

City College Employee Perception Survey Spring 2009



College Briefing

Prepared by:
SDCCD Office of Institutional Research and Planning
June 11, 2009

Introduction



Overview & Purpose



- The three SDCCD colleges and Continuing Education conducted employee surveys in the Spring 2009 as part of their accreditation self-study process.
- Information from the surveys will be used to inform the planning action items in the self-study report, as well as provide support for other planning decisions.
- This survey was designed to elicit employee perceptions and opinions on institutional effectiveness, programs, services, instruction, facilities, and overall satisfaction.
- The 2009 Employee Perception Survey was significantly different from the previous employee survey, therefore comparisons are difficult.

Instrumentation



- The survey contained :
 - 100 forced-choice items
 - 94 Likert scaled items
 - 6 profile questions
 - 4 open-ended questions

- Face and content validity were ensured as follows:
 - Questions were aligned with Accreditation Standards,
 - Questions were directly related to the purpose of eliciting employee perceptions and opinions,
 - Questions avoided addressing complex processes or systems,
 - Validation through feedback from the Accreditation Coordination Committee.

- Survey was piloted in Fall '08 to establish reliability

Methodology



- The Employee Perception Survey used a census sample design (all employees at the college were invited to participate).
- The expected response rate at each college was 20%-35%.
- The survey was made available both online and in a paper and pencil format.
- Hardcopy forms were returned anonymously in drop boxes at designated locations on the college campuses.
- The survey took approximately 30 minutes to complete.
- The survey administration window was approximately three weeks.

Implementation



- The District Accreditation Coordinating Committee was integral to the process through:
 - Reviewing the survey design,
 - Reviewing and finalizing the survey instrument,
 - Reviewing the final report and providing recommendations.
- Pre-notification emails, invitations to survey and reminder notices were sent via e-mail to all employees.
- The District Office of Institutional Research and Planning sent the survey invitation via email during the fourth week of the semester.
- Drop boxes were made available to facilitate the return of completed hardcopy surveys.

Respondent Profile

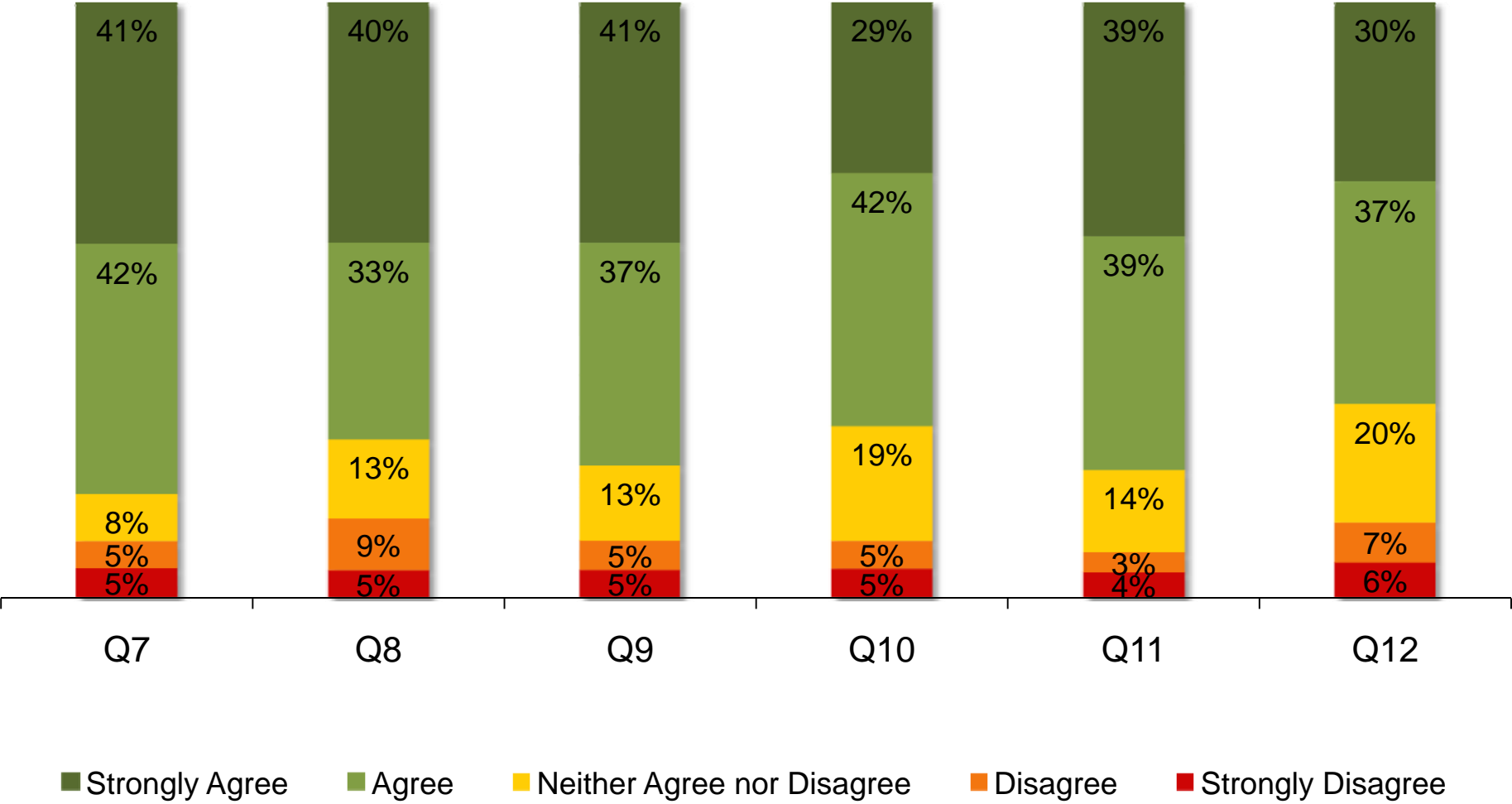


- 999 employees received invitations to survey. 393 completed the survey (39% response rate).
- 33% contract faculty, 32% adjunct faculty, 26% classified, 6% managers, 3% supervisors.
- 55% from Student Services, 24% from Instruction, 10% from Administrative Services and 11% from Other departments.
- 31% of the respondents have been with the District for 2-6 years and 62% for seven years or more.

