	49	19	20	143
Facilities Management	6	18	26	66	22	7	145
Human Resources	7	18	30	61	27	5	148
Instructional Services and Planning	3	7	40	46	25	23	144
Student Services	1	12	27	64	23	18	145
All Divisions	27	89	173	357	146	78	

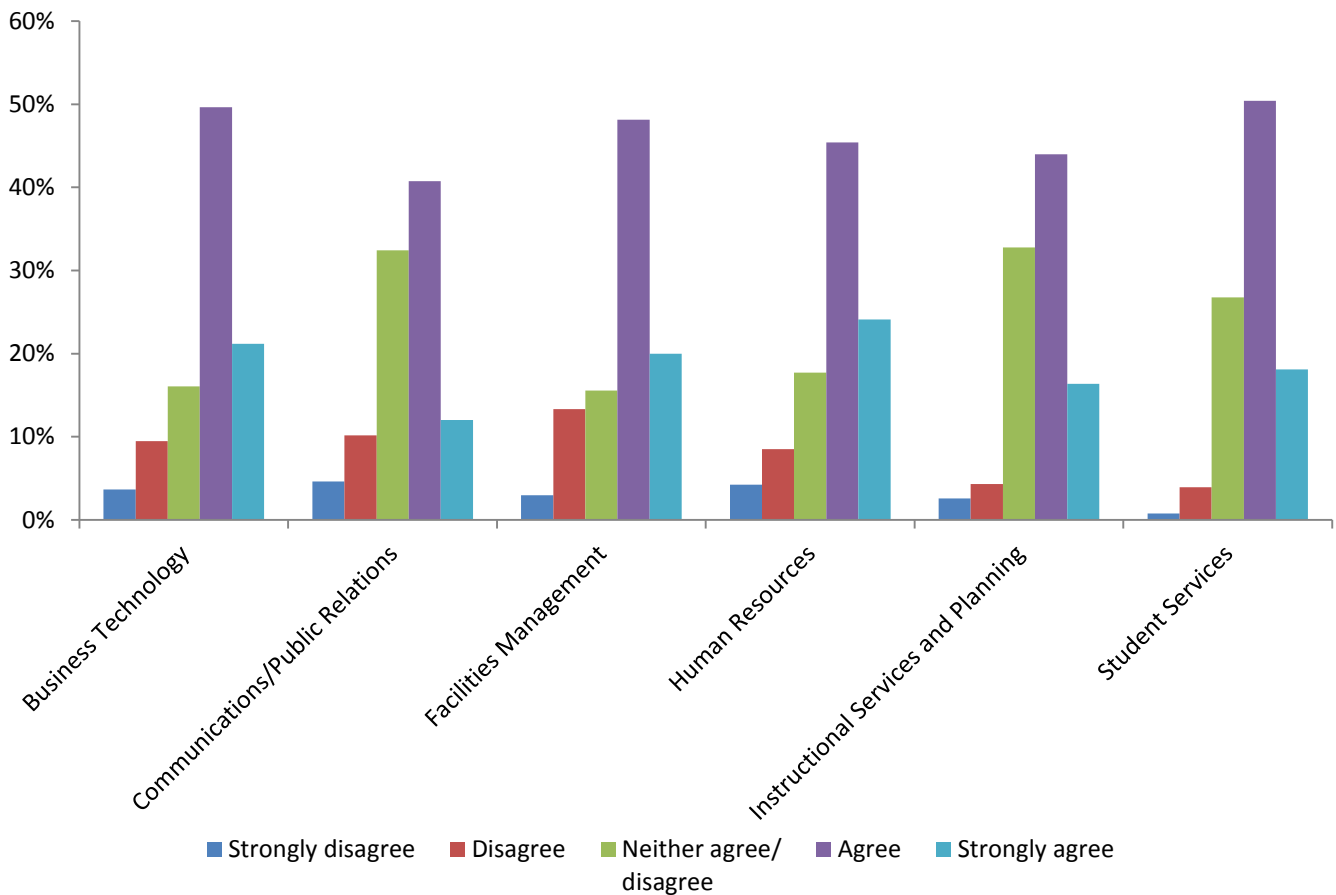
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	3%	11%	14%	51%	21%
Communications/Public Relations	5%	15%	24%	40%	15%
Facilities Management	4%	13%	19%	48%	16%
Human Resources	5%	13%	21%	43%	19%
Instructional Services and Planning	2%	6%	33%	38%	21%
Student Services	1%	9%	21%	50%	18%



The division responds to my questions in a timely manner.

Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree	I don't know	Response Count
Business Technology	5	13	22	68	29	11	148
Communications/Public Relations	5	11	35	44	13	39	147
Facilities Management	4	18	21	65	27	13	148
Human Resources	6	12	25	64	34	9	150
Instructional Services and Planning	3	5	38	51	19	30	146
Student Services	1	5	34	64	23	20	147
All Divisions	24	64	175	356	145	122	

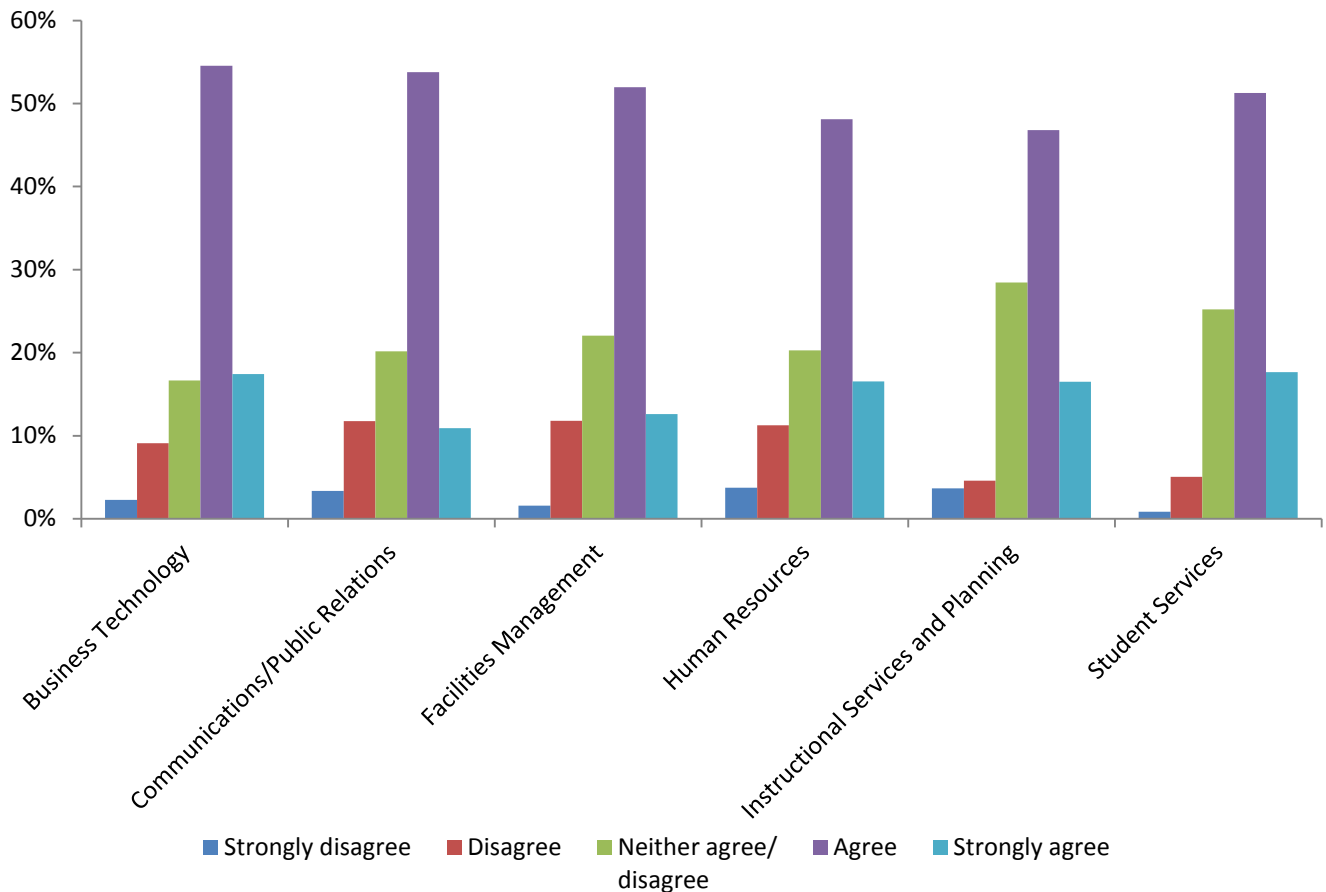
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	4%	9%	16%	50%	21%
Communications/Public Relations	5%	10%	32%	41%	12%
Facilities Management	3%	13%	16%	48%	20%
Human Resources	4%	9%	18%	45%	24%
Instructional Services and Planning	3%	4%	33%	44%	16%
Student Services	1%	4%	27%	50%	18%



