



**District Offices Employee
Feedback Survey:
*City College Respondents***

Spring 2016

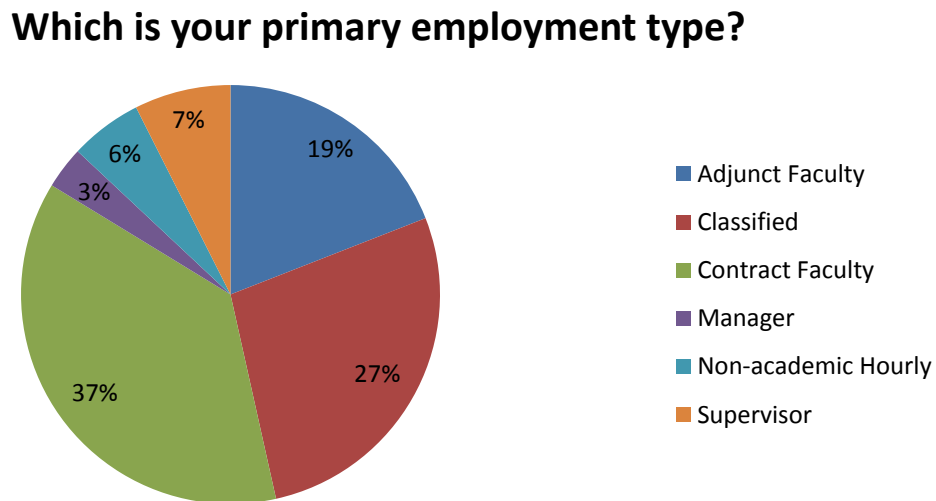
Prepared by:
Office of Institutional Research and Planning
June 2016

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 City College that responded to the survey, 37% were contract faculty, 27% were classified, and 19% were adjunct faculty.

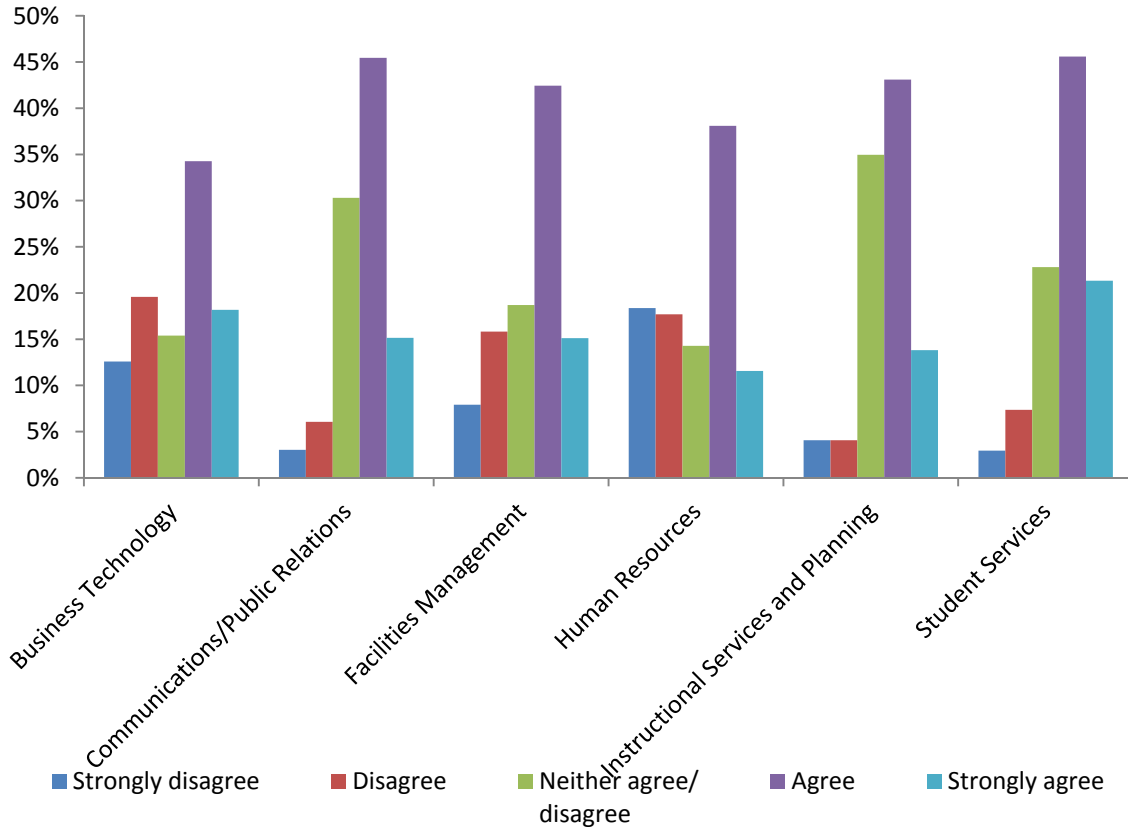
Chart 1. City College Survey Respondents Only: *Which is your primary employment type?*



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. City College 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 in the District 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

- Just over half of survey respondents from City College (55%) agreed or strongly agreed that the divisions in the District Office respond to questions in a timely manner. City employees were most satisfied with the timeliness from the Student Services division (67%), and least satisfied with the Human Resources division (48%).
- Just over half of the survey respondents from City College (54%) 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 Student Services division (67%) and the Communications/Public Relations department (64%), and least satisfied with the Human Resources division (45%).
- Over half of City College survey respondents (59%) believed that the divisions in the District Office effectively contribute to the mission of the District. Student Services and Communications/Public Relations were considered the top contributors (67% and 66% respectively).
- The survey respondents from City College expressed moderate overall satisfaction with the support and services provided by the divisions in the District Office (57%). The Student Services division received the highest satisfaction rating (67%). In addition to this, each of the departments in the District Office divisions was rated for overall satisfaction. The range of satisfaction for each of the departments is displayed in figure 1 below.

Figure 1. Range of Satisfaction with Departments by Division

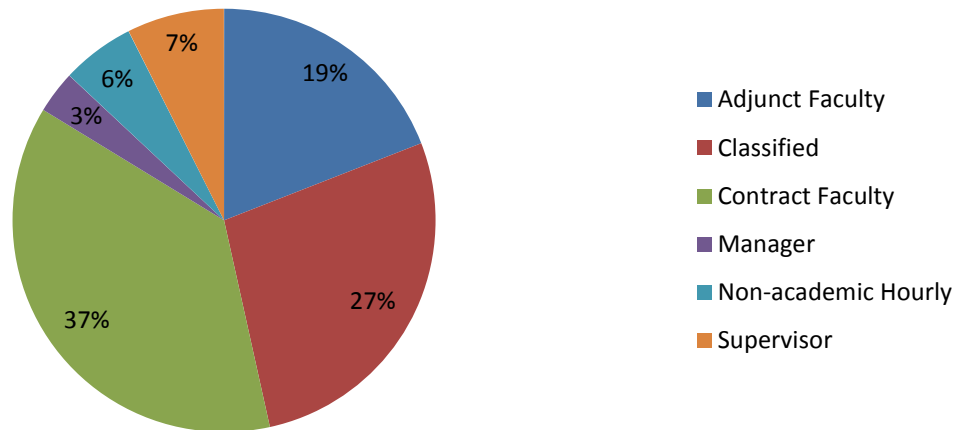


Appendix

District Offices Employee Feedback Survey 2016 - City College

Which is your primary employment type?		
Answer options	Response Percent	Response Count
Adjunct Faculty	19%	41
Classified	27%	59
Contract Faculty	37%	80
Manager	3%	7
Non-academic Hourly	6%	12
Supervisor	7%	16
<i>Answered question</i>		215
<i>Skipped question</i>		0

Which is your primary employment type?

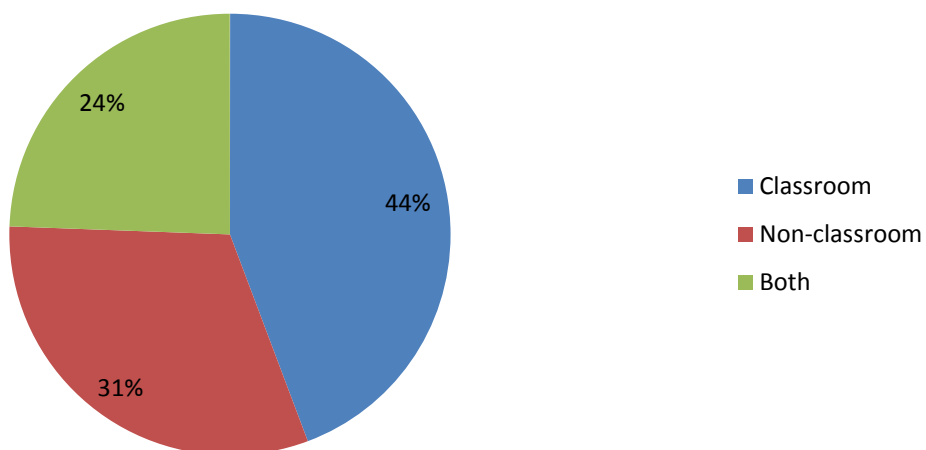


District Offices Employee Feedback Survey 2016 - City College

If faculty, please indicate your faculty assignment:

Answer options	Response Percent	Response Count
Classroom	44%	58
Non-classroom	31%	41
Both	24%	32
<i>Answered question</i>		131
<i>Skipped question</i>		84

If faculty, please indicate your faculty assignment:

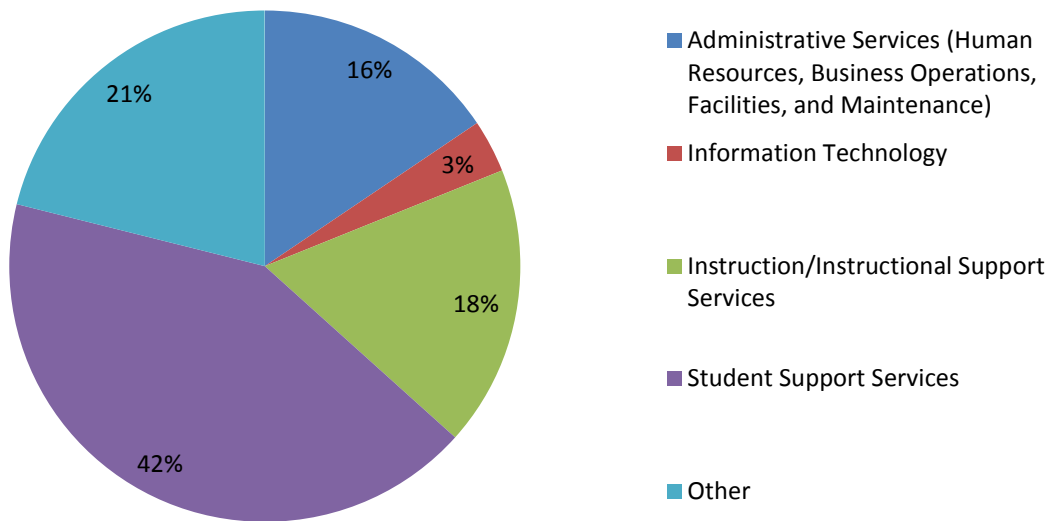


District Offices Employee Feedback Survey 2016 - City College

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)	16%	14
Information Technology	3%	3
Instruction/Instructional Support Services	18%	16
Student Support Services	42%	38
Other	21%	19
<i>Answered question</i>		90
<i>Skipped question</i>		125

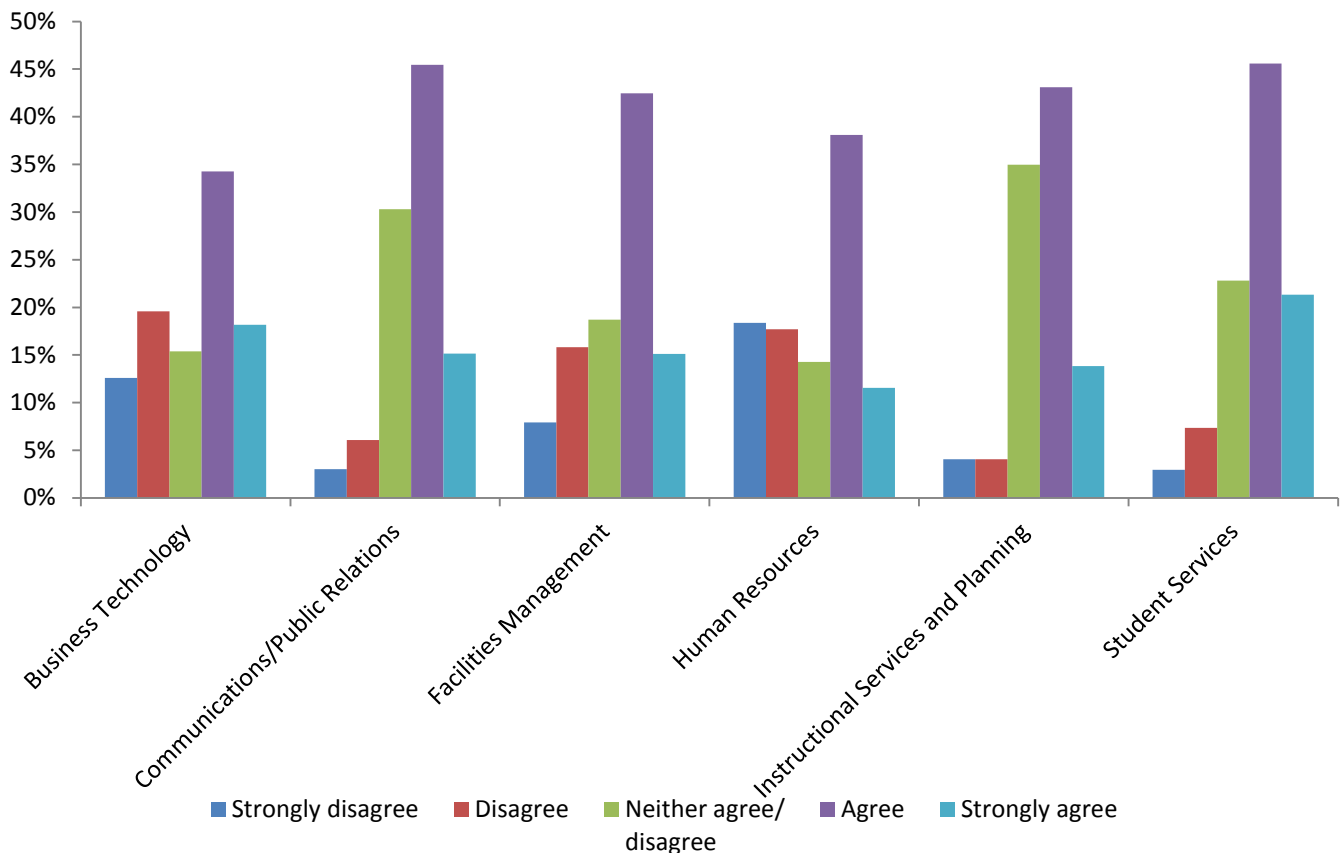
If Classified, Manager, or Supervisor, please indicate your area of responsibility:



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	18	28	22	49	26	6	149
Communications/Public Relations	4	8	40	60	20	15	147
Facilities Management	11	22	26	59	21	9	148
Human Resources	27	26	21	56	17	2	149
Instructional Services and Planning	5	5	43	53	17	21	144
Student Services	4	10	31	62	29	11	147
All Divisions	69	99	183	339	130	64	

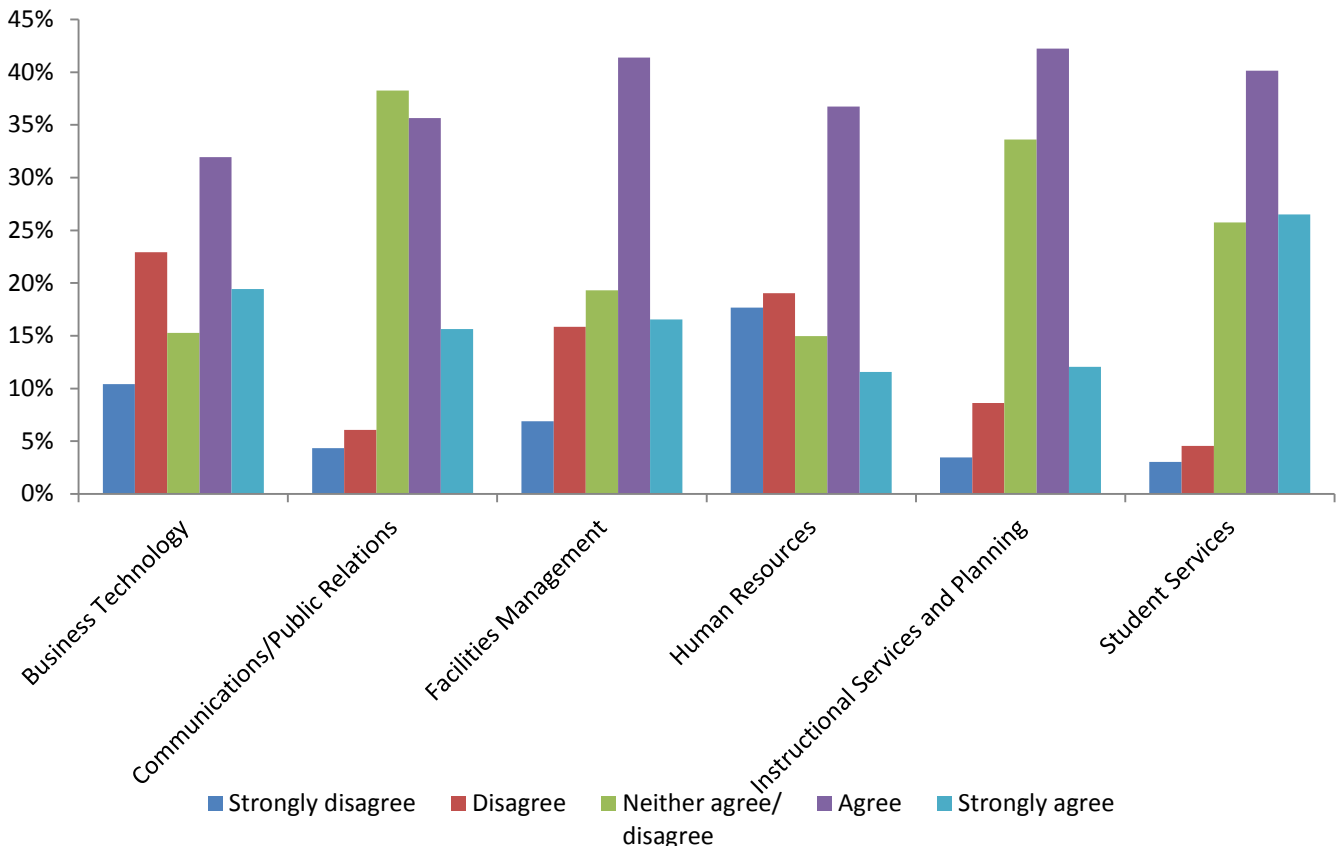
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	13%	20%	15%	34%	18%
Communications/Public Relations	3%	6%	30%	45%	15%
Facilities Management	8%	16%	19%	42%	15%
Human Resources	18%	18%	14%	38%	12%
Instructional Services and Planning	4%	4%	35%	43%	14%
Student Services	3%	7%	23%	46%	21%



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	15	33	22	46	28	9	153
Communications/Public Relations	5	7	44	41	18	36	151
Facilities Management	10	23	28	60	24	11	156
Human Resources	26	28	22	54	17	2	149
Instructional Services and Planning	4	10	39	49	14	30	146
Student Services	4	6	34	53	35	16	148
All Divisions	64	107	189	303	136	104	