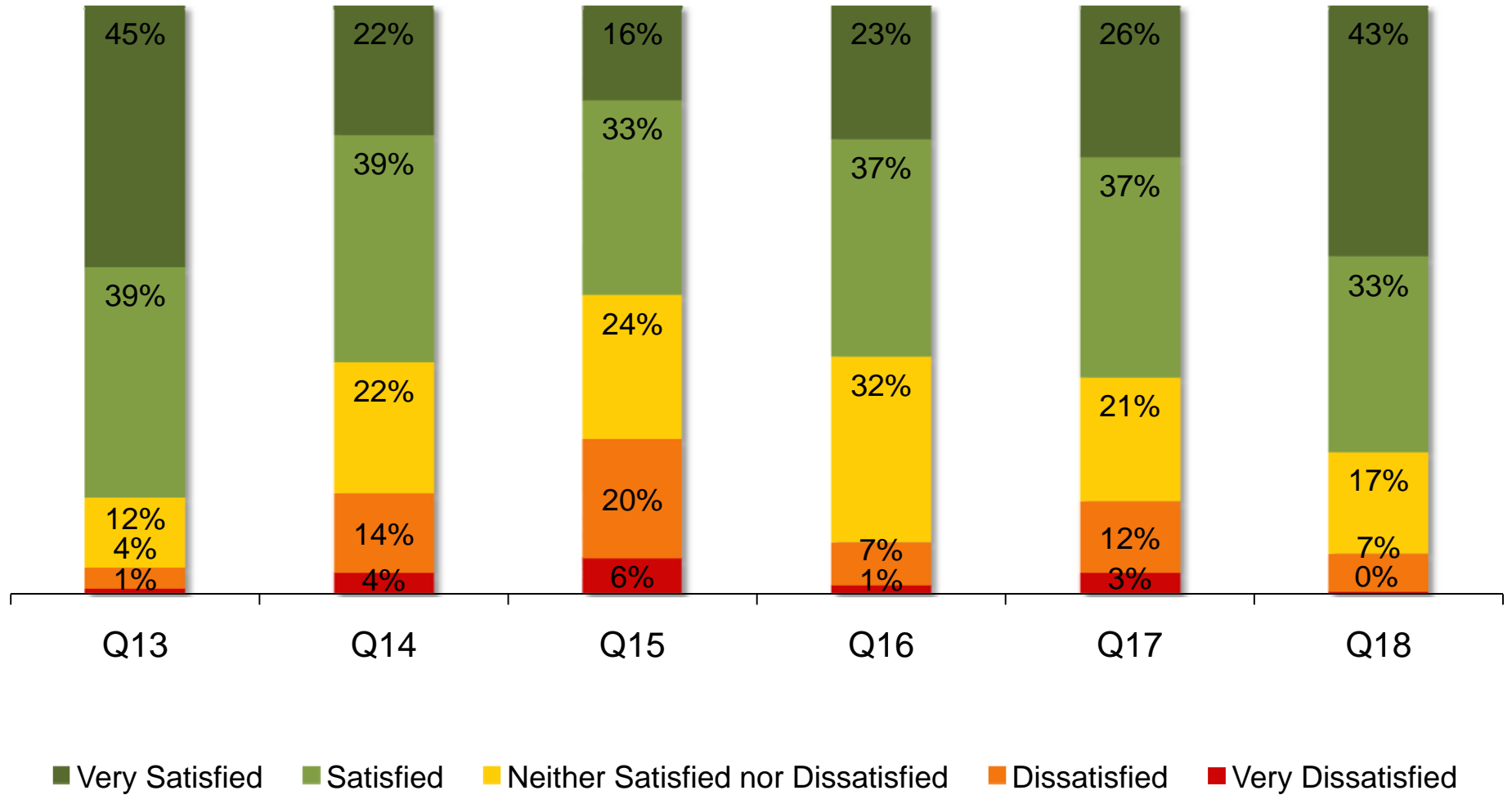
The Findings



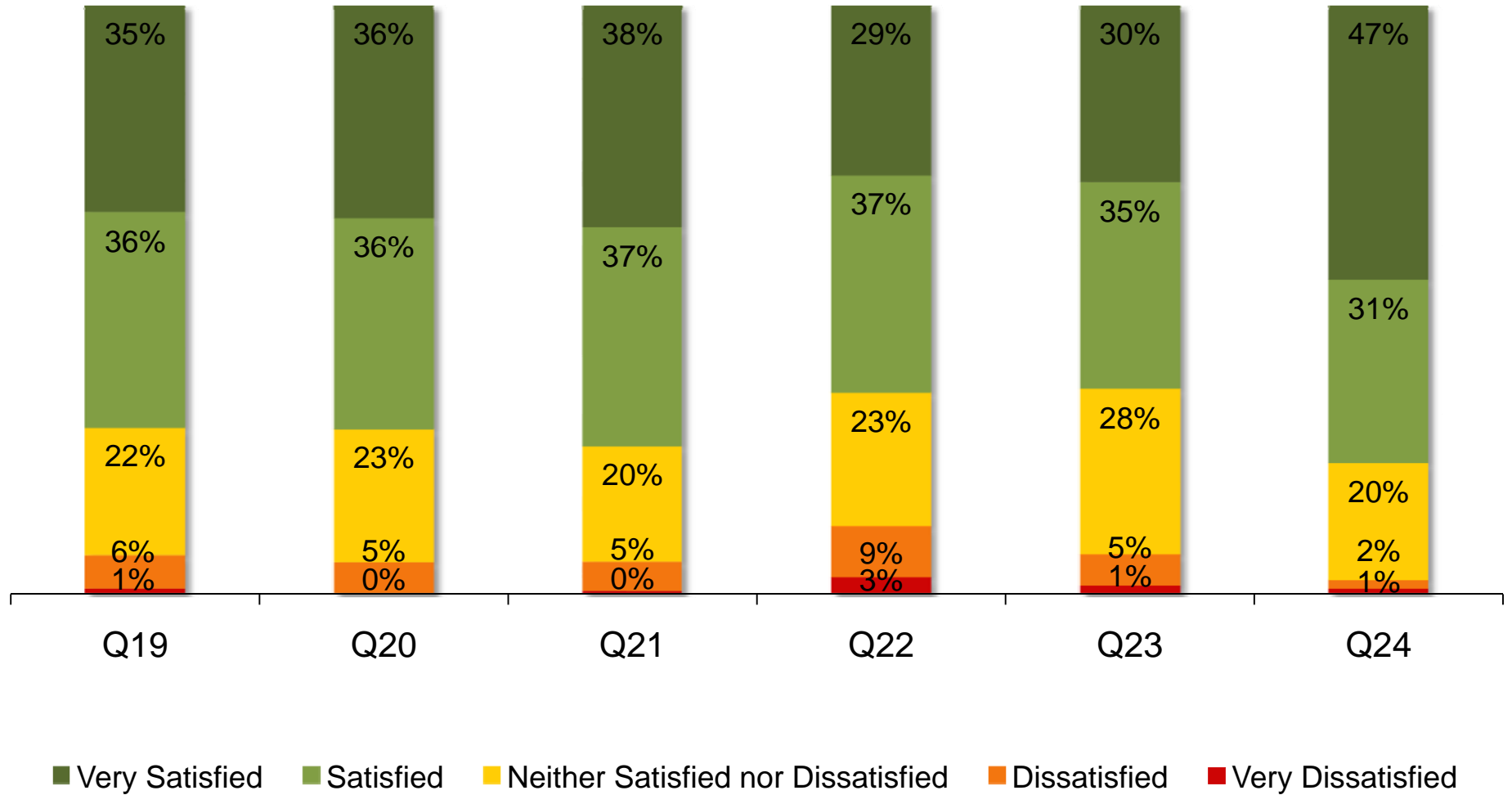
Improving Institutional Effectiveness



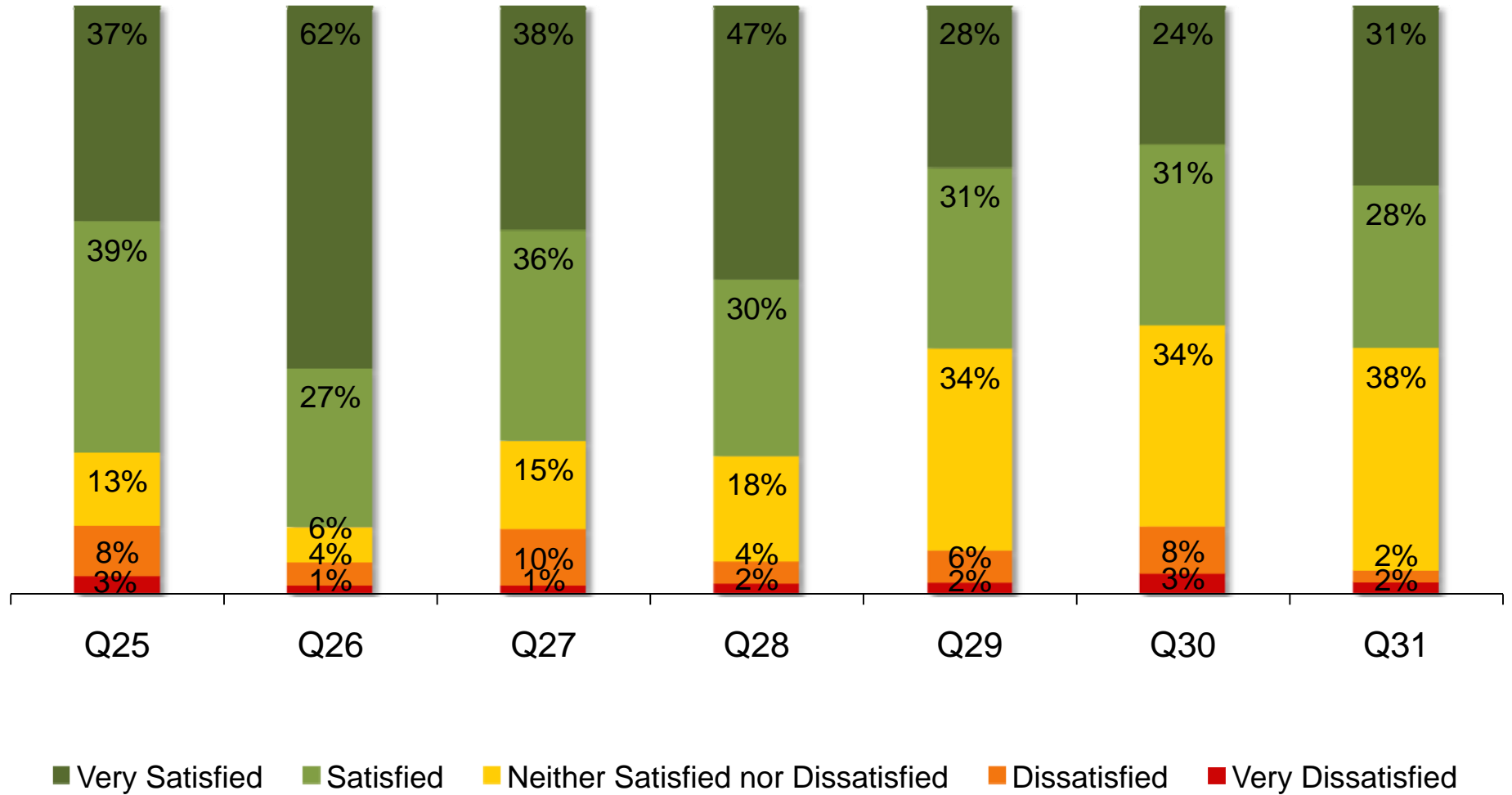
Student Learning Programs and Services