The division effectively communicates with the colleges and CE.

Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree	I don't know	Response Count
Business Technology	3	12	22	72	23	15	147
Communications/Public Relations	4	14	24	64	13	27	146
Facilities Management	2	15	28	66	16	18	145
Human Resources	5	15	27	64	22	15	148
Instructional Services and Planning	4	5	31	51	18	36	145
Student Services	1	6	30	61	21	28	147
All Divisions	19	67	162	378	113	139	

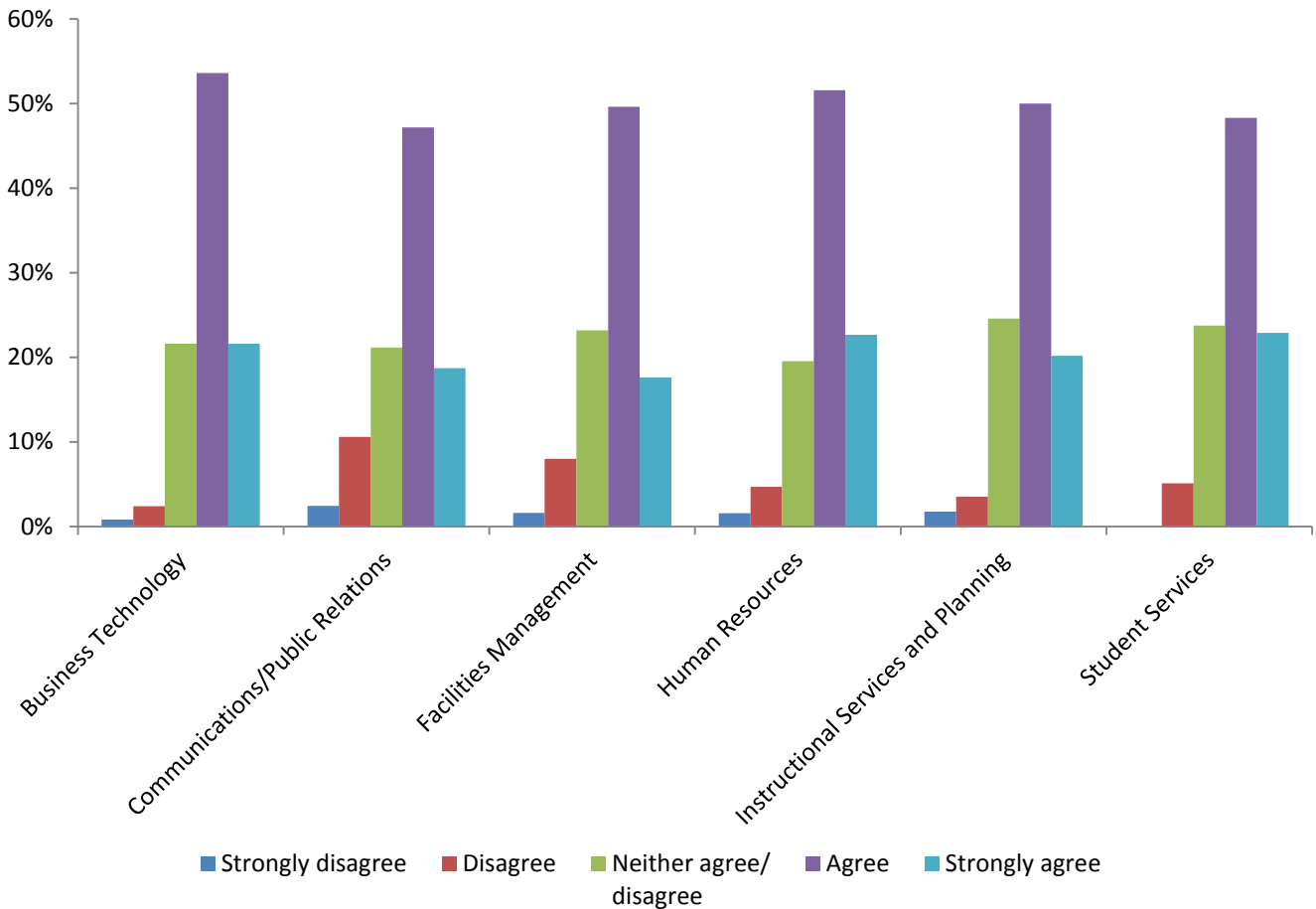
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	2%	9%	17%	55%	17%
Communications/Public Relations	3%	12%	20%	54%	11%
Facilities Management	2%	12%	22%	52%	13%
Human Resources	4%	11%	20%	48%	17%
Instructional Services and Planning	4%	5%	28%	47%	17%
Student Services	1%	5%	25%	51%	18%



I believe the division effectively contributes to the mission of the District.

Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree	I don't know	Response Count
Business Technology	1	3	27	67	27	21	146
Communications/Public Relations	3	13	26	58	23	21	144
Facilities Management	2	10	29	62	22	20	145
Human Resources	2	6	25	66	29	16	144
Instructional Services and Planning	2	4	28	57	23	30	144
Student Services	0	6	28	57	27	28	146
All Divisions	10	42	163	367	151	136	

Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	1%	2%	22%	54%	22%
Communications/Public Relations	2%	11%	21%	47%	19%
Facilities Management	2%	8%	23%	50%	18%
Human Resources	2%	5%	20%	52%	23%
Instructional Services and Planning	2%	4%	25%	50%	20%
Student Services	0%	5%	24%	48%	23%



District Employee Feedback Survey Comments – Continuing Education

BUSINESS & TECHNOLOGY - *What works well within the different departments in this division?*

1. A concerted effort in all the CE locations to have open discussions and awareness of areas of importance.
2. A live person answering the phone during business hours.
3. Communication between various campuses. Need for inventory in a computer repair environment.
4. Communication is very important in all departments.
5. District functions well
6. Effective communication
7. Help desk is very good at trying to help with simple procedures on the phone.
8. Help desk responds quickly and they are friendly.
9. Help desk seems to work well. They are mostly helpful in dealing with problems. The Budget office people are very helpful.
10. HelpDesk provides timely and constructive responses.
11. I can't say since I rarely interact with the various departments.
12. I don't have a lot of interaction with them at this time. Only when it comes to fees for my Foods class. The personnel I have spoken with seem fairly professional and responsive.
13. I don't know enough about the other departments to comment.
14. I have always gotten a lot of help and quickly for the IT Help desk.
15. I have no contact with this division
16. I think some elements work against others. For example our enrollment is down but even a block away from our school (MCC), residents and businesses owners are unaware that there's a school here. There's inadequate signage and we were told that flyers can only be in English. Not very helpful when our target is non-English speakers. Then, we continue to spend money on outreach to agencies, which thus far has been ineffective. Flyers and signs in multiple languages please!!! I know this neighborhood and what will work. Whenever I tell neighborhood people about classes they are surprised and excited, but I can't give them flyers in their language to distribute. Frustrating.
17. I think the budgeting and accounting and buying is not up to date so it has been extremely difficult since CE went to PeopleSoft. Ordering and buying products is a cumbersome and time consuming ordeal-just the opposite of shopping on line with Amazon. Moving into the new building with new products that we have never had training on can waste our time. Even new phone systems and coping machine are hard to use. Our faculty copier, bought in 2015 has not been able to copy and staple at the same time since Jan. 2016 because the wrong staples were bought for the machine (I think) and now new ones have not been replaced.
18. Improvements have been made in recent years.
19. In the business & technology department, there is an urgent need for one or two additional instructional designers. At the moment, the entire online faculty at the colleges and CE depends on two instructional designers. This is not an adequate support staff for the increasingly complex demands on instructors in distance education. We have long past the budget crisis and SDCCD has added many positions in all departments and on all levels. SDCCD Online Pathways have been overlooked for too long!
20. IT help desk
21. IT help desk is the best! Timely, concise, and great attitudes.
22. Most of these services are usually efficient.
23. n/a
24. N/A
25. not much
26. Overall Adequate support.
27. sending and receiving email

District Employee Feedback Survey Comments – Continuing Education

28. Sorry, I don't have a lot of experience with these different departments, but I figure that since I rarely run into trouble, they are doing a very good job!
29. Technical issues are dealt with swiftly and accurately.
30. The Help Desk communicates well with DL emails and immediate response with computer issues; The ECC CE office staff gets right on the copier problems immediately. The ECC bookstore communicates well with me regarding the items my students need. The CE Accounting helped me with the purchase the major equipment And the Inventory people communicate well and come and tag new equipment immediately
31. The help desk is terrific.
32. The IT Help Desk has been very responsive and seems to work well.
33. The network generally operates well.
34. Unsure
35. very well
36. We have built a sense of community at MCC. We work well together.
37. When visiting the District offices to take care of an administrative matter, everyone in the District goes above and beyond their call of duty to help and resolve the matter the same day, that is wonderful! When calling to take care of an administrative matter it may take a couple of days, but things get resolved. When emailing the district to resolve an administrative matter, in my experience, it takes a long time, but it does get resolved after emailing different departments.

BUSINESS & TECHNOLOGY - *What could be improved within the different departments in this division?*

1. Adequate.
2. Better communication between school employees and district personnel, with the access to technology at both ends, administrative matters should be resolve in a short time, texting, emailing, calling or person to person if needed, in any case, I am thankful that I have been able to resolve any administrative matter I have had, mainly because I have chosen to go to the district offices when I had the need to do it.
3. better communication between the Network and PC services.
4. Better communication within department and better job of sharing information throughout the district
5. Better communication. Information sometimes trickles down, but often does not.
6. Better communications
7. Better support for evening teachers
8. bureaucracy of requesting/submitted supply requests
9. Can't think of anything
10. COMMUNICATION
11. Communication about expenses and budgets needing to stay within between departments especially when departments are getting close to exceeding their budgets. Accounts needing to be paid on time so no more vendors are lost to not paying bills on time. This has played a huge role with ordering supplies and quality alone with receiving shipments on time.
12. Communication is extremely lacking between departments at the district level.
13. Communication is really important. If there is a change in the Continuing Ed schedule/website regarding classes and programs, it's is important that everyone is on the same page.
14. Computers at West City Campus are too outdated, too slow and have limited software. None of the campus computers (not even the instructors' one) has a web camera for interactive synchronous online learning sessions. In many classrooms the Internet connections are not fast speed. When instructors want to bring their own laptop to the classroom, the wireless Internet connections do not reach all classroom throughout the building. Some classroom do not have any wireless connectivity. For online instructors, there are no faculty computer laps at any CE campus. The closest faculty PC lap for CE online instructors is located at SDCCD Online Pathways, Miramar College.
15. deans doing their job
16. don't know much about other depts.
17. Each campus and classroom should be adequately furnished with equipment. Some growing campuses only have one copy machine and not all instructors have access to printers in their rooms.
18. Everyone does a good job
19. Everything is well done, and keep up the good job.
20. Faster response to help desk requests.
21. I am very happy with the departments that I interact with at Mesa CE (I am a counselor there).
22. I do not directly interact with most of these departments, so I do not have much feedback. However, it would be helpful if our bookstore were open more hours at Mid City School. It can be quite difficult for our students to buy their books during the limited open hours.
23. I do not think SDCE has sufficient tech support for faculty and classrooms. CE Mesa should have more than one copy machine available for faculty. Frequently, the one we have breaks down and instructors are left in the lurch. SDCE fliers are in short supply. Faculty should have more say in what fliers look like and what fliers need to be printed.
24. I don' know.