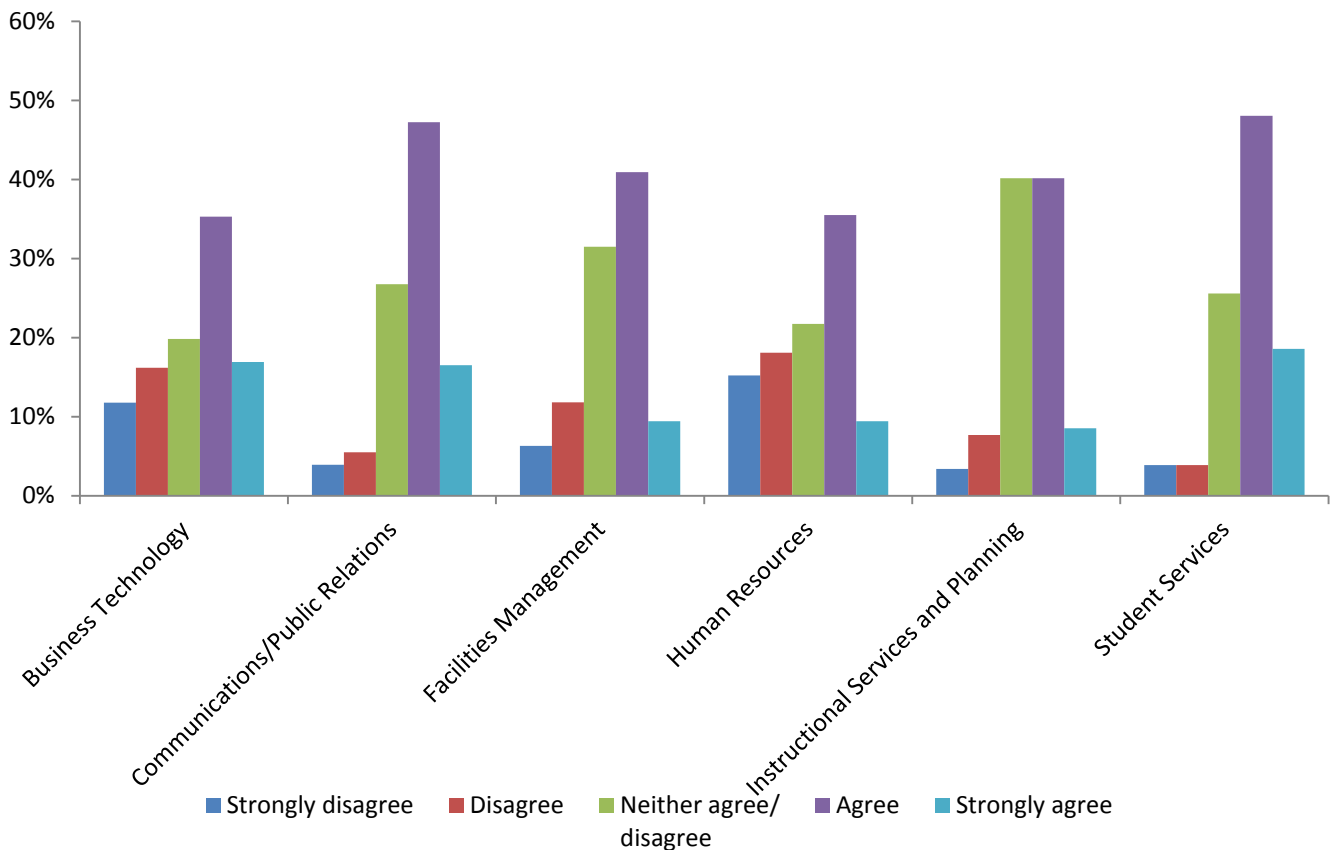
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	10%	23%	15%	32%	19%
Communications/Public Relations	4%	6%	38%	36%	16%
Facilities Management	7%	16%	19%	41%	17%
Human Resources	18%	19%	15%	37%	12%
Instructional Services and Planning	3%	9%	34%	42%	12%
Student Services	3%	5%	26%	40%	27%



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	16	22	27	48	23	14	150
Communications/Public Relations	5	7	34	60	21	22	149
Facilities Management	8	15	40	52	12	22	149
Human Resources	21	25	30	49	13	9	147
Instructional Services and Planning	4	9	47	47	10	26	143
Student Services	5	5	33	62	24	17	146
All Divisions	59	83	211	318	103	110	

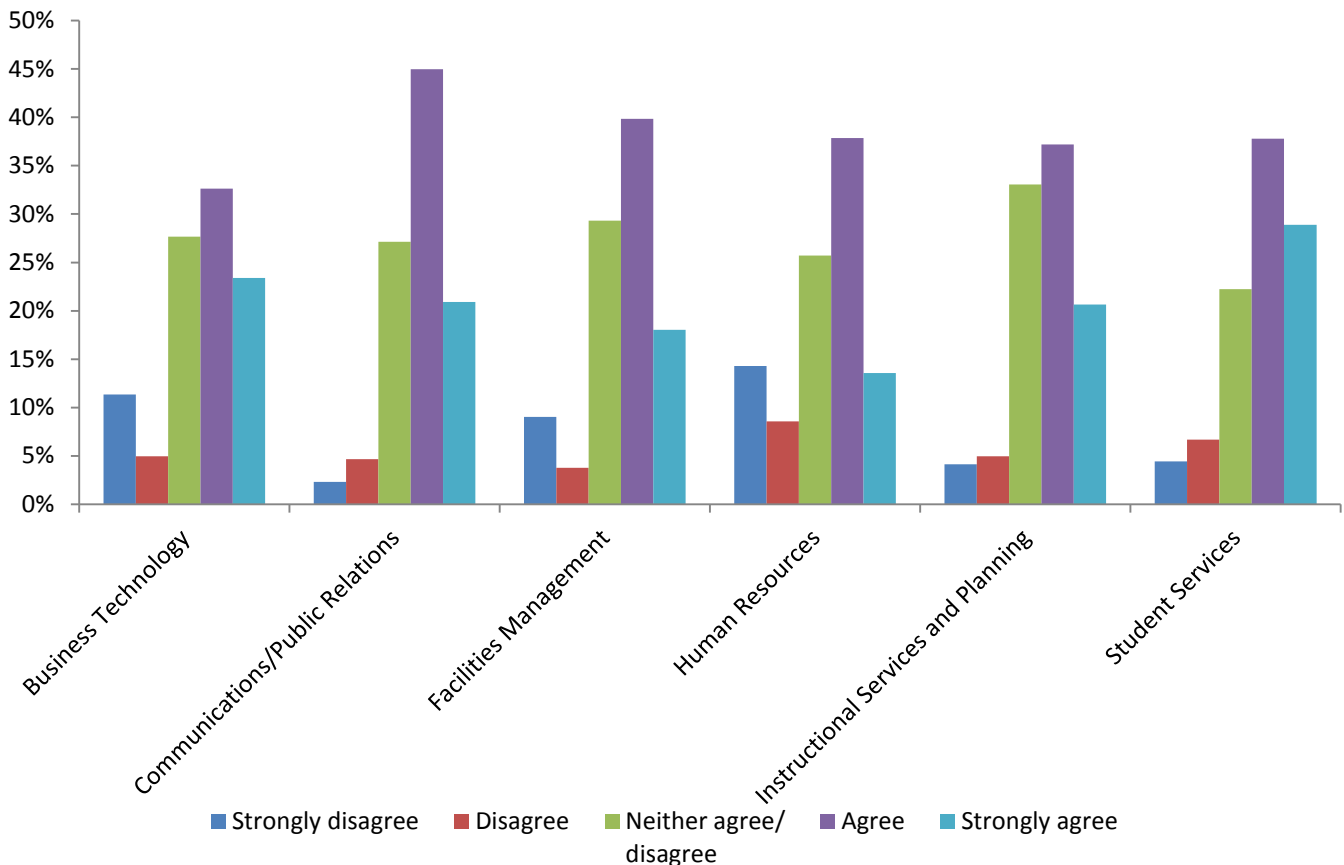
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	12%	16%	20%	35%	17%
Communications/Public Relations	4%	6%	27%	47%	17%
Facilities Management	6%	12%	31%	41%	9%
Human Resources	15%	18%	22%	36%	9%
Instructional Services and Planning	3%	8%	40%	40%	9%
Student Services	4%	4%	26%	48%	19%



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	16	7	39	46	33	7	148
Communications/Public Relations	3	6	35	58	27	17	146
Facilities Management	12	5	39	53	24	15	148
Human Resources	20	12	36	53	19	6	146
Instructional Services and Planning	5	6	40	45	25	23	144
Student Services	6	9	30	51	39	11	146
All Divisions	62	45	219	306	167	79	

Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	11%	5%	28%	33%	23%
Communications/Public Relations	2%	5%	27%	45%	21%
Facilities Management	9%	4%	29%	40%	18%
Human Resources	14%	9%	26%	38%	14%
Instructional Services and Planning	4%	5%	33%	37%	21%
Student Services	4%	7%	22%	38%	29%