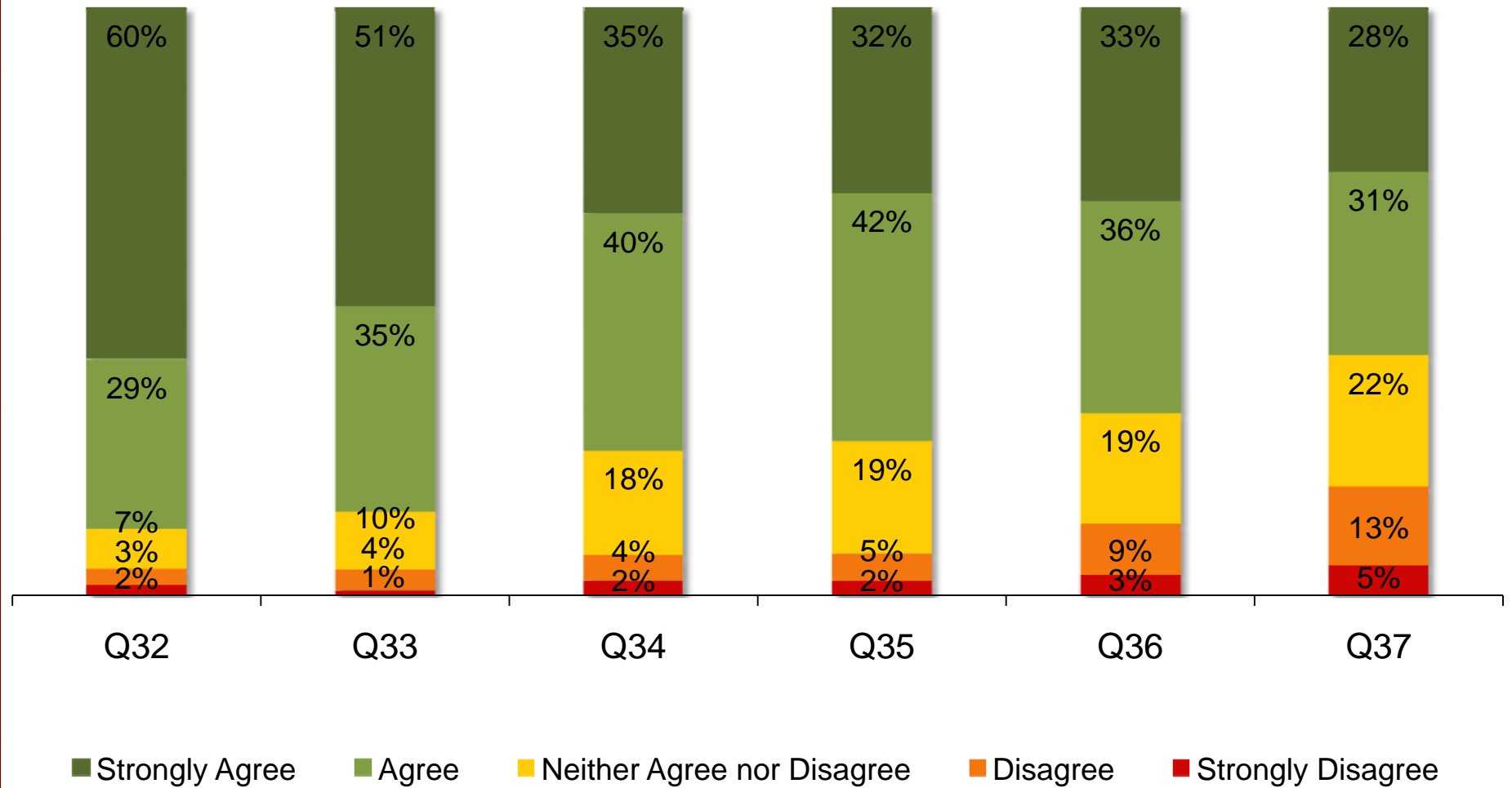
Student Learning Programs and Services



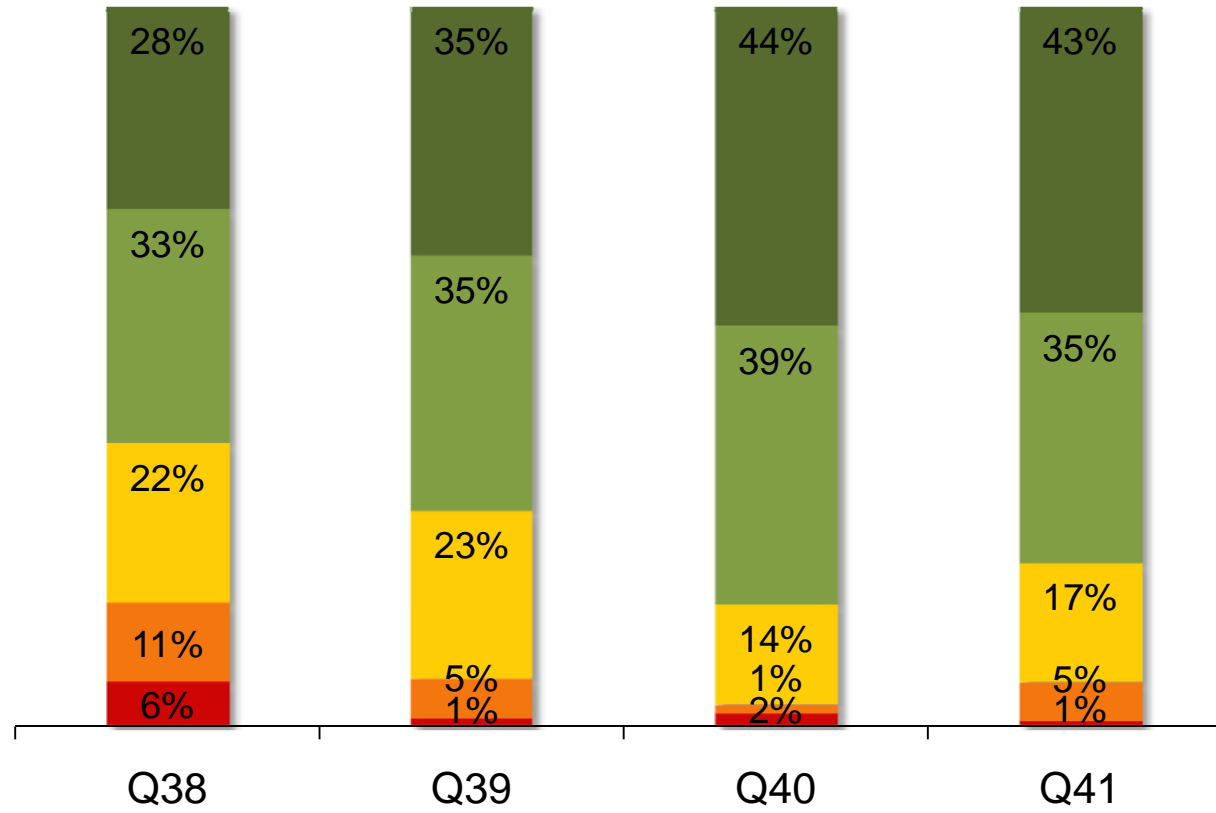
Student Learning Programs and Services



Instructional Programs

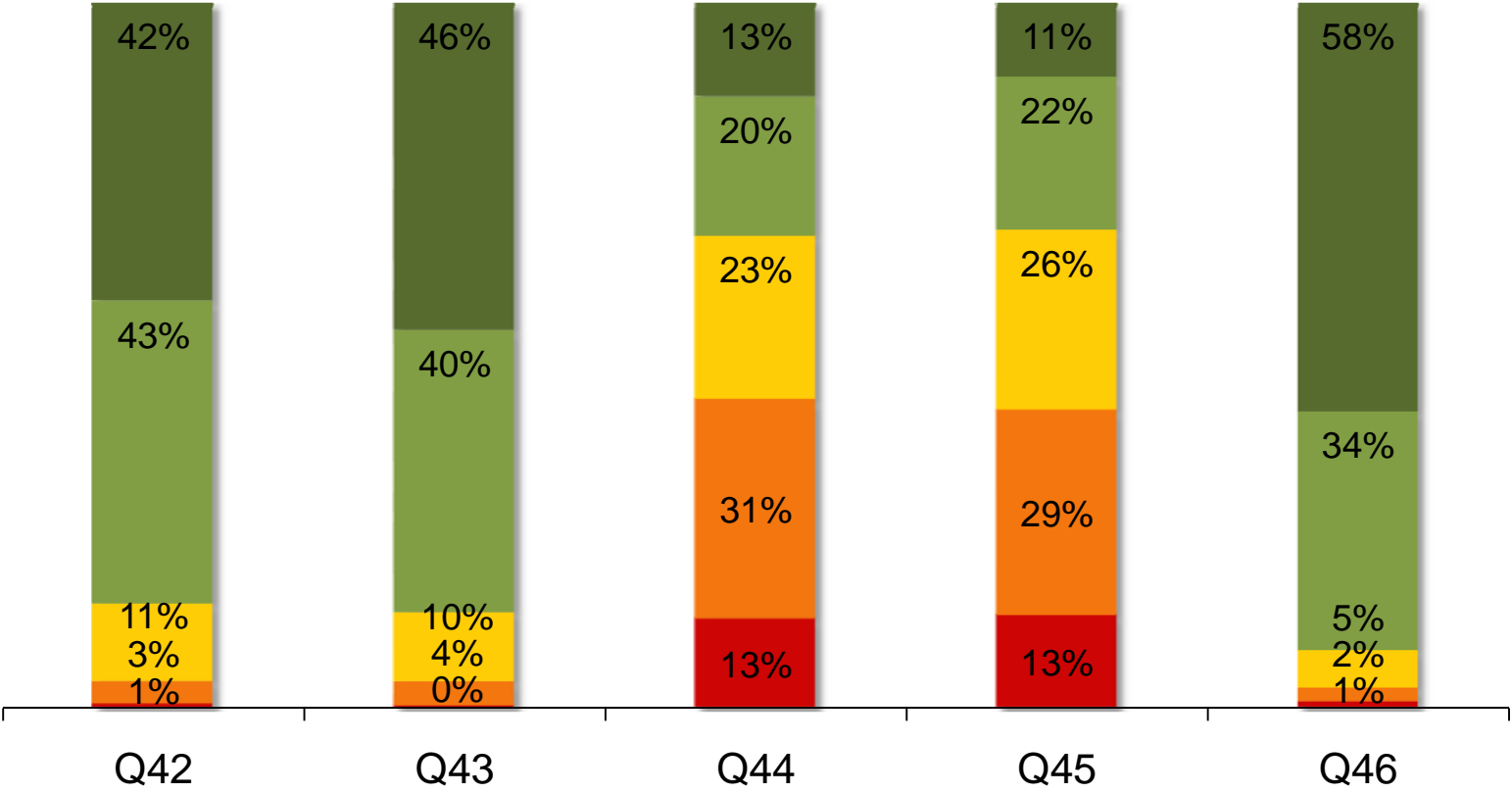


Instructional Programs