District Employee Feedback Survey Comments – Continuing Education

25. I don't believe Continuing Education is considered enough in IT/technical services. They seem to be the last in line for assistance, making it difficult to maintain and improve their own standards, or even work in the students best interests.
26. I have no contact with this division
27. I have to call in technical issues several times before anyone responds. When I call the help desk I never receive a ticket number so every time I call back about the same issue they have to start a new ticket. When I send emails I never receive a response email to let me know the time frame or if anyone even received my original email.
28. I think PeopleSoft needs to be fixed to meet our needs, we shouldn't have to struggle to find every bit of info. The tutorials are worthless & the training was not sufficient or hands on.
29. more communication and information about peoplesoft
30. More effective communication---seems to be too much red tape for simple tasks!
31. More people soft training needed
32. More training for new technical products and up to date budgets and an easier purchasing system.
33. My old phone was better than the new one in ring tone volume and length of rings before going to voicemail. I used to be able to set it to not answer to voicemail, or I think after 20 rings, but my new phone only allows 4 rings and only answer. I can't turn off the voicemail now.I used to let it go to no answer but now I miss many calls, the volume is too quiet (I am in a big room) or not enough rings 4 is too short for me to get to it.
34. N/A
35. NA
36. nothing
37. Of course the very negative comments pertain to the Peoplesoft system and the issues with our pay checks. I'm not sure I got the correct departments though. I am often dissatisfied with the technical services at Mid City Center.
38. PeopleSoft has advantages and disadvantages. The advantages include online, instant changes under My Pay tab, such as Direct Deposit, Voluntary Deductions, etc. However, overload pay and Travel Authorization reimbursement processes are failing. PeopleSoft system reports that my January overload paycheck was issued, but I have not received the check. I pursued trouble shooting through suggested channels through HelpDesk, but still, no check. I completed the TA process for 2 business trips in early spring, but still no check to reimburse travel. I suggest appointing staff and resources to troubleshoot paychecks and TA reimbursement. Thank you.
39. Please improve the Wifi in the rooms of Mid-City where there is barely any signal. Provide the option of using Office 365 for email and calendar. It shouldn't take so long to get printed publicity approved and produced.
40. return phone calls when one agrees to return a phone call
41. service to the consumer - like me
42. Telephones in the classroom. There is no way to communicate with the front desk or other departments if things go wrong while in the classroom.
43. The arrangements for food purchases for the continuing ed food classes needs to be revisited.
44. The bookstore has become very complicated and the price of the books seems to change more often than it used to. The person at the bookstore has tried to help but the system seems to be more difficult.
45. The computers in the classrooms need to be updated in a rotated fashion, so that no classroom gets left behind.
46. The new People Soft system is not user friendly. It is causing more work than before and impossible for a faculty member to use for certain services, e.g. request travel, etc.

District Employee Feedback Survey Comments – Continuing Education

47. There seems to be some disconnect sometimes. It feels like it is more reactionary than anticipatory in responding to changes in procedures and the implementation of changes.
48. Used parts to repair failed parts. Students can diagnose problems, but then do not have the means to repair or replace a failed component.
49. Wait time from purchasing supply to delivery is way too long, used to get it the next day, now it's averaging 3 weeks!
50. We need more IT support in the form of IT techs on site. Seems like our IT people are always overloaded.
51. What has been a problem for me is that when software is changes\nd/upgraded in the computer labs there is no training for teachers. It is really disconcerting to go to the computer lab with your students and discover that the software you depended upon for your students is no longer available. It is also extremely stressful to walk into a computer lab class on your first day of the semester and have to deal with a new operating system which you have not had time to learn. I guess updates and upgrades are valuable but the purpose of the computers (at least for ESL) is to be able to help the students to learn not only how to use the computers but English as well. Believe it or not, that's not as easy as it sounds. So, definitely, there needs to be more forethought before major changes are made. Or please include the teachers!

COMMUNICATIONS/PUBLIC RELATIONS - *What works well within the different departments in this division?*

1. Adequate
2. current info
3. Don't know
4. Employees are generally informed of important events.
5. I don't interact with this department so I don't feel I can respond to these questions.
6. I don't know I do not work with in these department
7. I have no contact with this department.
8. I never interact with this group
9. I really don't know much about this area.
10. n/a
11. N/A
12. need more: a) More information about new State legislation that affects our classrooms b) more communication about our classes to the community, which means more funds and staff for advertisement and media relations.
13. New email format for SDCCD news does not require large memory in MS Outlook.
14. No comment.
15. No contact with these departments, so no opinion.
16. No ideas.
17. Not sure what this section is. SDCE seems to have good coverage in the newspaper. I
18. SDCCD is on the news
19. Some good publicity.
20. The SDCE website is hard to use and looks outdated. Not people friendly
21. They don't listen to our concerns and are sometimes difficult to deal with.
22. Unsure
23. very well
24. We are beginning to have some good community relations, but this needs to expand and continue.
25. We get communications in a timely manner and these share about the different events in our community and district.
26. we with excellence the web schedule (yet when a new class is added we need a system in place to get it onto the website to build traffic to the new class especially when it was to late to go to print in the paper schedule)
27. What can I do to advertise my class in order to get more students for Health and Nutrition? More Ways of Social Media. XXXX and XXXX have been most helpful. Any ideas would be helpful

COMMUNICATIONS/PUBLIC RELATIONS - *What could be improved within the different departments in this division?*

1. More timely responses to requests and better networking out in the community.
2. A how-to guide on taking photos at events. When I take photos with my smartphone for a digital newsletter, the image is pixelated by the time it gets published in the newsletter.
3. Adequate
4. Again, there is not enough staff with enough modern communication skills that communicates CE's plans, visions and classes to the community. There needs to be such things as a Facebook page to attract today's students to engage in their educational journey.
5. Better communications with faculty and community. The community still does not know what we do at continuing education
6. communication, keeping everyone involved.
7. I don't think there is enough advertising about our programs.
8. I get duplicate emails. I think there should be separate email groups set up: one for classified, one for classroom teachers (adjunct and contract) and a third for all others. That way, we will receive only one email instead of two.
9. I have had challenges at times with getting promotional flyers for my classes in order to do my own advertising.
10. I have no contact with this division
11. I never interact with this group
12. I think that ESL needs to find ways to reach out to prospective students in their own language.
13. I think we need more exterior program posting (at-a-glance) so that what we offer is clearer to the community and our students.
14. It would be nice for the department leads to provide an opportunity for the grass root workers' input to decision making. Effective communication and the opportunity to have an input (suggestions) as needed.
15. Make the website user friendly and easy for departments to update information
16. n/a
17. N/A
18. Need help with outreach-finding students in the community to take classes especially for some of the newer centers.
19. Need more media relations so the public will know about what we do here in Continuing Education. Students enrolling generally say that they never heard about our schools. Let's get mentioned on the news more often!
20. No comment
21. No ideas.
22. not sure
23. SDCE needs more exposure via the internet and social media. Faculty have been told that we can have websites, but I haven't received information about it.
24. The CE website is pretty good, but I think it's not easy for students to find out how to get into a class.
25. The offerings of Continuing Education are virtually unknown in the general public. CE needs better promotion; it is losing enrollment because of a lack of publicity.
26. The printed items sent out to residences throughout San Diego could be reduced, given that by the time households receive the info it is somewhat outdated. Instead a postcard with a quick "Check out what we offer" and our website and phone number(s) could be mailed out thereby reducing cost. Also, what is mailed out to district employees could just be emailed. The flex health plan info doesn't have to be personalized with each employees' name and sent out on glossy card stock. Again, this just seems like an unnecessary expense.