District Employee Feedback Survey Comments - City College

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

1. Accounting and related items such as purchasing and procurement work well. The reprographics department is outstanding - quick turnaround and quality work.
2. AVAILABILITY [i.e. Multiple forms of Communication including EMAIL, PHONE, and FACE-TO-FACE]
3. Communication
4. Communications is relatively good. People seem to get answers. People soft took too much time to correct the problems.
5. Employees willing to be flexible during these hard times. Positive attitudes despite set backs and challenges.
6. Good communication...when it happens. Quick response to tech support and questions in all departments. I like the new accounts payable, purchasing, budget system...Peoplesoft. But it has been very very difficult to learn. I think with a little more time it will prove to be a good system.
7. Help desk does their best to answer our questions and take care of things needed as promptly as possible. Phone service is delayed and XXXX is rude.
8. Help desk extremely efficient when responding to IT needs.
9. I am satisfied with the sections of the District Offices Employee no related to PeopleSoft.
10. I BELIEVE THAT ONE THING THAT I LIKE IS THAT MOST STUDENT SERVICE DEPARTMENTS AND INSTRUCTIONAL DEPARTMENTS WORK TOGETHER TO ASSIST STUDENTS AS BEST AS THEY CAN. SOME DEPARTMENTS HAVE STRONG RELATIONSHIPS WITH OTHER DEPARTMENTS WHICH ALLOWS THE STUDENTS BE ASSISTED PROPERLY.
11. i believe that there should be more easy access to communication and paperwork to be completed to be done online therefor minimizing turn around times.
12. I don't have enough experience with this department to comment.
13. I feel sorry for this division, as they are in the midst of a conversion and have to be surveyed. I know I will rank better as they move on, but at this point this reflects the quality of services, mindful of their their past practice for them.
14. I find that most of the services within this department work well and in a timely manner to serve the campus.
15. I have better luck getting stuff done when I know someone in the department.
16. I have very little contact with anyone in this division.
17. I haven't been employed here long enough to speak to this question. I hope to have more to contribute when I have worked here longer.
18. I personally receive emails from District Student Services and Instruction. I am not sure this is true for all employees. So I feel informed. Not sure about others. Purchasing and Travel seems to work well for me. I am disappointed with the quick implementation of PeopleSoft with a lack of training from the District and the fact that previous ways of doing business were halted before people had adequate access to work with the new system.
19. Increased custodial services!
20. n/a
21. No comments
22. none
23. Not a whole lot is working well since people soft was implemented into the District at all levels.
24. Nothing to add.
25. Personal service when a problem arises...not being shuffled to another person to resolve an issue...prompt responses to problems...answering the phone in person rather than receive a voice mail message during business hours
26. Receiving is good, bookstore reasonably good. Help desk people are nice but I don't get the work ordes accomplished in a timely manner always, as in sometimes months.

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27. Replying back and being responsive to employee's needs.
28. Reproduction services is very responsive and meets a 24 hour deadline consistently.
29. Reprographics does a commendable job getting work accomplished--when there is a rare mix up, XXXX and XXXX team are professional and they get the job done. The IT help desk has always responded quickly to requests for help.
30. Reprographics is always very quick and helpful.
31. XXXX and XXXX are trying their darndest in hard circumstances and should be commended.
32. Some staff care and are devoted to the mission of the colleges, supporting the campuses, and understand how they tie to student success.
33. The best people in this division are the IT help desk XXXX who listen, and promptly try to help us with our problem. XXXX in purchasing is a doll and now that XXXX has come to campus to meet us we have a face to put to the name on e-mail. In general all the other department never bother to get campus input. Decisions are made without consideration of the needs of students, and faculty.
34. The departments effectively implement the goals of the district.
35. The district is not transparent, especially within the budget. The district is there to support the colleges and not the other way around. I feel that district takes care of itself first and then the colleges get the leftovers.
36. The Help Desk are very helpful. They often resolve a problem over the phone. Great Team. City's IT XXXX, is a AMAZING. Resolves our computer problems in a timely manner.
37. The help desk is very responsive, but we only have 1 IT person, so it can take a while for issues to be resolved.
38. The implementation of the new PeopleSoft system was/is absolutely horrible and could have been managed in a better approach, such as a year of testing in a live environment first while running concurrently with our old program to make sure the issues we are experiencing now were taken care of before we went live. The pressure and amount of work put on staff has been detrimental to the overall business practices of the District. The amount of stress this implementation has caused everyone should be illegal and someone should be held responsible for this mess. It is unfair to everyone involved to receive or experience this type of unfair treatment due to poor management. The campuses are being dictated too when it comes to how the District wants things done, when it should be the other way around. The budget management is horrible, not transparent and we have no real reporting structure to close grants, and report current expenditures accurately. I don't blame those working hard to come up with quick solutions to all the problems we have had or the over looked processes that can't be done with this new system, it was the management that pushed this product to go live when it was not ready to do so.
39. The ones I am satisfied with work very well with the sites. They respond to your phone calls and e mails the same day, and the problem is resolved.
40. The overall outcome of what needs to be accomplished seems to work very well- the work and the jobs get done and on time despite the glitches along the way. Human resources seems to be the division where there is insufficiency of folks to answer the phone and to respond (in a positive manner) to requests. Staff do not seem to be as proficient in their work assignments to respond effectively to queries. Timeliness does not seem to be an effort that is important to some staff, especially in HR.
41. The people who answer the phone at the IT help desk are always very helpful
42. The people who work here are excellent. They do a fantastic job, even with PeopleSoft - a rocking disaster - and are working hard to pick up the pieces of this mess.
43. Up until now my interactions with district departments have been limited. Of those that I have worked with, I have found Food Services, and Parking Services to be particularly responsive and helpful. This is

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generally because they respond quickly and clearly to inquiries and are responsive to adjustments to requests for services up to and including the day services are being provided.

44. What I believe is just not going to count so I am not sure if should say it. Patience is the key to all this and more experience personnel.
45. What works well is that "all" of the different departments work together for the best interest of the student.
46. When PeopleSoft was launched, hiccups caused me to not get a paycheck for an entire month. When the problem was resolved, I was not give the option to pick up my paycheck. Instead, someone else made the decision to include my missed pay with my pay for the following month. This problem cause me stress and money, and there appeared to be no sense of urgency to resolve my problem. Granted, I was not the only one to have experienced this issue, but that was all the more reason to respond differently. Furthermore, it felt like I was being blamed for my not getting paid. This incident, and only this incident, caused me to lose faith in the payroll office.
47. With Peoplesoft being the new platform to do business, it is hard to find things that I believe works well.
48. Work/task are distributed, therefore there is always a person you can go to depending of the task at hand.

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

1. 1. Get rid of PeopleSoft. 2. Fire the irresponsible managers who set PeopleSoft in motion without enough control of the transition, user support, and backing systems.
2. A bigger support for campus offices is needed. Fax, printer and phone issues should be handled in a more timely manner even when construction is being planned.
3. Better Communication
4. Better communication.
5. Better planning on implementation of new technology. Understanding fatigue caused by so many moving parts and growth. Need more staff or replacement of staff not willing to change. Stronger leadership.
6. Budget does not seem to be distributed fairly among the colleges/departments, period! The example that is most blatant is the apparent difference between City and Mesa Student Health Services. How is it that Mesa can offer Flu vaccines free and City cannot. Mesa gets an enormous budget and City's cannot keep up with the demand. The inability to follow grant budget spending and the fact that the encumbrances are so delayed causes infinite problems when completing quarterly grant reports. The purchasing situation has gotten completely out of hand when a person has to seek out someone from business services to help enter EVERY single requisition. Requisitions are NEVER paid on time. I am embarrassed to attend meetings and find out membership dues that were requested in May 2015 have not been paid by April 2016! Or renewals requested for licenses, etc requested in June 2015 were paid late (March 2016) but did not include late fee so have not been renewed for over a year. Suppliers do not want to send supplies because payment takes too long. Travel requests, mileage reimbursement requests, the use of the People Soft has been a nightmare! I know there are MANY people who have been working long and hard on the rolling out of this People soft program but the truth is ... the program is NOT easy and the trainings have not been helpful because the participants have not been given access to a training program or the training program doesn't work. Change is never easy but this change does not seem to be a good one and it was not well implemented.
7. Communication efforts, transparency, responsibility and efficacy, accountability, efficiency
8. Communication needs to be improved. People in the Business Office need to actually read emails to see what is really being asked instead of tossing off the easiest answer they can think of (even if it doesn't answer the question). Stating the obvious, PeopleSoft is terrible.
9. Communication within department in order to update each other. This way, everyone in the office is well informed.
10. Continue to go in a positive direction. Coordination between campuses could be improved in that one does not know what the other is doing.
11. District Duplicating, if you do not use your email, have it removed. Placed an order to learn "We don't look at those emails". This is why we have not received our print order nearly a month later :0(PeopleSoft...launched before it was ready, frustrated employees who have lost trust with our District :0(
12. Do something about PeopleSoft, this is the worst idea the district has come up with. Ordering supplies, etc. using PeopleSoft should NOT be the job of the faculty. I have spent too many hours just trying to place an order only to have it be lost before submission. I was not able to spend all of the money in my budget due to the cumbersome process required to order from vendors other than Staples. Although the City College staff has been very helpful, they don't have enough time to do their work plus trying to help us input orders. This program should have been completely debugged before expecting end users to use it and the end user should be office staff fully trained in it's use. The amount of time spent by faculty trying to place orders using PeopleSoft takes away from our

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- main purpose which is teaching students. I have also heard from a lot of faculty that the payroll issues are also daunting. Whose bright idea was this? They should be doing the work or hire people at the campus to input all of the orders and handle the details required by this system.
13. Everyone needs to work together and communicate.
 14. Faster response time and more knowledge on the part of the help desk. Having campus software needs on hold until after the People Soft implementation significantly obstructs progress.
 15. First, PeopleSoft. I can only assume we got this software package on the Low Bid methodology of purchasing, because it is disastrous. That said, at least the personnel are doing everything in their power to fix the problems, and they keep plugging on what looks to be a difficulty year or two making the software work. Second, the bookstore seems to have issues with inventory averages, and many students have complained to me that when there are no books on hand that they are not allowed to order through the bookstore. They are told that the instructor has to order the books, then they can purchase them. This seems backwards, as a student should be able to order a book directly - even online, as with Amazon.com - only through the bookstore. I know they do what they can, but this particular policy has been reported to me by students so many times that it concerns me.
 16. Follow up for technology services is lacking; have had issues with outside vendor for several years that has not been addressed.
 17. Getting the Financial Aid reports on time and correct. if the IT department knew what they were doing when we ask to fix reports and stop running live reports first instead of the test mode report. It seems like when they tried to fix their mistakes, they end up creating more errors on other aspects of the Financial Aid system. they cannot create a report to upload to the Department of Education for the V4/V5 verifications and instead we need to do it manually.
 18. HEY.... WE NEED!!!! TO FIX THE PEOPLESOFT DISASTER!!! ASAP!!!! It is absolutely insane that it takes a lot longer to run requisitions through the approval process than back in the 90's!!! What's up with that???! And... has ANYONE even been paid correctly??? Every single pay period, we all cringe to find out what mayhem we will have to deal with for that month. FIX THE PROBLEMS!!!! Please!!!!
 19. Hire more facilities employees
 20. I am not sure everyone understands the mission of the various departments or work units. For example, what is the mission (s) of the community college system. If the mission of the community colleges is to educate people for either the four year college/university system or better employment opportunities then everything else has to support the work being done at the classroom level.
 21. I BELIEVE THAT COMMUNICATION WITHIN THE CITY IS GOOD, BUT MAYBE NOT WITH DISTRICT. THERE SHOULD BE BETTER COMMUNICATION BETWEEN DISTRICT HR AND EMPLOYEES.
 22. i believe that more support classes should be held not only with for online district training but also support classes that help to motivate and inspire the employee
 23. I believe there needs to be more IT help, the IT help is friendly and helpful, but they are overworked and it takes a while some times to get support. Also, I think the way you request help is confusing and I am not sure who to contact at times. Maybe an info sheet and also updated website with a guide on what to do in different situations.
 24. i do not know where to start, and i do not have that much time.
 25. I don't have enough experience with this department to comment.
 26. I don't know.
 27. I don't often get a response back to emails in Bus services office. Food services should stop selling bottle water for the environment even though it makes them money.
 28. I feel that making the evaluation (transcripts) processes emerge more quickly would better benefit the student and especially the veteran students, who rely on their transcripts to be evaluated so that they can receive their Education Plans. Their transcripts need to be evaluated in order for them to receive