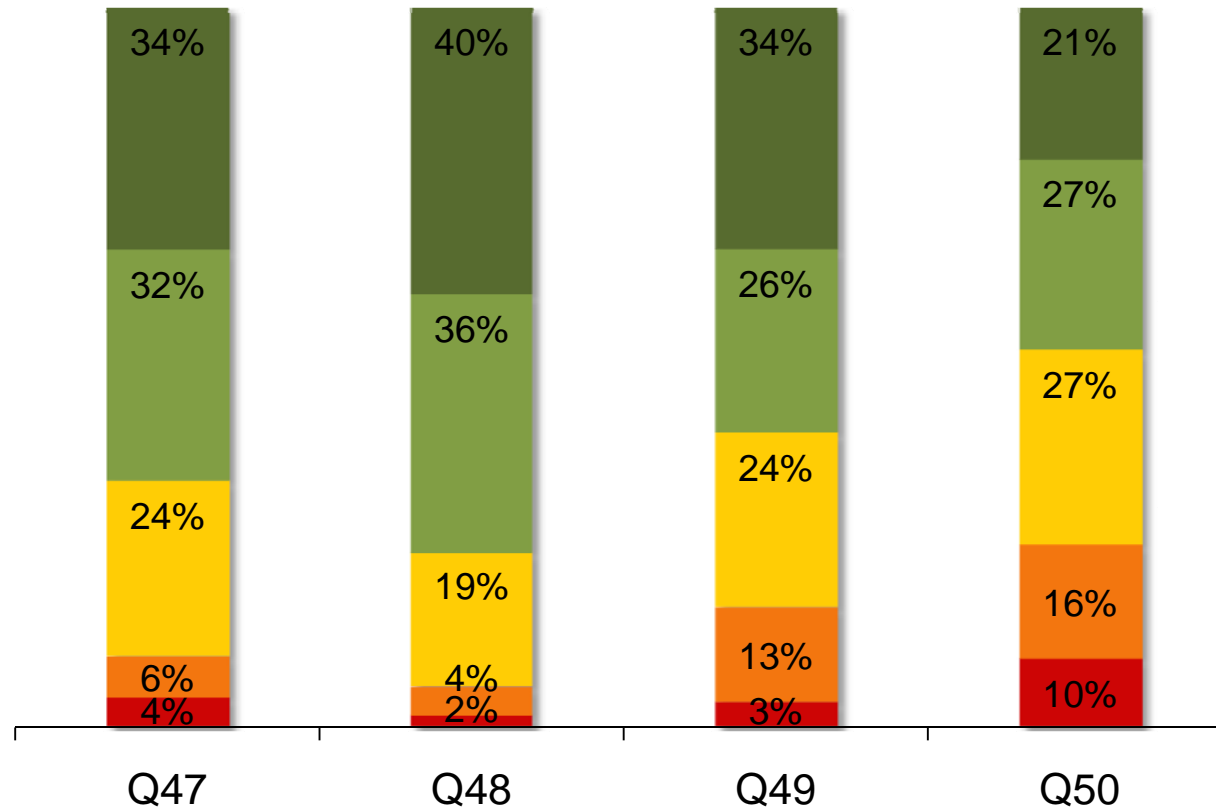
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Student Support Services



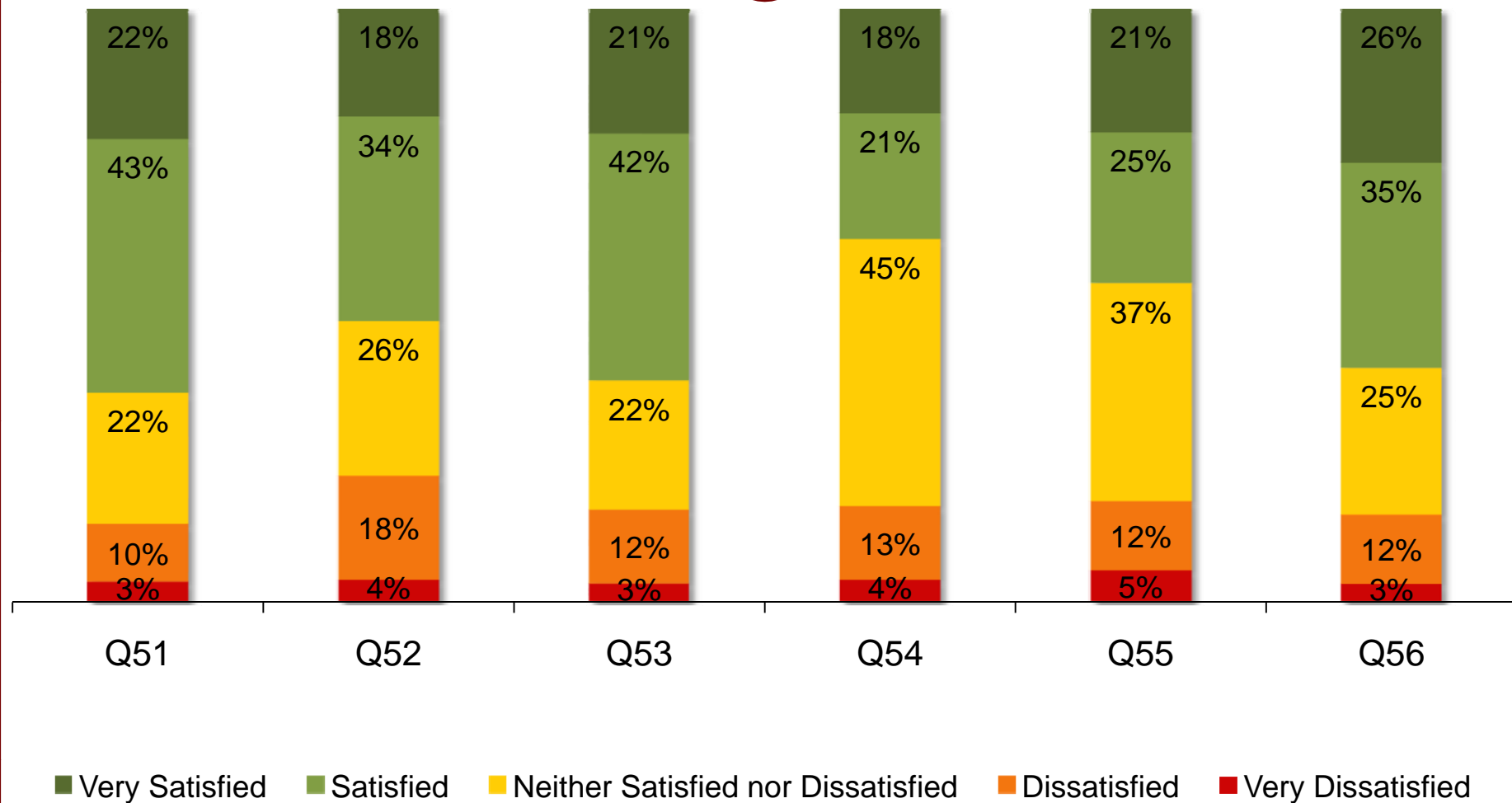
■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree
 ■ Strongly Disagree