District Employee Feedback Survey Comments – Continuing Education

27. There is a significant need for advertising for Continuing Education beyond the class schedule and flyers. CE is San Diego's "best kept secret."
28. When the person who makes the CE fliers is out we need a substitute or the capacity to update them ourselves. They are locked to changes of date for instance. We need Marketing Budget and advertising. Students tell me this. We need outreach. We need budgeting for someone to put out Press Releases Radio and TV PSA's, or permission for instructors to do so if a certain level of info is attained . the web schedule is pretty good...(yet when a new class is added we need a system in place to get it onto the website to build traffic to the new class especially when it was to late to go to print in the paper schedule)

District Employee Feedback Survey Comments – Continuing Education

FACILITIES MANAGEMENT - *What works well within the different departments in this division?*

1. Adequate
2. XXXX is one of the most valuable employees in the district. XXXX intelligence speaks volumes when tough financial issues are put in front of XXXX.
3. CE facilities office is very responsive to requests/needs.
4. Classrooms are kept clean. Thank you!
5. College Police and Facilities are great, always there to help. I always get a quick response.
6. College police are very dependable.
7. Considering the inputs from all the departments.
8. Every of the departments mentioned above responds quickly to requests for services from faculty members.
9. facilities at CE Miramar is a joke. constantly needing to do our own custodial work - and never have paper towels, tp, etc. very frustrating and this is not my job
10. Facilities responds as quickly as possible, considering that they are understaffed.
11. Facilities seems to try to respond quickly.
12. I am glad that college police can be reached so easily by phone in the classrooms where I work but wish there was actually a sense tht anyone was concerned with safety at my site. Facilities Services has been helpful, not always so easy to contact them.
13. I have no contact with these departments
14. I never interact with this group
15. I see improvement in recent years.
16. I've had good experiences with college police and gained a lot of respect and appreciation for our officers during CCERT training. At ECC, our facilities personnel are friendly and do their best. I had a chance to hear a presentation by XXXX, and I appreciate the challenges of XXX office and think XXXX doing as well as anyone could with XXXX responsibilities.
17. n/a
18. N/A
19. Recycling bins for paper/plastic/glass on campus are plentiful.
20. The ALICE training provided by College Police was excellent. I appreciate that College Police officers have attended Mid City Site Council and Safety meetings.
21. The College Police Department is very responsive and the Dispatchers provide professional and knowledgeable support upon request. All members of the department that I deal with on a routine/semi-routine basis are helpful and respectful. XXXX has brought a level of professionalism and integrity not seen in quite awhile, and sets a high standard for XXXX officers to follow. I especially like the fact that XXXX takes service calls and is there to back XXXX field officers whenever necessary.
22. The college police need to patrol the campuses and parking lots more and not just stay in one part of the campus as a group standing near or seating in there vehicle. The presence of just seeing an office walking around the campus helps detour graffiti and other crimes. For facilities more custodians are needed for better coverage at all campuses
23. The facilities people at SDCE work really hard, support staff and are friendly and helpful. The college police are also helpful
24. The grounds are well kept up at ECC; it's a beautiful campus. The Facilities respond quickly with requests, and they are polite. One of the "janitors" at ECC is the best staff member I've ever encountered! In the instances when I asked a police officer to speak to my class, they are polite and well received by my students. It's important to the police to visit classes and speak to the students about problems near our school and to educate students to report crime. In this way, they develop a good relationship with the community.

District Employee Feedback Survey Comments – Continuing Education

25. The janitorial services could be improved and some faculty complaint about safety issues at some campuses. Many students are concerned about the proposed parking fees for CE campuses. Many of the CE students will not be able to afford these fees.
26. The red buttons in the rooms are great. (Police Dispatch). The Police are courteous, sensitive and respectful and efficient. It might help to increase the budget for the Police so one Officer can be at each CE site at all times rather than have to drive from one to the next. I notice less CSA's also the green jackets than before. The FSCC web page works well. I think we need more emphasis on little things like Lighting at night and sidewalks that lift up and are trip and fall hazards. Almost like a mystery shopper, looking for safety hazards. If this is not feasible, then a better way for employees to report. I was the CoPresident of the ECC Site council many years ago and faculty felt they had to report these items to me. Employees need to feel they won't be reprimanded for reporting issues. These needs to be a webpage maybe rather than email just like the FSCC but just for safety, so it is really plain a simple and clear and just for that . You can contact me if you wish I am XXXX
27. The structure allows for faster responses.
28. Unsure. Feels like they are responsive and available.

FACILITIES MANAGEMENT - *What could be improved within the different departments in this division?*

1. Adequate
2. At night at mid city there's no one in building except teachers and custodial staff. What happens in emergencies? In the past we have had to guess how to respond to perceived threats. Like once there was a gas smell in building. Some teachers thought it prudent to shut down classes. Others, perhaps with a less discerning nose, kept teaching. There was no cohesion. We are wholly occupied with teaching, cannot leave our classes to investigate source of perceived threat and are not equipped to field such problems. I don't think campus police are needed, but we need one person in office to remain in the evenings who can be the safety valve.
3. At one time we actually had College Police presence at my site and it was very reassuring to have that presence, especially at night. Now we never see the College Police on a regular basis. My site is in a busy, not so good part of town and open to anyone who chooses to come in. Especially at night when the office is closed, anyone can just walk in and go anywhere in the building, there is no security whatsoever. I haven't been able to do it yet, think training to deal with an armed shooter is necessary. Our site has Safety Committee meetings which do not seem to be of any interest or importance to the District. I just hope and pray that that concern won't finally be manifest when something horrible happens, but that seems to be the way things are done.
4. Better Communication
5. Better leadership and supervision
6. Campus needs more security.
7. Classrooms are not cleaned properly.
8. College police and facilities need more personnel.
9. Facilities completes a job but does not get back to the end user.
10. Facilities could provide better service during day hours. Planning and construction did not do a great job at ECC. No room for growth. Leaking roofs, all around poor plan.
11. Grass root workers input in the decision making activities.
12. I have no contact with these departments
13. I have seen visitors, including parents using the daycare at ECC, who don't park in the visitor's parking area. Can the police officer speak to the day care administrator and ask her to speak to the parents about respecting the parking rules and avoid parking in staff areas. Construction: The bathrooms in the main building at ECC are poorly designed. There is no shelf in the women's bathroom for personal items. There is no trash can or paper towels. Also, the dryer is far from the water basin and we drip water on the floor. In addition, the shelving in the classrooms in the 80 building are of poor quality. The shelving strips come off. My shelving strips in my kitchen remodeling do not come off. The light in the hallway between the main building and the 80 building at ECC isn't turned on at night. Students need light from the outside door to the walkway outside the bathroom doors. Also, the staff break room at ECC that is located across Room 79 is locked up early at night. I suggest that a key to this room be given to each department office, so that an employee or teacher can access their dinner.
14. I never interact with this group
15. I work at the Chavez campus and I have never seen someone at our campus police window in the lobby. I would appreciate more of a campus police presence. I've had students with questions about parking tickets and no one to send them to on our campus.
16. Keep cleaning and maintenance on a consistent schedule. There are some days that the restrooms have not been attended to, office trash cans not emptied, and bathrooms locked too early near the end of business days.