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- an Education Plan. Once they receive their Education Plan we can process them for their G.I. Bill Benefits.
29. I find the process of working with the help desk and IT very cumbersome. I think hiring more people to work in this area could help alleviate the issue especially considering that the help desk is now in charge of routing all of the PeopleSoft issues. The amount of time it takes to have these requests addressed is unacceptable (3 months for one of mine). Some of these issues also violate my contract and agreement I signed with the district which I also find unacceptable. I am unable to perform my job in an efficient manner due to these issues. There needs to be a way to have these wait times reduced or to have this part of the campus work more efficiently.
 30. I suppose once the kinks with peoplesoft get worked out things will run more smoothly, like purchasing.
 31. I would like more autonomy in getting copies made. It is frustrating at times to have the 24 hour turnaround--granting faculty more copies on self serve copiers makes sense to me IT has excessive control over the computers in our offices--I can't get a gradekeeping program without several signatures and a wait period. It's frustrating.
 32. If this department is responsible for the ERP implementation then something needs to be done. It's abysmal. The DO should stop pointing the finger at the colleges when things go wrong with the system. The colleges are simply trying to utilize faulty systems.
 33. Instead of holding meetings at the district office, please come to us more often. Walk our buildings, shadow us and see how we do things and what we do instead of sitting over in Mission Valley dictating to us what you think is best for us. The district office is there to serve the campuses not the other way around.
 34. IT services are stretched too thin, computers are outdated and unable to complete basic functions of the job. IT policies are draconian and hinder productivity. WiFi is slow and almost unusable for a majority of tasks, even simple ones such as blackboard grade entry.
 35. It takes a long time for new phones or phone changes to be happen.
 36. More information required ... not enough experience or interaction with most branches of BUSINESS and TECHNOLOGY SERVICES.
 37. More staff hiring in different departments.
 38. Most staff are NOT committed to supporting the campuses as a whole. They misunderstand that the purpose of a district office is to support campus operations, not vice versa. I feel that XXXX is unethical. XXXX does not care about XXXX staff or the staff of the campuses. XXXX does not provide a collaborative work environment or take the campus perspective into account. XXXX is not informed of the issues facing the campuses and is not receptive to having open and honest communication. PeopleSoft has and continues to be a mismanaged project directly due to XXXX poor leadership, unwillingness to listen, or allow for input from the campuses.
 39. Need more IT support at City College rather than just one person- it takes too long to resolve any issue.
 40. No comments
 41. none
 42. Nothing to add.
 43. Payroll is 100% messed up. Valid complaints go nowhere, despite a work order number.
 44. People Soft...impossible to use
 45. PeopleSoft Finance was launched prematurely, with little to no help or training from the District Office. Problems still exist and are not quickly resolved nine months later. It should have been Beta tested and training should have been given by the district far in advance of it going live and causing excess work, time and grief to every individual needing to use it----virtually everyone in the district.
 46. Peoplesoft has been a big problem which delay a lot of our internal process.

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47. PeopleSoft is terrible.
48. Provide budgets to the colleges so we attend to our own needs and will not have to wait inline for the district staff to service the college's needs. It seems from our vantage point that the "District" gets top priority and best services and what ever is needed including new offices, 'soundproofing of VC office, computers, quick phone service repairs, technical support. Also the district decides what we can purchase for our classrooms and offices when they really have no idea of what it is like to be on the campus and serve students. It seems like the "district" comes first and the college comes 2nd.
49. Response time, accountability, reliability, fixing of any and all errors caused by Peoplesoft.
50. Sense of urgency with each situation
51. Slow internet. Computers too old. Printers in office bank don't work. People soft was a disaster.
52. Telephone services is very difficult to work with. First, I feel that they expect me to know how to speak their jargon when I make a request, and if I don't word it correctly, they do not know what to do. Further, assuming we finally get the wording of the request to their liking, it takes about 3 months for the jobs to be completed.
53. The budgeting process and what is expected from each department can be more clearly defined. I am a member of the HES/Athletics department and each of our individual budgets have been riddled with errors. In addition, the accounting of our budgets has been sub par and unreliable.
54. The implementation of Peoplesoft has been problematic. Purchasing instructional and non-instructional supplies is incredibly burdensome to end-users. It is not easy to save purchase orders or just purchase markers for student use. End-users are not getting the support he/she needs from the District.
55. The implementation of peoplesoft when it was far from user friendly. The timing was quite horrific, in fact, and there seems to be little understanding about what that means for all of us faculty who are attempting to both teach & fulfill our roles as maintaining supplies et al... It has given us significantly more work. For example, I will spend hours trying to fill out a requisition because I am "bumped off" multiple times due to not being able to save intermittently very easily. This is just the tip of the iceberg.
56. The IT Help Desk is responsive, but there is never any follow-up. At the very least a confirmation that the issue has been addressed would be helpful. In the past I have had to send follow-up emails when the problem persists and both been told that the issue was fixed (incorrectly) and that it hadn't been addressed yet.
57. The ones I am dissatisfied with don't return your phone calls or e mails. The problem isn't resolved therefore the students are not helped.
58. There needs to be more transparency and effective management of the budget. The campuses are often left in the dark and need more money in the general fund in order to operate on the highest level.
59. There needs to be stronger communication across departments. It seems that there is no straight answer to any question I've had.
60. Timely response is a problem in almost every department. Purchasing and contracts have been difficult with the deployment of the new peoplesoft system with errors made all the way up the chain resulting in either late or early contract payments. Training often overlaps instructional hours, and there are not enough classified staff to support and problem solve. Inadequate classified support all the way around. I had a phone out for nearly 3 weeks. PC support in offices and classrooms woefully inadequate, again long waits when instruction stations are down, and poor response time for updates. Help desk may or may not be able to answer specific questions.
61. To be honest, I have limited knowledge of the functions of many of these departments. This is an area that perhaps can be improved upon. Often these departments interface directly with their equivalent

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campus departments. Their functions, policies and procedures are probably very clear to these departments but they are often a mystery to individuals outside of the departments.

62. Training and allowing time for transition
63. Very Poor... district DID NOT discuss new computer purchases with Inf systems and now the 'new' computers respond SLOWER than the older models... Email space needs MORE memeory!
64. what is needed is policies and procedures of each department determined, put in writing and sent to the campuses. It is very unfortunate that we are still defining business practices and actually being asked to do things differently for each department within BATS. We are having to determine what is required verses someone's personal preference. The attitude of this division should shift to be helpful to the campuses and not dictators. This division should work for us, with us and not against us. When a campus needs are changing, we should have our requests met and not have to argue and fight over every dollar or budget change.
65. When I visit the various divisions in the District office, the first thing that bothers me is that the clerical/office staff do not have enough space between each other. We all need a level of privacy and they do not come close to having their own space. This is bothersome to me when I go to these areas- I feel uncomfortable and it certainly makes the staff uncomfortable and very restricted.They need more space, Period.
66. When purchasing from the Bookstore on City College campus, XXXX has proven to be extremely unresponsive and unhelpful. Additionally, XXXX does not follow correct purchasing guidelines, and would rather sell items without supplying an invoice.

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

1. Across the board information, accessible to all.
2. all ok
3. Always responsive, always keeping the college informed, always promoting and supporting the college, the students, the employees and the mission.
4. As a new very part time employee, I don't have enough knowledge or experience with these departments to comment.
5. Current up to date communications about issues across the campuses that impact faculty and staff
6. Everything is fine
7. From what I observe via the various emails, public relations releases and publications, this department appears to be focused on maintaining a positive image of the college in the public eye.
8. I am receiving and able to send information.
9. i do not have a lot of involvement with these departments.
10. i don't have alot of contact with this district department but they seem ok to me
11. I don't have enough knowledge to provide meaningful feedback.
12. I don't know because I don't communicate with this department.
13. I get plenty of emails from this department especially at the campus level.
14. I like that I get lots of emails that tell me what is going on in the district and on campus.
15. MULTIPLE FORMS of OUTREACH [i.e STUDENT, STAFF, FACULTY, and ADMIN. alike]
16. N/A
17. NA
18. na
19. no comments
20. Our XXXX at City College communicates well and is responsive
21. XXXX seems to keep employees informed well through XXXX visits to campuses and written communication..
22. The communications office is always sending out info on what's going on within the college and news coverage of the college.
23. There has been quite a few very positive communique's recently high lighting all aspects of the district's success stories. This has been very positive
24. We need someone to assist our PIO.