Library and Learning Support Services

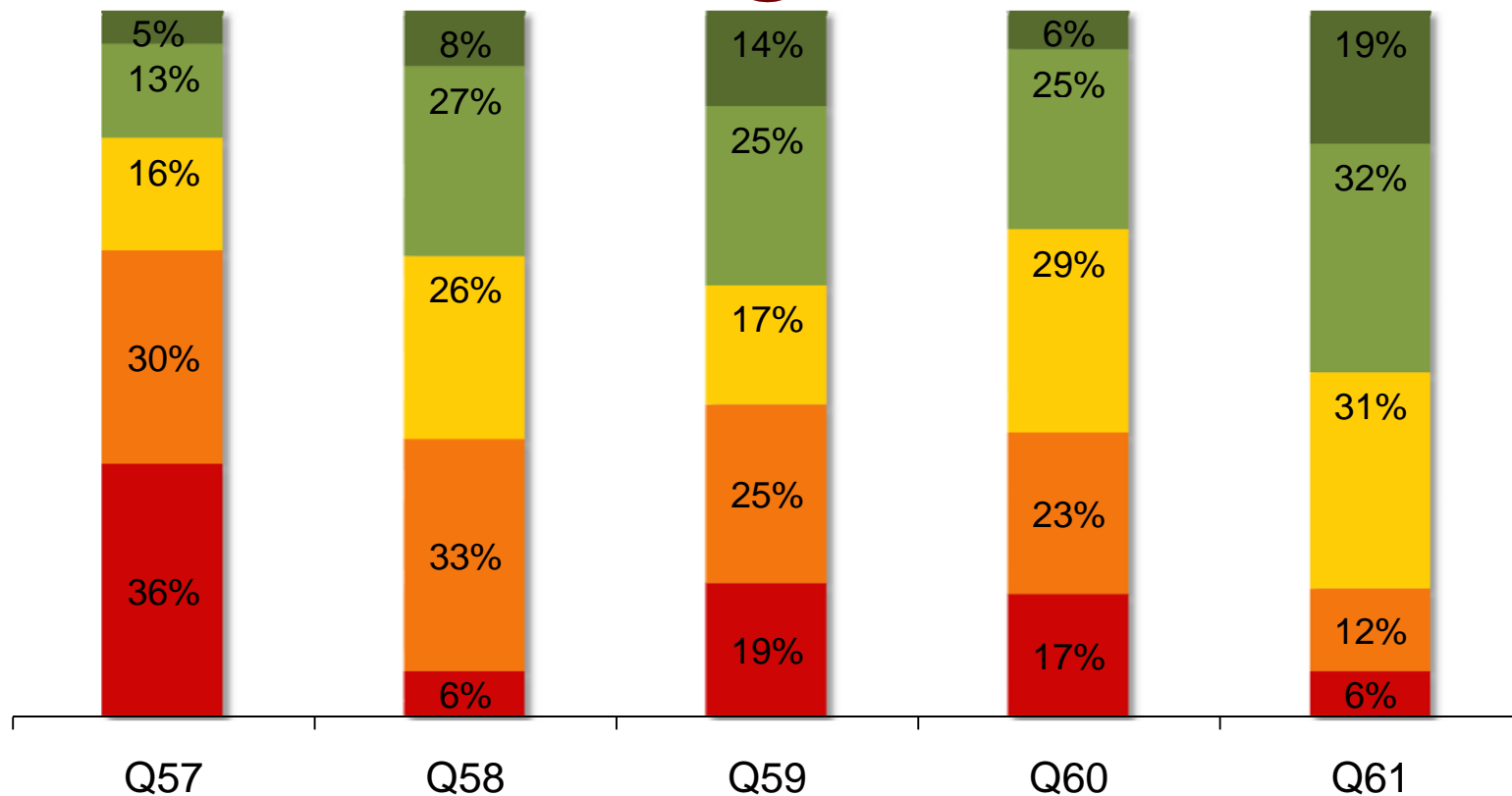


■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Library and Learning Support Services