District Employee Feedback Survey Comments – Continuing Education

17. Lack of regularly assigned facilities staff to CE sites. Many are temporary or rotating/shared positions resulting in classrooms/bathrooms that are dirty and lacking in basic hygiene supplies like hand soap and paper towels.
18. More presence from college police, not just outside our campuses but inside them as well, especially on student breaks. Facilities Services has been improving, thankfully. We were out of paper products in the bathrooms on quite a regular basis for quite some time at the beginning of this semester. That seems to have gotten better. Also though, deeper cleaning needs to be implemented so that our investment is protected and doesn't deteriorate. Our campus is interestingly laid out.. The shelves and storage are few and at odd heights. Neither is very user-friendly. It seems that planning and construction should converse with those "in the trenches" and that work in this environment daily so that our needs can be addressed, or at least taken into consideration in the planning process.
19. n/a
20. N/A
21. Need more employees in police and facilities areas.
22. Need more facilities maintenance and janitorial support staff. Restrooms often unstocked and facilities need cleaning and repair.
23. People could do their job. When something needs to be moved or brought from warehouse we shouldn't have to wait for XXXX to decide XXXX will do it - and then actually do it. You need more employees here!
24. Provide recycling bins for pens/white-board markers/highlighters.
25. Requests for security/maintenance issues take a very long time to be addressed.
26. Security at continuing education campus is lacking. Planning and construction at continuing education campuses does not communicate the needs of faculty and student classroom layout, ease of use. Facilities at ECC was working better with the previous XXXX. Locking gates at precisely the end time of class means calling police to let instructors out. Just increasing the time 10 minutes (when custodians are still there and working) would allow instructors to finish their work and get out (ECC). Most custodians at ECC are part-time and do a poor job. They enter the classroom and empty the trash only.
27. Slow to respond to emergency preparedness for Continuing Education sites. Lack of budget in this area to improve CE campus safety. Progress is too slow. ALICE training needs to be offered to students as well as faculty and staff.
28. Thanks to two propositions, SDCCD has received great buildings and has done an extraordinary job in completing all buildings projects. But there was not enough planning that secures the adequate maintenance of these buildings. For example, sufficient budgets for janitorial services, replacement of projector bulbs, sufficient Internet speed, wireless throughout buildings, etc.
29. The ECC site Facilities Office is in desperate need of leadership. While I understand that changes have been made how facilities requests are reported over the years, it seems as though everything needs to be reported by filing a Facilities Work Request: either refilling toilet tissue in the staff restrooms to resetting the clocks after the time change to ensuring that office trashcans are emptied, to asking that rain leaks be mopped in the classrooms and conference rooms. To me, many of these situations should be part of the services the Facilities Office provides-yet I'm often told to file a work request. It would be great if all I had to do was walk the campus looking for safety problems, or other campus support issues, but I don't have time and I do not see the on-site Facilities Staff taking a proactive approach to making the campus clean (emptying trash), safe (mopping up water without being asked), and efficient (ensuring that toilet paper and supplies are readily available in the restrooms for staff, faculty and students). When XXXX was here at ECC, XXXX used to walk the hallways several times each day, looking for things for XXXX and XXXX staff to do to make the

District Employee Feedback Survey Comments – Continuing Education

campus neat and attractive to the students. Now, when you want to see the Facilities staff, you can usually find them in their office, eating, talking or just plain socializing. When hourly Facilities staff members are hired, they receive minimal training and there seems to be little or no oversight once the employee is assigned an area to clean-which may explain why office trashcans are often overlooked. If there is ever an opportunity to reassign personnel between campuses, I would like to suggest that all members of the ECC leadership team be assigned to a different site in order to gain perspective and help define their roles within our team.

30. The facilities department needs additional personnel. It is very difficult to maintain the building with the limited staff available.
31. The police are not stationed and/or available at our campuses.
32. There just aren't enough police officers for CE.
33. These guys don't put safety first, no matter how many times you call them.
34. They are great.
35. Unsure.
36. We miss XXXX and how quickly and thoroughly XXXX completed and responded to all requests. Since XX has left the women's restrooms rarely have supplies, they are dirty and we have to call in maintenance requests several times before anyone responds.
37. We need more monies allocated to the budget of Facilities Services. It is needed to go to custodial staff for purposes of cleaning and restocking bathrooms especially after the square footage of PROP N and S has been completed. If more monies were budgeted to permanent janitors then there might be more consistent higher level of cleanliness. An amazing job is being done with what we have. A better job could result with more permanent crew member, I am guessing. feel free to contact me if you wish: XXXX
38. We need security guards at all facilities at night, stationed by the entrances to the building.

District Employee Feedback Survey Comments – Continuing Education

HUMAN RESOURCES - *What works well within the different departments in this division?*

1. Adequate
2. Again, when taking care of an administrative matter in person, everyone in the District offices are very helpful and kind.
3. All of these offices usually respond to my needs.
4. Customer service in person is good at HR.
5. Having handled several Risk Mgmt/Worker's Comp issues, I've had the opportunity to work with XXXX in Risk Management during the course of several cases. XXXX is probably the most knowledgeable, approachable and patient person that I've ever dealt with in that office and XXXX is a continued joy to work with.
6. Human Resources-Employment and Compensation are excellent in responding in a timely manner with solutions to problems. Always respectful and professional no matter how busy their office environment may be.
7. I had retirement questions answered well.
8. I rarely interact with this group
9. I think the Faculty Leadership Development Academy is a wonderful service to faculty - provided by HR.
10. In face to face contact, the employees are well mannered and knowledgeable.
11. I've been with the district for 20 years now never had a problem with payroll until people soft came. I'm sure when they get the bugs work out payroll will be fine. Any time I deal with the personal at payroll they all ways answer my question and fix any pay problem I've have
12. I've had great communication with staff in the PD office. I appreciate XXXX prompt responses and instructions.
13. Leadership academies for faculty and staff. EEO & Diversity training.
14. n/a
15. N/A
16. Payroll people are nice. However, you have to go to the district if you want anything done.
17. payroll was very understanding and cooperative in working out the pay glitches in March
18. response time is usually pretty good, except during the recent switch from WebAdvisor to PeopleSoft..
19. See full explanation below. I want to commend XXXX in payroll. XXXX appears to be the only one who knows what she is doing.
20. The communication. the opportunities for us to improve and grow within the District I appreciate my benefits
21. The people in benefits have been very helpful and knowledgeable.
22. The switch to PeopleSoft has affected the correctness of pay checks.
23. They respond to walk-ins.
24. When calling people on the phone, I have had swift, courteous and effective responses.
25. With new technologies, these departments are aware and responding to glitches in the system.

District Employee Feedback Survey Comments – Continuing Education

HUMAN RESOURCES - *What could be improved within the different departments in this division?*

1. Adequate
2. All is great.
3. Better follow-through...I never did get that promised call back when inquiring about benefits..I'll chalk it up to the busy transitional period from WebAdvisor to PeopleSoft...
4. Compensation lost 6 units of mine and underpaid me \$10,000 over nine years. Despite the fact that i had been calling and questioning my paycheck all of those years, I was only reimbursed for one year back pay. The situation is still not resolved.
5. Employee records are not updated nor checked for completion in a timely manner to insure new employees are compensated at the correct rates or levels. Files are said to be kept in paper form only not on line. Workers in the division don't have access to employee docs at fingertips. No clear remediation process when errors are made at the cost of faculty pay.
6. HR is not communicating with employees who are do an increase in pay due to new agreements. We have to hear that from another employee and contact compensation directly to receive the increase (lately the vocational instructor's new agreement). I have not received this, but it should be retroactive to January 1. I will know on May 10th if that happened.
7. I am very rarely informed about how the benefits system works. I still don't understand what I'm entitled to and what is available depending upon my hours. The information I have found required me to search it out. The benefits office should make this information available to all faculty!
8. I had a payroll issue in my first week that still hasn't been resolved. I have sent numerous emails to the person who first contacted me and not received a response.
9. I rarely interact with these offices - I guess I've been lucky to have these processes go smoothly - which is a positive reflection on them all.
10. I rarely interact with this group
11. I really feel for those involved in the new peoplesoft. It seems more personnel (numbers of employees) and more training of all of us, and periodically might be needed yet especially in the area of generating reports compared to the old system.
12. I wish we could manage the allocation of our own funds in the retirement system. We could do that before the transfer to the new management company.
13. I would have to say EEO. After 20 years I still see the same problems going on. I've been to EEO training and the information they put out looks good on paper but what i seen in the hiring community is different. I still see where manager will only interview people who had work for them. I have seen a personal get and interview and three month later anothe position open up and they can not get an interview.
14. I would like to see more information for employees about to retire, and perhaps a golden parachute opportunity. I ALSO HAD SOME QUESTIONS ABOUT CLASSIFICATION AND EQUIVALENCY THAT WERE UNABLE TO GET ANSWERED.
15. It appears to be a secret spread by word that instructors can get retirement and health benefits after a certain amount of time and hours in the classroom. This needs to be adequately communicated.
16. Many of these offices are at the District Office and instructors do not often get to interact with these departments. It would be great to employ online video conferencing to improve the connection between employees and these offices.
17. n/a
18. N/A
19. Need to keep improving technology and communication about changes.
20. Payroll corrections not made in timely manner. No one answers the phone. Not sure what the professional development office's function is.