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

1. all ok
2. Could have done a better job of communicating with the City Campus when Balboa Naval Medical Center went on lock down due to an active shooter. Thank goodness, it turned out to be a false alarm. The District should have sent an email and text message stating they were aware of the situation, that classes remain in session and services remained open, if any changes-an alert would be sent. Thankfully, we receive more information from various news stations, BEFORE we receive any communication from our District, let alone our Campus. I really felt let down. :0(
3. FIX PEOPLESOFT!!!!
4. I don't have enough knowledge to provide meaningful feedback.
5. I wish that more staff could be dedicated to support the campuses. There is an unfair bias based on the additional staffing resources for some schools have where other schools do not have the staff to support a strong social media and media presence.
6. Improvement is to have better communication
7. Interact with the employees and students at the colleges in order for the correct information to go out period. Stop thinking what is done and how it affects all campuses, students, and employees interact with them so we can work together. Basically don't just act on ideals put fort by the district work with the campuses and departments you are effectin
8. Internet connection or wifi doesn't always work for the students. At times the computers are very slow
9. It seems that the District takes credit for the accomplishments of the college and the community is being educated to think of "the District" instead of their local college. The District does not serve students, the colleges do. Also the Board is elected to serve the public and it gets old to see XXXX and the board grandstanding and promoting each other.
10. Media could ask the separate departments what they would like 'highlighted' rathr than what the PR office wants to discuss.
11. N/A
12. NA
13. Need new website developers or upgrade technology.
14. Need to improve the overall effectiveness and look of the websites for the district and campus. They need to be more user friendly in order for students and staff to find information quickly and easily.
15. no comments...
16. Nothing
17. Nothing to add.
18. REMAIN consistent with OUTREACH and continue to provide individuals with ways to get involved.
19. See above
20. see above
21. The college clearly needs a webmaster
22. We need to advertise. We need to show off our courses - especially new courses - to the larger San Diego community. I know that some people don't have the faintest idea about what we offer, because the website to register is without advertising for new or different classes that are not yet full. We could be advertising in the Reader and other local downtown publications with our exciting offerings. Instead, our usual media that makes the news is warnings about "incidents" on campus. We need to do a better job of showing off our good side.
23. when i call on the phone to any department it is rare that i speak to someone who is polite and well informed and this is the response i get from most people i speak to that have called our district departments they say that our people are rude our employees seem stressed and overworked

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

1. all Ok
2. Another department with whom I interact very little at present but mostly, they seem good or better.
3. City College has some very nice facilities and classrooms.
4. College Police - Not being visible enough on campus Facilities Services - Not getting work order correctly Planning and Construction - No communication Vice Chancellor's Office - I don't know because I am not sure what to say beside help us hiring more classified staff to run the office sufficiently.
5. college police do a great job at what they do when they around, unfortunately they are not around like they used to be assigned to a specific campus and we felt safe. now they are only around when called to respond and in today's world of extremist threats it is just a matter of time until some wacko see the opportunity and does something crazy at one of our campuses. Facilities is so under manned with all the new buildings going up they are not doing a good job anywhere, there are exceptions because of departments that pull rank but at city the department is week at best, lets just say you have to be out on the grounds to know what your staff are doing and not doing.
6. College police is a great support to our department. Facilities Services- XXXX is an asset and very helpful.
7. Facilities is pretty good about work orders. Planning and construction info could be vamped up a little more. I get info at the campus level so that is good.
8. Facilities is responsive, Site improvement does extremely good quality work
9. Flexibility despite capacity. Hard working individuals.
10. Great facility operations
11. I only have direct experience with Parking Services and they have always been helpful, pleasant, responsive, and accommodating.
12. I think the Police do a great job.
13. I wish there was a way for us to contact the College Police office directly. Sometimes by the time we get someone on the phone, the person we are calling about is long gone.
14. N/A
15. NA
16. na
17. Nothing to add.
18. Our police officers are wonderful. They are amazing and help us a great deal. I like the fact that we now see them more often on campus. Their presence and what they do for us are much appreciated. The facilities folks try but boy they do not communicate well. Things take forever to get fixed. We do not get timely communication on when things will get fixed. None of us on campus are idiots but facilities staff at times treat the campus personnel, especially faculty and women as people who do not have and could not possibly understand how to fix something or how much time it would take to fix a peace of equipment. XXXX is a great XXXX. I like the fact that XXXX comes to campus often and walks the beat. XXXX gets to know people personally.
19. Police respond very quickly to requests
20. Recycling doesn't exist. All bins emptied into the disposal regardless of contamination. Not enough police. Feel unsafe on campus. Students have suffered and feel unsafe.
21. SDCCD has the BEST College Police Department. Professional, Friendly and Approachable. Facilities Services respond in a timely manner when possible.
22. The campus police have responded quickly and professionally when we have needed their services.
23. The College Police are amazing. They really work hard to keep an eye on the campus. The new signs are a little strange, but it shows that they want to get the word out. It's getting attention, and students and faculty are talking about "See Something, Say Something." The Facilities Services are

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the BEST. XXXX in the gardening staff is so sensitive to nature, and we have a campus to be proud of. I see students watching the birds on campus! It's a wildlife area, with "Vitamin N" the nature that so many kids don't get enough of. Gorton Quad is a JEWEL. Students who live in apartments where they never see a lawn are thrilled to see this little area. It should be larger. We are in danger of having too much concrete, which is the heat balance of the campus, so the gardening crew has worked to put in a lot of plants, which cool down the area a lot. The only area that is a problem is by the BT building, where the heat has been really difficult. Perhaps larger trees would help. But, Gorton Quad and the face of the campus, with the big trees and grass, are soft spaces for our students and the community that we should treasure. We even have a Butterfly Garden! It's so exciting. The variety of gardens makes this campus a great place to walk and participate in the "Live Well" activities. The facilities people who keep the classrooms clean in the Science Building are wonderful. A special shout out to XXXX who come through every day and make sure that the bathrooms are clean, the classrooms and offices are tidy, and the trash is emptied. We're lucky to have such a great group of people in this area, because they really put their all into their job. When we have had events, they work twice as hard and still have a smile on their faces. It's just one more layer that makes this a fantastic place to work.

24. The College Police do an excellent job. The only problem is that there aren't enough of them.
25. The custodians have a great attitude and try to help keep the campus clean in general even though they are understaffed.
26. The facilities crew does a good job being on top of the classroom and area maintenance.
27. The police have been very helpful and seem to be well-trained.
28. The police have responded well to campus concerns, and are good about notifications.
29. The police officers and facility employees work very hard and do the best they can with what they have although there are staffing issues. Both departments have employees who really care about their jobs and the campuses they serve.
30. The response time is very slow and they don't take into account what you really need.
31. There has been a better procedure to file a work order, and at least at City, I know these are at least in the queue to be addressed
32. TIMELY RESPONSE from ALL Branches ... AND ... AVAILABILITY [i.e EMAIL, PHONE, FACE-TO-FACE] if needed.

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

1. again not enough time to answer this question.
2. all ok
3. Basic facilities upkeep (cleaning student desks, checking safety showers, etc) is not being done due to lack of staff. Other infrastructure items (hazardous waste accumulation) is unsafe and is still unclear on how or when that will be addressed - although it appears it is in the works for 1.5 years
4. Certain things have never worked well in our building - and those items do not seem to get fixed. For example, the main elevators in the MS Building have never worked well. It breaks down and the door won't close - it takes several tries before the door closes. We call facilities and it eventually gets fixed, but it seems like it has never worked correctly to begin with. One toilet stall in the women's restroom on the fourth floor MS-Building has been locked for the last 2 years+ No explanation - just locked and not in use. Improve communication with end-users, people who use facilities every day.
5. communicate, communicate and more communicate. If you do not have the budget or the personnel to fix something please let us know. Give us an estimate of how long it will take. Please involve us. We are on the same team. We will work with you if you worked with us. I spend a great deal of time chasing down work orders that have been sitting for months. I have had more than one conversation with XXXX and other personnel via e-mail, phone and a large meeting in my office. I get repeated promises that things will change but I have yet to see it. At least we now all know each other and when I contact XXXX responds quickly. The bottom line is that it takes forever to get anything fixed period.
6. CONTINUE with OUTREACH so COLLEGE COMMUNITY can be aware of the SERVICES provided by FACILITIES MANAGEMENT.
7. Facilities are overburdened and cannot keep up with the demands of all the new buildings. Planning and construction appears to listen to user input and then ignores it. Many of the buildings have issues, inadequate elevators, or space, or poor design, stairs that do not connect all floors, or go nowhere, bizarre architectural design that is inefficient. Classroom design which does not appear to be efficient for use. Moves due to new construction have been very poorly planned with late notification and poor assistance with respect to protecting property during moves. We have crates that have never been removed.
8. Facilities is slow to respond to needs. I am extremely dissatisfied with the recycling program on campus. Our trash is sorted in the office...and the janitorial service combines it with collection...and we are told it is resorted later. I don't believe this. It needs to be sorted in each office...and the separation of trash and recycling needs to be maintained through the collection and disposal process.
9. Facilities Services - the people that answer need more customer services training. they can be rude. The A building needs to be clean as well as the restrooms. The building has not been clean since the last custodian (XXXX) left. it is embarrassing to walk on the campus and see the walls dirty and all the bird poop on the floor. It is very dirty and you can tell no one cleans. The Faculty restroom by duplicating stinks like there has been a dead mouse and the floor gets clean every 2 weeks.
10. Hire more. Strong leadership. Continuity on service delivery.
11. hiring more classified staff to run the office sufficiently.
12. However, there are not enough custodians to properly care for all of the new buildings on the City College Campus, period!
13. I don't have enough knowledge to provide meaningful feedback. Most of my inquiries and interactions in relation to these departments are addressed by equivalent departmental staff at my home campus.
14. I think more facilities positions are needed as it appears these folks are understaffed.