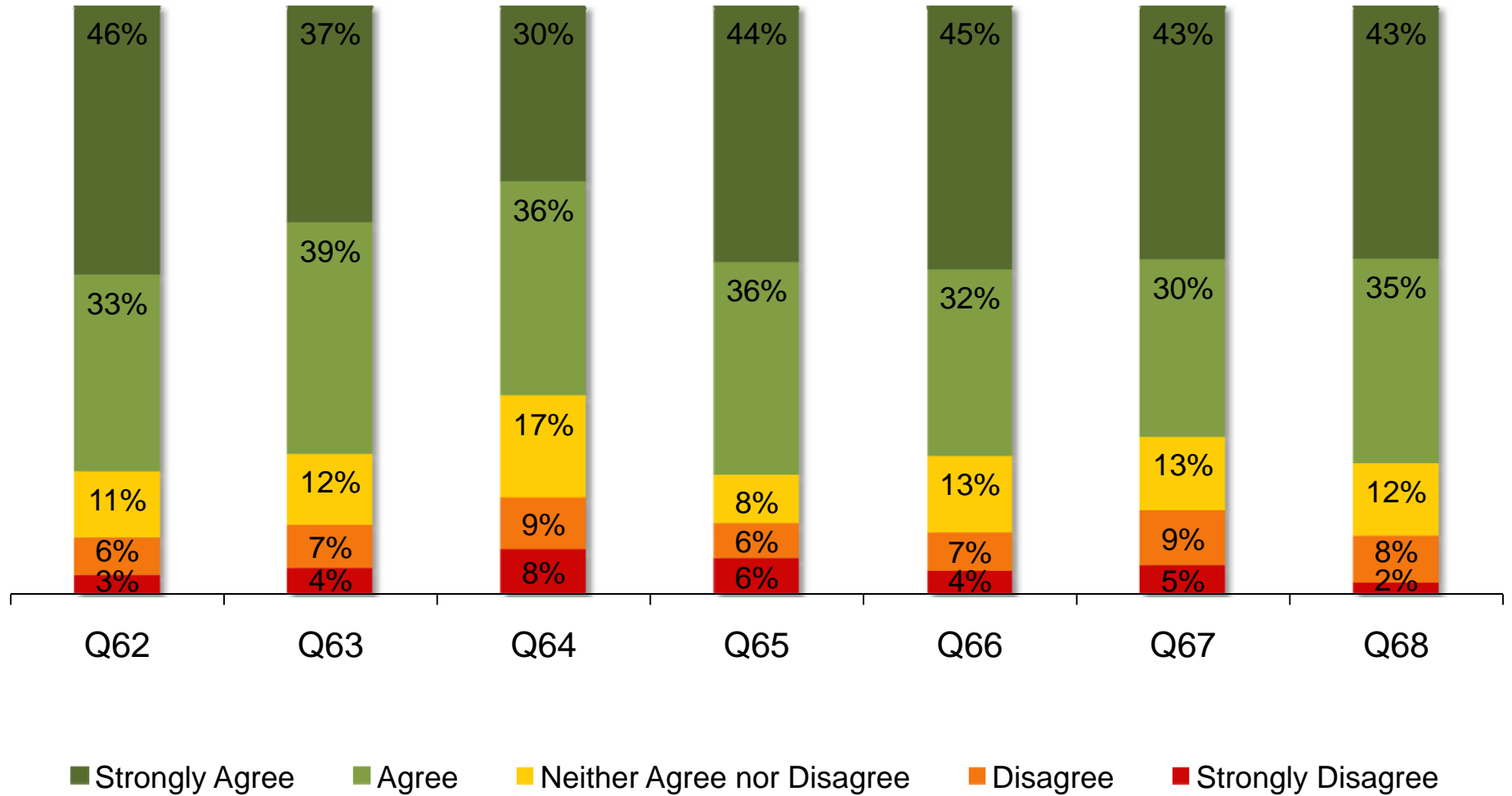


Library and Learning Support Services

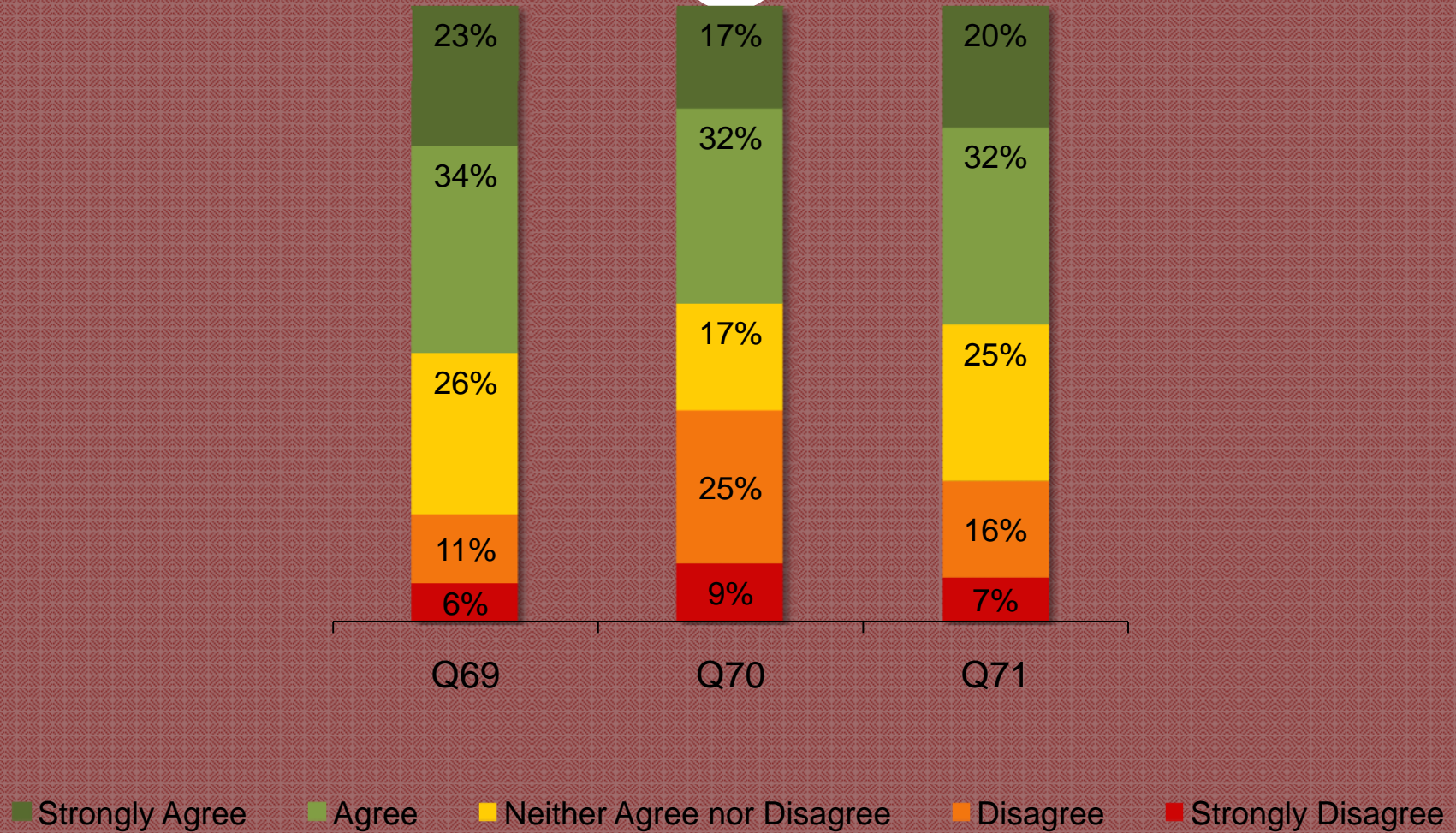


■ Very Satisfied ■ Satisfied ■ Neither Satisfied nor Dissatisfied ■ Dissatisfied ■ Very Dissatisfied