District Employee Feedback Survey Comments – Continuing Education

21. Payroll has had to endure a lot with all these Peoplesoft problems. On the phone they have always been polite, even through all this. The payroll problems though are inexcusable.
22. Payroll-major overhaul needed. Unresponsive or extremely slow to respond. Some staff members are extremely rude at all times. Awful office.
23. PeopleSoft is a big mess. We need to have better communications about what is going on.
24. SDCCD should have an internal communications effort that includes staff and budget. Most large organizations devote several skilled staff to this effort. This team of people could manage all internal communications from the HR division and also work closely with the external relations team of communicators to re-purpose external messages to internal people. SDCCD leads in external communication efforts. We should consider the same efforts now for internal communication.
25. The HR office asked to be contacted regarding errors in PeopleSoft. I did contact them and got a case number. I later contacted the office again with an additional error and was told that it was added to my case. Then nothing happened. I waited for someone to contact me. I left several messages on the phone at payroll. No one responded. I don't know which division dropped the ball. Finally, I got through to payroll and spoke to a real person and then got paid at the end of March for my December work. As an adjunct, I get paid the month after the work. December was the last month that I hand-wrote a timecard, but I was shorted 17 hours. My site turned in the hand-written timecard, but it was not entered into PeopleSoft correctly. My site resent the timecard when I complained. However, nothing occurred. Finally, when I spoke to XXXX in payroll, I got action. XXXX could not find the timecard sent the second time and called my site for it to be sent again. XXXX promised to get back to me and XXXX did. I want to commend XXXX.
26. The new system of payroll has so many problems. There doesn't seem to be a person you can go to directly to address your questions.
27. There have been far too many changes within the departments of this division-especially with the implementation of the new PeopleSoft program. Having worked with the District for many years now, I have had the opportunity to enjoy many professional relationships with the folks in the division-primarily in Payroll-so it was very disconcerting having had to go through a series of new hourly Payroll Techs since last fall. It seemed as though Payroll "cleaned house" and let many of their star personnel go (either via reassignments or retirements) and their hourly replacements are not knoweldgable or lack the experience to support us. While I understand that the decision to switch over to PeopleSoft was done on an administrative level, as we are finding out, the bugs have not been all worked out-especially with Continuing Education faculty and staff. While in theory, PeopleSoft may be the best system we had to choose from, the lack of administrative foresight, training and support has been very disappointing.
28. Train 3 colleges and CE regarding screening and hiring processes, related APs and BPs. Include faculty, deans, VPs, Presidents.
29. We employees should have a resource to talk to regarding retirement funds set up. I think the District should have a financial advisor to explain the different options we have. As it is now, it is up to us to do all the research, but I think we should have more personal help. Maybe some workshops at the beginning of the semester and throughout the year. The Benefits office now explains what paperwork we need to provide them; we aren't provided any paperwork. The Payroll office isn't easy to contact; I have to leave a message if I need help. Not very friendly way to interface with us. Also, when we attended PeopleSoft meetings, we should have been given a one-paged easy-to-follow instructions on the program. Just sitting in a meeting and watching how the program works isn't effective to me. We all have different learning styles, and the training should have been taken that into account. I don't know the department that handles this, but the evening teachers are not provided any special luncheons: these are only provided in the afternoon. It seems like we are ignored.

District Employee Feedback Survey Comments – Continuing Education

INSTRUCTION & PLANNING -*What works well within the different departments in this division?*

1. Adequate
2. Career & Technical is making some advancement and gaining more attention.
3. Career and Technical Education is a booming area of SDCE.
4. Class schedules have a very limited reach to the community. SDCCD should use newer communication tools (e.g. facebook, youtube, etc.) to advertise class schedules. The SDCCD Online Pathway team and online instructors do an outstanding job.
5. Good opportunities to train for online education.
6. I am very happy and pleased to be selected in the pilot program of the Computer Tracking for attendance. I love it! It saves me lots of time. Before this tracking system, I was a happy user and promoter of the Electronic Roll Books. I have an idea to improve efficiency on this one, too just a small change to put the name and birth date before the Macro cell columns tallies so semester to semester transfer can happen more easily.
7. I never interact with this group
8. Improvements in technology recently.
9. n/a
10. N/A
11. No comment
12. Printed class schedule. Distance Education policy and procedures and committee.
13. Taking community needs and the job market into consideration

INSTRUCTION & PLANNING - *What could be improved within the different departments in this division?*

1. More accurate level placement of new students.
2. Adequate
3. Beyond the class schedule, there is almost no communication in Continuing education with the community. Marketing classes is nonexistent from PIO office. Rules in curriculum approval is slow and sometimes approved courses/programs are not making it out of the district to the state. The articulation system is broken between CE and Credit. CE students are not getting credit for their courses because the system is controlled by 1 or two persons, which ensures that fewer students get the credit they are due.
4. CE's catalog should not have to mirror the colleges-- We need to simplify it and make it more accessible.
5. Class schedule system (paper schedule) is antiquated. Can we develop an app of some sort that can easily be corrected as classes change?
6. Continuing Ed should not be in the middle of the academic booklets. It would work better either at the front or at the back.
7. Do not work often with these departments so no opinion.
8. Greater flexibility. Keep our classes open-entry and open-exit so that we serve a community need while realizing that sometime life and other priorities must take precedence, but allow individuals to access knowledge when they are able.
9. However, online instructors need more support and training. Two online design developer for one of the largest multi-campus district is not sufficient.
10. I never interact with this group
11. In CE, I think our class schedules should be shortened to 9 week sessions instead of 18 week sessions. The 18 week semester often isn't a realistic time frame for adult students.
12. n/a
13. N/A
14. Need to support teachers and staff on professional development, problem-solving and innovative ideas. Old ways and procedures need to be updated. Need a more supportive environment to implement change.
15. No comment
16. Not enough online classes. Once you are trained (as in item#20 above), you will not likely have a class to teach online, so what's the use of taking all of that training?
17. Sometimes faculty are not considered in the planning/scheduling process. Providing new curriculum can be a challenge. Little or no funding provided for faculty to come up with new curriculum due to personnel and processes. Supporting resources limited for with regard to classroom technology and equipment upgrade. The process between class scheduling and catalog production has been mysterious. Administrators say they double check offerings but then when catalog comes out there are errors and/or omissions which affect class attendance and cause other challenges.
18. Teachers should not be held responsible when enrollment drops due to an improvement in the economy. When jobs are readily available, students find employment. Our enrollment is inversely proportional to the economy. When enrollment drops, instructors are stressed by fear of losing their classes. They are told to get their enrollments up. This is not always possible since it has nothing to do with a teacher's ability to teach.
19. The class schedule is hard to read. The catalog for SDCE is not readily available.
20. The Emeritus Program has been halted from growing its offerings, please see XXXXXXXXXXXX for specific course offering ideas we wish to put forth for new curriculum to keep up with statewide offerings. Please contact me for ideas I have to improve the Computer tracking program for