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15. I think we could use more police officers and a team of college security officers assigned to each campus.
16. Interact with the employees and students at the colleges in order for the correct information to go out period. Stop thinking what is done and how it affects all campuses, students, and employees interact with them so we can work together. Basically don't just act on ideals put forth by the district work with the campuses and departments you are effecting.
17. More custodial services!
18. More custodians. The District needs to listen more to the college's needs rather than making decisions from their perspective. Rather than cooperation, we hear that we can not afford to provide adequate services to the campuses; so it appears that only the district is being served.. The district office is protected from crime, homeless, and the constant fear that some employees and students have of being a victim of a perpetrator. Also colleges are open at night so this increases the dangers and the fear. The district needs to mitigate these concerns.
19. More needs to be communicated campus wide regarding moving. All staff need to know where departments will be housed during the ADT remodel. Not just on a need to know basis.
20. More timely repairs of broken facilities
21. My only dissatisfaction with our College Police is that they are understaffed and unable to respond to campus "situations" in a timely fashion.
22. N/A
23. na
24. Not much is heard from the Facilities Management division from district office. Perhaps it is due to the fact that my role in the college does not have any relation to facilities.
25. Nothing to add.
26. Planning and Construction - I'm not quite sure how the BT got so much concrete, but I hope that the new area is not so heavy with the heat island effect. I don't know if there's been an open house sort of thing with planning input, but if there has the communication has not been great. The buildings are beautiful, and once the gardening catches up with reality (the first round with the Landscape Architects rarely works - they only plant non-natives that end up dying or don't really help our native and migratory bird species), but it's a really good thing that XXXX and XXXX crew work so hard to fix these problems. But, better planning to avoid the urban heat island problems would be even better. The world is not getting any cooler, but a lot less concrete is helpful.
27. Planning and construction: we have been pushed to almost the very last project of the bond, and now our building's budget is being cut because of spending on other areas. Also, we have many meetings to give our feedback, but often it goes unheeded.
28. Police response is slow. Often paramedics arrive even before our own campus police. Facilities doesn't do a good job of thoroughly cleaning or making repairs. I suspect it is because they are understaffed.
29. Recycling programs within SDCCD are unfounded, fake, not acted upon and not realistic! When 'facilities' picks up trash in the office, blue 'recycling' containers are emptied into the same large trash can as the trash. Where are the bottles, cans, metal and paper separate containers for recycling. Colleges need to teach students and future generations HOW TO CARE for the future. Going truly GREEN is part of this education. I often take home my own papers just to make sure it is recycled properly.
30. Response time of college police to the MS building.
31. Safety
32. The College Police and Facilities Services are extremely understaffed. I believe addressing the staffing issues will improve functionality and effectiveness overall. There needs to be a permanent College

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- Police department at Continuing Ed headquarters; they shouldn't have to rely on the College Police from City College for assistance.
33. The facilities oversight is very poor. The contractors hired to oversee the bond construction and renovation projects are ignorant about what is needed at a college campus and the decisions they make about timing of projects ignores the needs of Instruction and the students.
 34. The lack of staff have cause a lot issues with classroom not being open at the class time. Saturday is worse.
 35. The new child development center at City was part of Prop. S and still hasn't been started. Over the past few years we have met with different groups of architects only to have the plans postponed. Now we have been told that we will not be able to have college classrooms on a second floor. Parking is a disaster for faculty/staff working in buildings on the north side of the campus. The faculty lot next to Garfield high that use to be for staff is not a student lot. There will be even less parking when the CDC is build in the parking lot behind the T building. We were originally told that prior to the remodel of the T building we would be able to move our dept. to the old Center City facility on Park Blvd. if Student Affairs wasn't going to be using it, then when they choose a different location we were told that the district was leasing that facility. That would have been ok after the remodel when we would be moved back into the T bldg. but now we are temporarily going to be in the MS building on different floors with random classrooms available for our use when not used be other departments in the MS building. Due to the nature of our program we need easy access to sinks and a lot of classroom storage which we will not have. Even though we are being told that what we need in the new buildings we be incorporated into the plans, whoever is doing the planning doesn't take into account the wishes of the end users which causes a lot of problems.
 36. The police are very responsive, albeit a bit over-zealous. Small issues turn into a flood of officers and they are not always good about discretion.
 37. There are not enough (effective) facilities employees to clean and provide adequate services for our new buildings. For example, our building's bathrooms are often filthy. Recycling is still thrown in the trash throughout the campus rather than being recycled-- it is 2016!
 38. There exists today insufficient staffing of both College Police and Facilities, despite years of repeated requests from the campuses. Planning of prop s and n construction was not done with a global perspective, leaving the campus with a fractured layout and at the moment no planning for a cafeteria and staff lounge for a campus population of around 18,000 faculty, staff, and students, among other things.
 39. There needs to be more staff to clean classrooms. The floors have debris on them and the desks are dirty. As an instructor, it's really embarrassing to have students walk into classrooms that are dirty.
 40. They need to respond quicker and listen to what the employees are asking for.
 41. Trash needs to be picked up more regularly rather than sitting in the office for a week. Need more custodial staff, especially with all the new buildings at City.
 42. We desperately need more custodian staff in the busy part of the campus. For example the MS bldg at city is completely overrun and elevators are often down. Oh yea, need to underscore... FIX PEOPLESOFT!!!!
 43. We don't have enough people cleaning and taking care of our facilities and the new buildings are already really dirty.
 44. We have multiple things that have broken, are in dis-repair, or just feel unsafe (for example, our building-MS- has an elevator that has never functioned right. It has at least 3x "dropped" while folks were in it yet the response by facilities was dismissive). We desperately NEED more staff to clean. There are not even enough to pick up trash let alone clean the floors. As a sidenote: the dismissiveness is a huge issue. We have complained about cleanliness of classrooms with linoleum yet told it was really filthy in there, it was dirty (?). We have also complained multiple times about

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classrooms and the temperature in there; often way too cold & we are often not believed. At this point, many of us are just silent now.

45. We need more Officers, especially on the City Campus. The Campus has expanded, so should the number of Officers. City Campus needs to add to our Facilities Team. The Campus has expanded, yet our Facilities Staff has not. City Campus will be undergoing a major remodeling of all Student Services Departments, where is the communication with Planning and Construction. I assume they are a part of this overhaul?
46. We need more police presence on campus.

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

1. all basically ok
2. As regards my own compensation, my interactions with members of the department has been satisfying
3. At this point, I don't know what works well within these departments. A procedure handbook would be helpful though, since there are many preferences and no real procedures defined. I've been asking for procedures in writing since January and just received a draft regarding how to read your paycheck last week. Every department within HR should have strict procedures that are backed by laws and policies and procedures of this District. Everyone seems to be making things up as we go through this new system which doesn't seem very efficient at this point and causes a lot of unknown stress on the campuses.
4. At this time most services are adequate. Many have had issues with payroll due to PeopleSoft. And many I'm sure have not been answered.
5. Benefits office operates effectively and efficiently. Staff is always available and responsive in person and via telephone and email!
6. Communication
7. EEO Diversity Office- I believe that even though we have an EEO Rep on every interview most of the time is not fair because the committee already have the person they want to hire and the rest of the candidates wait their time and money purchasing an outfit and going to the interview Payroll- I can tell they do not know what they are doing. I call recently asking about my sick time leave and how the system does not show my current balance and I talked to 2 people and could not get an answer. instead I was told to use the work accident leave. It also does not make any sense that if we have the Half salary sick leave per our contract we are unable to use it until May. it is an inconvenience to us as employee's. I am very dissatisfied on how unprepared the payroll department is with the new system and I can understand the transition but there are too many human mistakes.
8. EEO is great training. It works well. The folks in HR do their best in a horrible situation (PeopleSoft), and I have to hand it to them that they've done all they can to work to make this better.
9. Generally when I have gone to the district office the HR staff have been polite and responsive.
10. Get rid of PeopleSoft.
11. HR staff responds to e-mails and inquires.
12. Human Resources... what can I say about the time consuming PeopleSoft. This was not a smart move. Take so much time out of my daily work duties just to order or do anything in PeopleSoft. I didn't understand why do we have to through a new one when the old one is not broken...
13. I don't have enough knowledge to provide meaningful feedback. Most of my inquiries and interactions in relation to these departments are addressed by equivalent departmental staff at my home campus.
14. I have worked with an individual by the last name of XXXX, and XXXX has been quite helpful. The call back time, I hope is across the board with other HR staff, was within the business professional time-line (within 48 hours). The trainings and professional development opportunities are limited by are very essential. Understanding that the office itself is limited in personnel, the number of professional development opportunities is fair.
15. I realize that there is lots of issues right now with all the craziness with payroll problems, but at least XXXX has been very helpful, so Kudos to XXXX
16. N/A
17. na
18. NA
19. Nothing to add.
20. Payroll and VC Office did a good job rolling out the new payroll system.

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21. payroll on time and up to date Positive benefits but information could be improved. More 'workshops'!
22. people soft has made it so confusing and difficult to doing a lot of the task that were working well in the past. i do not think that the whole system was thought through very well before the system was put into motion. very sad all the way around.
23. Risk Management has always done a good job whenever I've had to contact them. Benefits has been helpful when I've needed to make changes.
24. Risk Management office has been responsive and clear in all communications
25. The employee relations office responds quickly to requests for information and follows through in a timely manner, at least when they control the timing. If a matter needs to go to the outside legal services, then the timeliness disappears.
26. The only functional offices in this department are employee relations - XXXX is great- Employment & professional development, and Risk Management.
27. There are very few individuals within any of these departments that cares or is motivated to assist the campus community with their needs.
28. TIMELY RESPONSE to INQUIRIES and continued maintenance of an ACCURATE EMPLOYEE Profile.