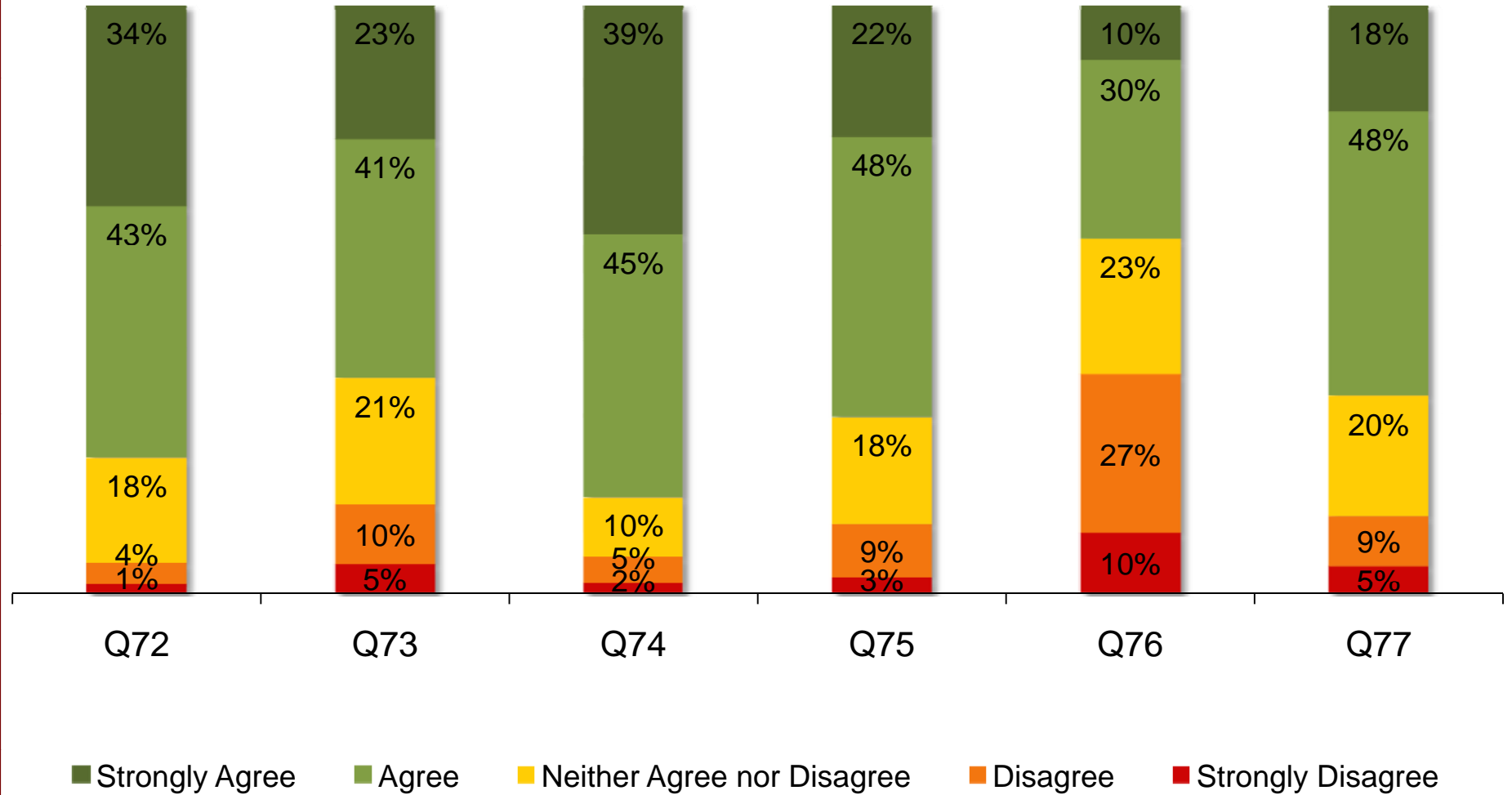
Human Resources



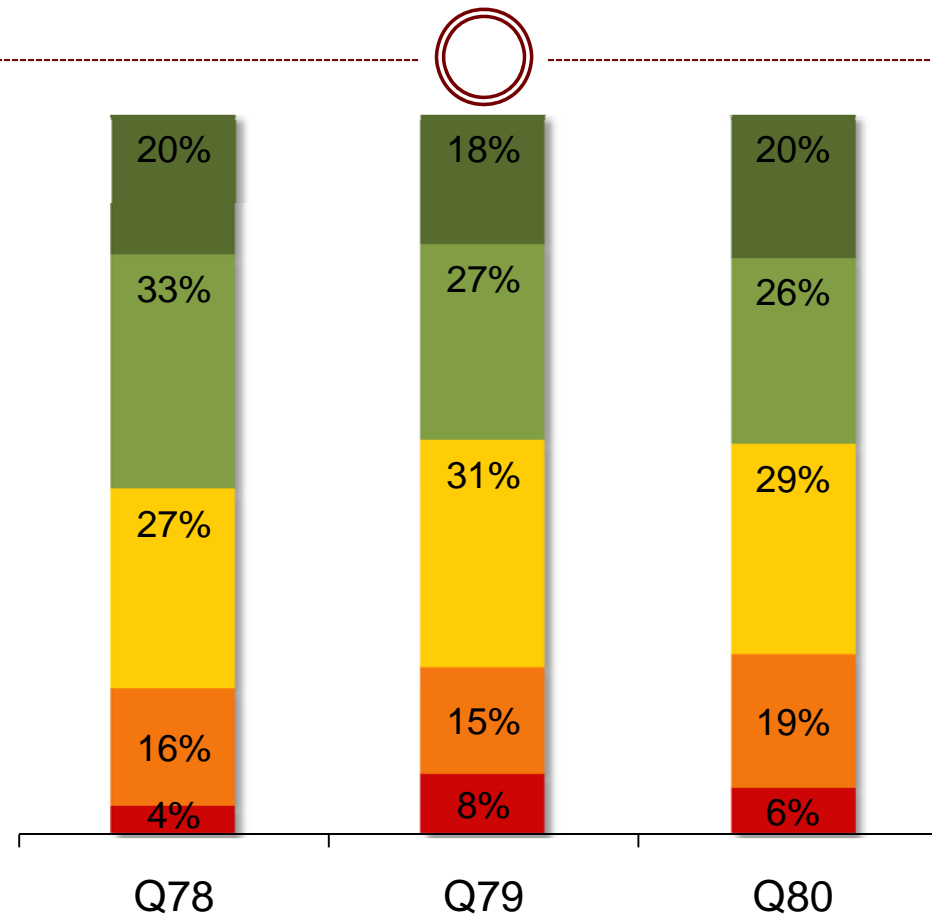
Technological Resources



Physical Resources

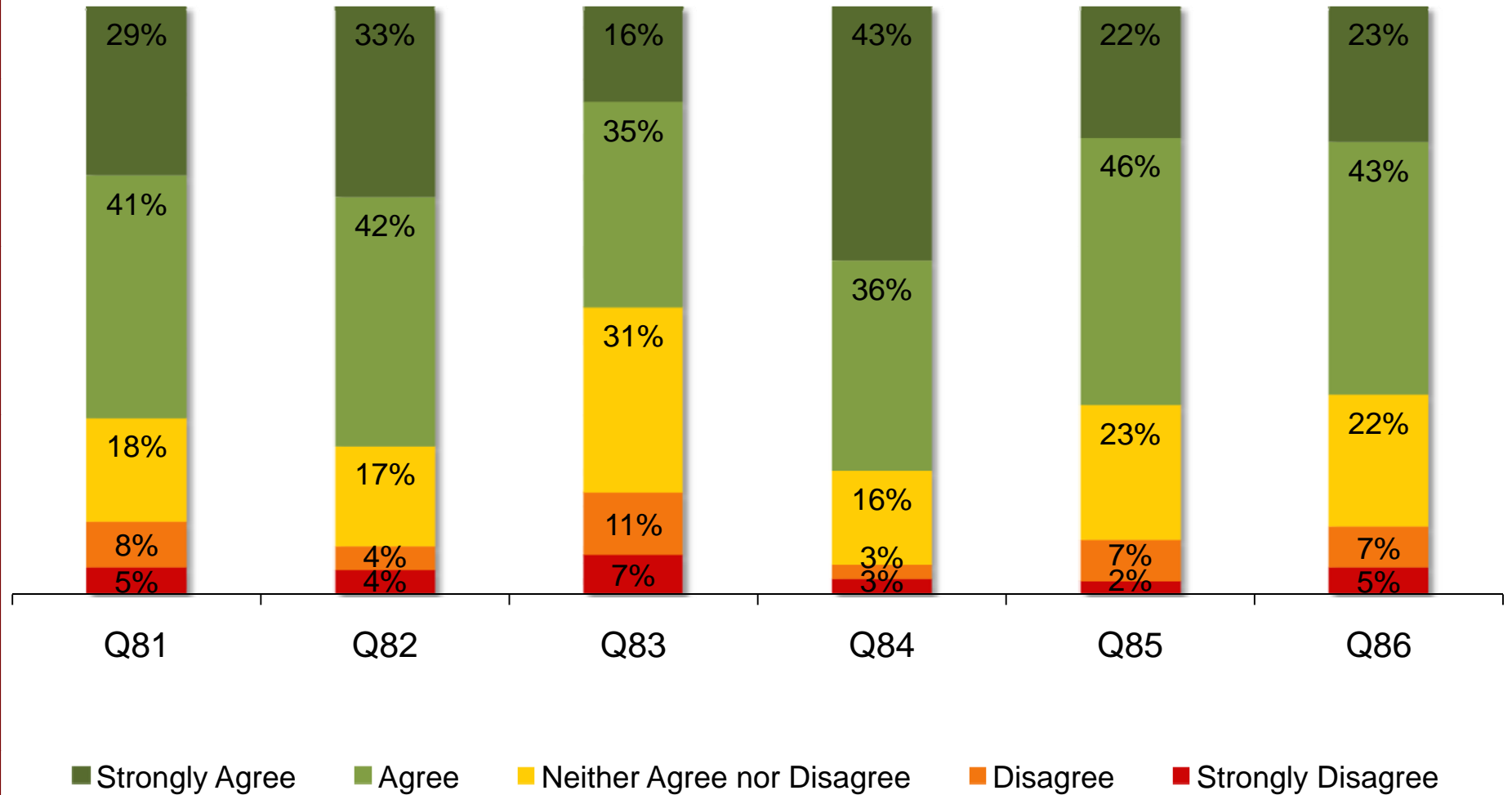


Financial Resources

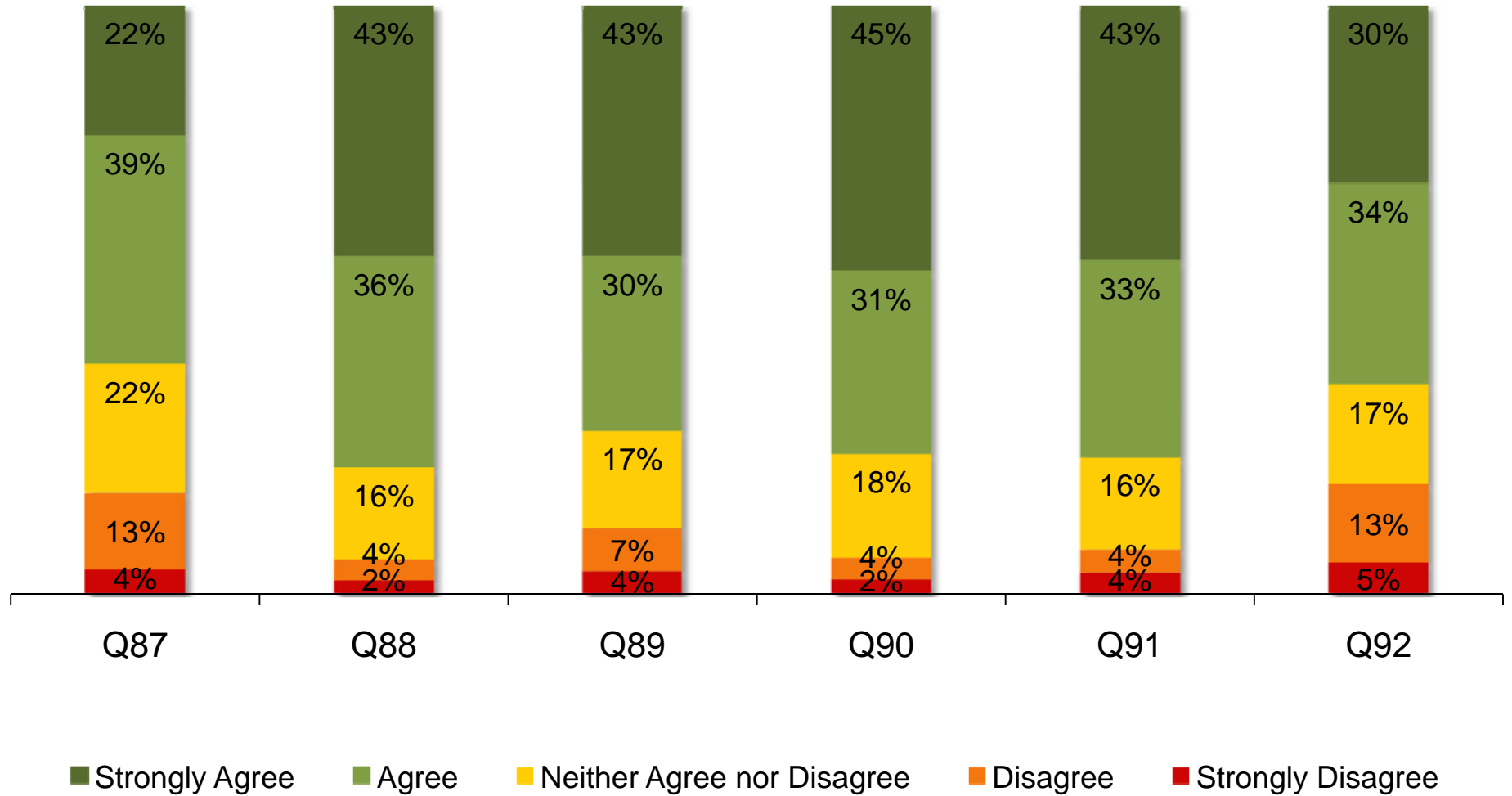


■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

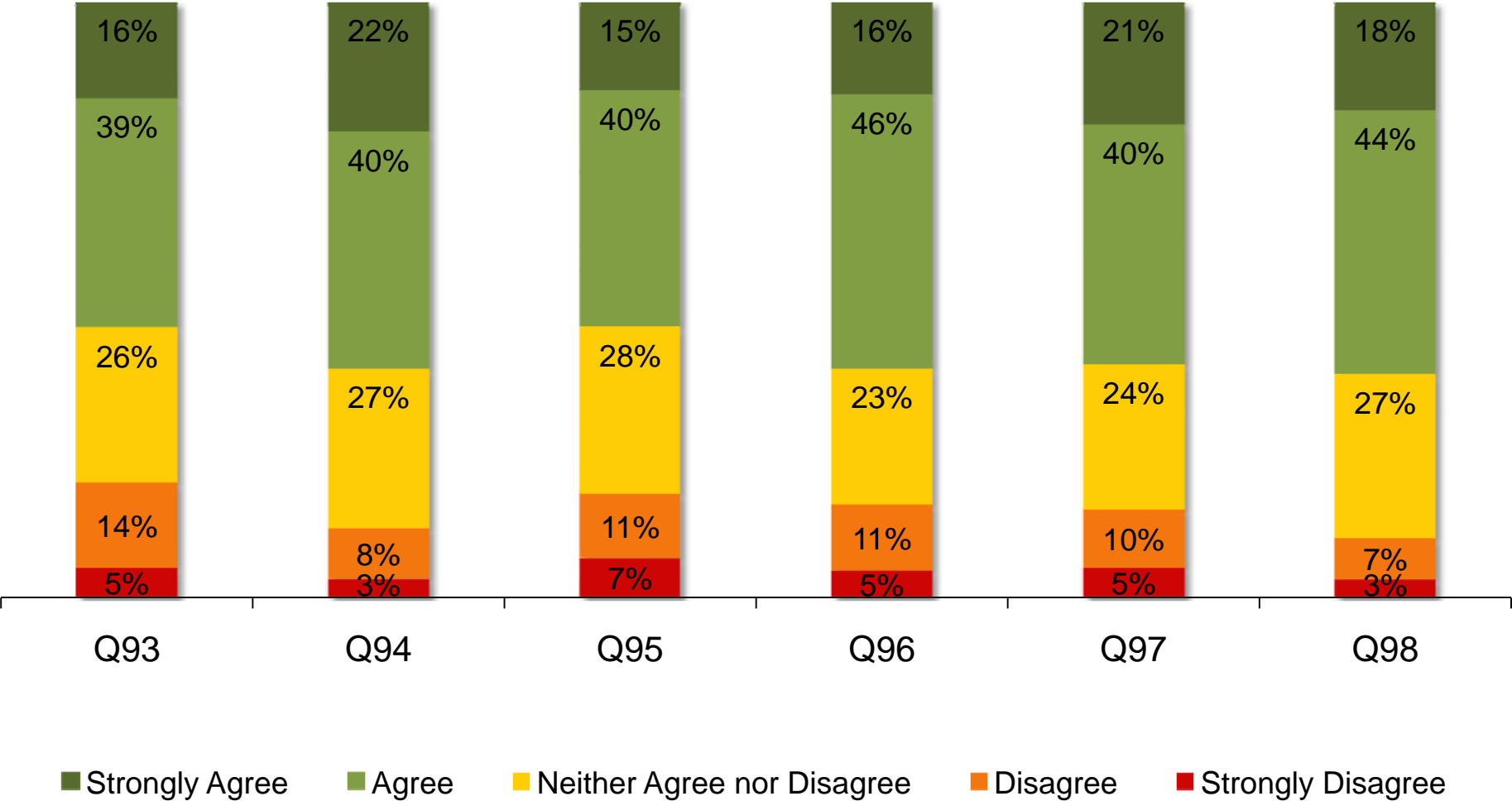
Decision-Making Roles and Processes



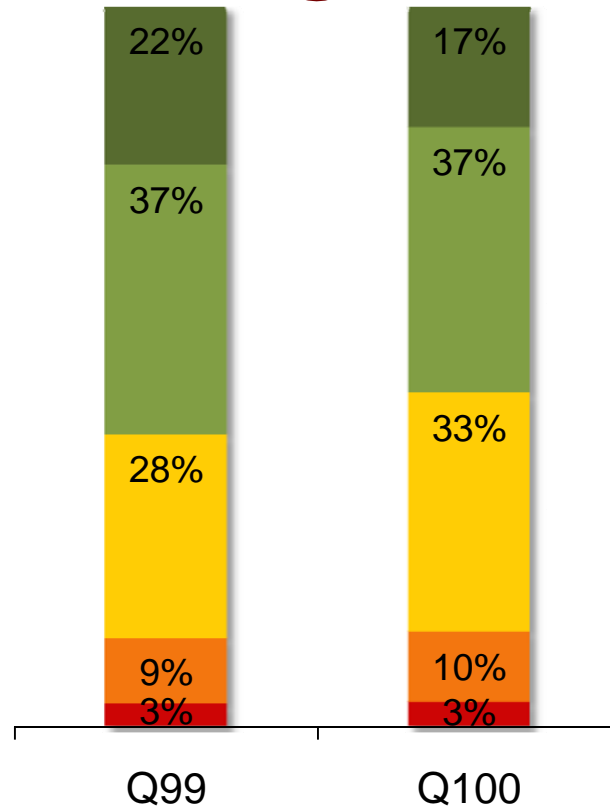
College and District Administration



District Office



District Office



■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Conclusions



Top 5 Conclusions



1. The majority of employees who responded to the survey believe that the college facilitates on-going dialog about improving student learning.
2. The majority of respondents believe that their department or program has an effective faculty-driven process for assessing SLOs, but only about half believe that they have sufficient access to research data for assessment.
3. The majority of employees believe that they are treated with respect at the college.
4. Only about half of the employees who responded to the survey believe that the college guidelines and processes for budget development are clearly communicated.
5. A relatively large majority of respondents believe that faculty have a substantial voice in matters related to educational programs, hiring of faculty and other personnel and institutional policies.

End