District Employee Feedback Survey Comments – Continuing Education

attendance (little things get rid of the ding or install an new one for card not read) (Change "Sorry there is no student records for this..." CHANGE to : "Please swipe card again. This card was not read for card not read" change error message. XXXX. I can suggests ways to improve efficiency (my favorite topic). Also I have ideas on the Computer genera-table and printable Daily CAV from the Roster.

21. The paper class schedule is difficult for ESL students to navigate. Also, I'm not sure if this is the correct department for this issue, but it seems that our attendance data is quite redundant. We are required to record the same attendance data in multiple forms in multiple places. We need to have all attendance online in one central database and automatically submitted. This would cut down on busywork and likely prevent human error.
22. Where is CE's catalog? Why is CE left out of many of the new advances the District is taking, including EMS? The district needs to consider and include CE in advances even when it is difficult to do so. To continually disregard CE hinders its ability to maintain its own accreditation and meet the requirements of grants/statewide mandates.
23. Why do we print so many schedules? I never see them all, or even close to all being distributed. And why were the school addresses removed from the schedule, was that a mistake? I have always kept a schedule handy to help students and the needed information is no longer there.

District Employee Feedback Survey Comments – Continuing Education

STUDENT SERVICES - *What works well within the different departments in this division?*

1. A well run division, efficient and concerned.
2. Adequate
3. Good programs and staff are in place.
4. I can only give my opinion about the departments I have had interacted with. For example; The DSPS department has worked very well to serve the students with disabilities in my classes. Other departments, I just don't know.
5. I never interact with this group
6. It's starting to expand.
7. XXXX personifies outstanding leadership in this area. XXXX maintains high expectations for XXXX staff and is extremely focused when providing student services, ensuring that all legal aspects of the department are met to the best of their ability and our students are served to the best of our ability. XXXX greatest strength is that XXXX leads via example and is approachable and knowledgeable.
8. M
9. My new XXXX recognizes a need for a DSPS counselor for my DSPS Friday morning class as we used to have in the past and currently is in communication with me about it...We need more coverage on Friday mornings at ECC and my new XXXX is working on it YAY!
10. n/a
11. N/A
12. On most nights, the bookstore at Cesar Chavez closes at 5:15 PM. Evening students DO NOT have access to the bookstore. This is a student equity and learner persistence issue that has not been addressed. My e-mail to the student equity department was forwarded to student services but I did not receive a response from student services. Today, the only day when students can buy their books because the bookstore is open until 6:15, the bookstore was yet again closed. This has happened on countless Mondays, the only day during which the bookstore is open until 6:15 PM. Keep in mind students work and often barely make it to the classroom by 6 PM when evening class begins.
13. SDCE just got a researcher so we are very happy. However, we have yet to see the benefit. Still this is great progress.
14. SDCE transcripts cannot be ordered on-line and look like they are from 1920.
15. Teamwork and willingness to pitch in where and when needed.
16. Unsure

District Employee Feedback Survey Comments – Continuing Education

STUDENT SERVICES - *What could be improved within the different departments in this division?*

1. Address the issue of the bookstore hours at Cesar Chavez.
2. Adequate
3. Better lines of communication, i.e. electronically. Look into other effective systems used through out the country.
4. Continuing Education needs more support from our researchers.
5. Do not work often with these departments so no opinion.
6. Greater outreach so that our classes are not cancelled..
7. I don't know if this is a budget issue or not: My new XXXX recognizes a need for a DSPS counselor for my DSPS Friday morning class as we used to have in the past and currently is in communication with me about it...We need more coverage on Friday mornings at ECC and my new XXXX is working on it YAY! The DSPS XXXX we work with need some guidance to understand our enrollment / intake procedure. They need to know not to bring a "substitute" student who has not yet properly gone through the intake procedure in place of the ones who were properly enrolled especially when the DSPS office is closed on Friday mornings. We used to have a gold paper tag given to instructors from the DSPS office after a student interested in our particular class wants to join has completed intake and is cleared to register and enroll. Enrollment/registration especially on the first day is a huge task for those who do not speak or use the computer, so some support is necessary especially with the Tracking system when the start date is tied to the Access code registration date.
8. I never interact with this group
9. I think that programs for the disabled should be handled by community groups and not an educational institution.
10. I'm sorry I was not able to complete the survey. I was busy helping the student in computer lab.
11. Instructional research and planning seems to be too concerned with accreditation when it could be doing other things. Maybe we should have some other committees working on accreditation issues.
12. It has been very difficult getting information from research and planning including student completion statistics for program chairs to complete Program Review, Perkins, etc. in CE. The communication to instructors in CE regarding the appropriate steps to get the stats into the hands of appropriate district employees for accurate reporting is not happening. Again, a lack of communication and training of instructors.
13. It might be a good idea to distribute more flyers in the community and advertise CE's free classes outside our buildings (banners??).
14. Most counselors don't seem to know how to help English language learners, other than simply saying, "Come back to us when you know English." It's profoundly ignorant.
15. n/a
16. N/A
17. Need more DSPS support for students. It seems to take too long to get an appointment with the counselor, we are supposed to have someone in our ABE classes to help students and it seems their schedule is full of other commitments so they are not able to come regularly. We have students who have so many DSPS needs, they are not being well served in our program yet there does not seem to be any other place to send them for help. If there are other services available, they are not well communicated.
18. Need to provide more support to the existing programs and staff. Provide more staff.
19. No comment.
20. SDCE needs someone to do/coordinate outreach. It takes too long for student's to have the High School Diploma processed. The systems need updating and streamlining.
21. Some semesters continuing ed has low enrollment. Finally a banner was put up on the front of our building. Many in the neighborhood did now know we are a school.

District Employee Feedback Survey Comments – Continuing Education

22. There are few available services for ESL students with disabilities.
23. Unsure
24. We need more DSPS counselor presence at SDCE.
25. Why is CE left out of many of the new advances the Student Services is task with, including Peoplesoft? The district needs to consider and include CE in advances even when it is difficult to do so. To continually disregard CE hinders its ability to maintain its own accreditation and meet the requirements of grants/statewide mandates. One example is that the District is not allowing CE to modify its application, because all of the student services/IT resources are going to Peoplesoft. How is CE expected to report on its' equity mandates, when its own district is prohibiting it? The fact that CE can't identify veterans, foster youth, and other populations through its application is appalling. I'm disappointed at the way I see the XXXX treat XXXX staff. Staying late is expected in XXXX office, not through a matter of necessity when needed, but routinely and continually. Much of which is due to XXXX own last-minute projects and time management.