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

1. San Diego City College needs to have appropriate Human Resources personnel on site year round. This need was most emphatically demonstrated during the recent introduction of new HR systems and procedures.
2. 1. Get rid of PeopleSoft. 2. Fire the irresponsible managers who set PeopleSoft in motion without enough control of the transition, user support, and backing systems.
3. A majority of the Human Resources Division staff are NOT committed to supporting the campuses as a whole. They misunderstand that the purpose of a district office is to support campus operations, not vice versa. I feel that XXXX is unethical, uninformed, and difficult to work with. XXXX does not care about XXXX staff or the staff of the campuses. XXXX does not provide a collaborative work environment or take the campus perspective into account. XXXX only addresses symptoms and easy fixes and completely ignores the problems at hand whether it is operations or system related. XXXX is not informed of the issues facing the campuses and is not receptive to having open and honest communication. PeopleSoft HCM Module has and continues to be a mismanaged project directly due to XXXX poor leadership, unwillingness to listen, or allow for input from the campuses. The Payroll Department has continued to go downhill. XXXX is unresponsive, screens calls, does not provide feedback to requests for information and is uncooperative. The campuses receive little to no support for Human Resources as a division. This division has no interest in learning what happens on the campus in regards to operations. They are unsupportive, unresponsive, and VERY hostile towards the campus perspective. HCM continues to struggle with a majority of the workload being pushed to the campuses due to a flawed system. There are clear SYSTEM errors and it is unethical to continue to call the ongoing struggles human errors as they are not. Also, there are little to NO professional development opportunities for Classified Staff, Managers, Supervisors, or Administrators.
4. Again, as it is difficult to get your question answered in a timely manner and with all the glitches with PeopleSoft, I think my colleagues in HR need additional support in order to be effective in their duties.
5. all basically ok
6. BUT GEEZ GUYS!!!! I MUCH rather go back to actual manual paper checks if it will fix this category 5 hurricane-like-devastation that is occurring at payroll. EVERY aspect to Peoplesoft is just plainly horrific... When deans can't even make a connection between sick leaves and their classroom substitutes, you know that this just doesn't work. Priority #1..... FIX PEOPLESOFT, or better yet... hit the delete button!!!! and get something that works!!!!
7. Do not use new software until it is ready. Most people think that PeopleSoft just passed the workload to the colleges without additional assistance. What the district can so is transfer district employees to the colleges to: 1).Help with the newly created workload that almost every employee on the college campus now has and 2). LISTEN to what we have said we need to make this work. Stop blaming the college employees for the poor operation of this software.
8. Does anyone still work in the Payroll department? If so, how can they be getting paid for doing nothing? In my experience, they have been the rudest, condescending, UNHELPFUL department I have ever dealt with. The biggest joke of all; they blame SDCCD Employees for their payroll errors, and make no effort to fix problems themselves, they just tell you to call other departments, who do not work in payroll.....
9. Don't you people ever talk to each other? From our end it appears that payroll does not talk to employment, or compensation. No-one knows what is going on. We get calls all the time because someone has lost paperwork that we know we have forwarded to the district office. The worst office is payroll. No-one ever bothers to talk to us end users before procedures are put in place without considering how things work on campus. We get people from this office coming down to campus telling us how we need to do things again without taking into account our environment and processes. It is as if we are here to support the district office instead of the other way around. I am

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really sorry for saying this but from our end it looks like a bunch of incompetent, inconsiderate, and ignorant people are messing with people's pay and wasting the majority of our day trying to solve issues at our end that are out of our control.

10. Finding documents is very hard on the HR website, and furthermore, some documents must be found in Outlook via the Public Folder, which is not helpful when you are not on an AD system and need to access the file. I recently have gotten married and changing my name in the system took over two months. I had to provide my documentation twice. After a recent tuition reimbursement, I found that my maiden name is still in the system. Luckily, my bank still allowed for me to deposit the check. It would have been a hassle otherwise, because I would probably have to complete the same document I completed twice before and provide the marriage certificate again. Notification of interviews may not match with that of the actual schedule. I ran into an interviewee who had a printout for a given interview date and time and found that the interview was delayed for an hour. I am not sure if that was a system error in the email, or if the committee decided to make the change on the day, but I can only feel for the interviewee, as they may have taken time off at another job and/or organized their schedule at the given time on the email, only to find out that the time was delayed. I don't think this has a positive reaction to potential employees of SDCCD.
11. Fix PeopleSoft!
12. Have experienced people in the office who know what they are doing. I get different answers to the same questions each time I call. Further, I often have to work up several levels of supervisors to get the correct information.
13. Health and Safety and preparedness issues have long been delayed or ignored. Signage is inadequate.
14. HR needs help! Everything takes too long or they are unable to help in any way. Faculty paycheck errors have been a nightmare for nearly every faculty member. Being overpaid by nearly \$10,000 two months in a row -- seriously? How does that happen once and not get fixed??? The process for hiring a new faculty member takes entirely too long. Once a committee is formed and the job description and application/interview questions are completed, the job posting should not take weeks, it should take a day or 2. Application processing is too slow as is the actual hiring process once a candidate is chosen. Also notification of unsuccessful candidates should be accomplished immediately but seems to take weeks!
15. I don't have enough knowledge to provide meaningful feedback. Most of my inquiries and interactions in relation to these departments are addressed by equivalent departmental staff at my home campus.
16. I have inquired on several occasions regarding pay concerns that start from the beginning of the year and have yet to hear a response back from anyone.
17. I still do not understand 'classification' or compensation protocols or 'levels of pay'. Poor retirement information
18. I understand that the rough transition to PeopleSoft was not Payroll's fault, but I heard a lot of complaints that they simply stopped answering their phones after a while, right when people needed them the most. It seems that resources should have been diverted from almost anywhere else, even if only to handle all the informational queries. Not only did this silence add to the frustration of the whole transition, but people need to be paid correctly and understand how to read their paystub.
19. More staff to handle the burden of additional faculty and staff currently being hired.
20. My interactions with the payroll department have been extremely dissatisfying and lead me to believe the staff are incompetent. They do not respond to emails. They have even stood me up when I have had appointments. I have been asking to have a correction to my pay for three months and still have not received any answer. They are a disgrace to the District.
21. N/A

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22. na
23. NA
24. No comment.
25. NONE at this TIME ... MORE INFORMATION and INTERACTION required to effectively score ALL Branches.
26. Nothing
27. Payroll does not always answer the phone and doesn't seem to provide call-backs. I have to repeatedly call to get someone to talk to. It's better when I go in person. Obviously the payroll roll-out of PeopleSoft was a disaster. The Benefits office also has, in a number of instances, not seemed entirely clear about the details of benefits, particularly as it pertains to domestic partner benefits and the taxation.
28. Payroll is 100% messed up.
29. Payroll is a total disaster now that Peoplesoft is up and running. I can hardly ever get a hold of anyone whenever I call for help. Completely unacceptable wait time and response rate.
30. Payroll seems incompetent - HR staff informed me that payroll would contact me regarding a problem. Payroll gave out misinformation and did not send me updated information regarding my contributions. Payroll has poor communications with employees and does not seem to care.
31. PeopleSoft has been frustrating. Issues have been routed and submitted through the HelpDesk and the wait times to hear back are insane. It is very unclear what we should be paid or how to check if our paychecks are wrong. Too much of this is being put on the employees. Since when is it my job to enter hours and do tasks that traditionally have been the job of secretaries and HR? Will we be receiving an incentive for taking on this extra work? I think workshops should be held where paystubs can be reviewed and explained. I think more responsibility need to be taken by HR and the team to mediate and work on these issues. It is an extremely unclear and chaotic process which I find very unprofessional.
32. PeopleSoft is terrible. Many people, myself included, have still not had resolution with paychecks that have been incorrect (over and underpaid) this semester.
33. PeopleSoft is the tsunami computer disaster that has overwhelmed everyone. I have no idea if or when it's going to get better, but it's not intuitive, and not easy to use. I don't know who wanted this, but it concerns me when it comes to due diligence and the use of funds for the district. Professional Development for the Sciences has been nearly non-existent in the face of Basic Skills. I am hoping that the one (1) professional development we were afforded this semester is the beginning of something more. We need this as much as the Basic Skills professors, and there is a lot available. I hope it comes to our campus in the future.
34. SDCCD as a whole needs to review and reclassify several Classified positions. Apparently hundreds that were frozen we deleted without discussion. Yes we have hundreds of hourly NANC on campuses. Even though they aren't supposed to be doing our work nor replace Classified this is not the case. Departments need to be restored and reorganized like some offices have been recently. For example, Duplicating at Mesa College. Several NEW positions have been created so this is not something foreign to HR. Please help the colleges regain the support they need to help ensure student success at the high levels the campuses and district have for all students.
35. Should not change
36. The legal office and risk management don't do anything to benefit the colleges. Maybe that's what they're paid to do, just to find ways to avoid the District being sued. The problem with that is that issues are never resolved, they are just swept under the rug until the next time the surface. The people who suffer are the faculty, staff and students at the college.

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37. The staff needs to be friendly & empathetic to employee concerns, especially in light of the mess of peoplesoft. We should not have to fight to get paid or have to have our own campus business services spend their time ensuring we get heard.
38. There desperately needs to be better communication with this department and our Business Services office. A visible chain of command and being able to identify who is in charge of what. We have had numerous amounts of faculty, staff, and hourlies not receiving payment and when any of us attempt to make a call or send emails to inquire, we hardly ever get a response back. When folks' income is at stake, sometimes a simple reply could bring stress levels down for all parties involved.
39. There should be more information about retirement issues circulated for people nearing potential retirements. Clearly there were payroll issues with the new peoplesoft system.
40. These departments do not talk to each other at all. It is unfortunate that each division would rather email the campuses for information instead of working with the other departments to seek that information first. It is almost always that when we receive emails requesting information, the paperwork is sitting on someone's desks within HR. We should not have to stop what we are doing in order to resend information that we've already provided.

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

1. all basically ok
2. Communication
3. Communication within the office and related roles on campus is sound.
4. Email communication works for most departments. Enrollment management is minimal at the campus levels. Hopefully more research on what students need to graduate will play a roll in offerings. For example there is a class that is only offered at Miramar college for the Child Development degree. Many students take public transportation and can't travel that far.
5. FIX PEOPLESOFT!!!!
6. Honors program does a great job with providing support. I love the honors lunch--it feels really special for students.
7. I appreciate XXXX!
8. I don't have enough knowledge to provide meaningful feedback. Most of my inquiries and interactions in relation to these departments are addressed by equivalent departmental staff at my home campus.
9. I know XXXX is trying. I generally do not have any issues with any of these departments.
10. N/A
11. na
12. NA
13. No comment.
14. SHARED GOVERNANCE and OUTREACH detailing important UPDATES and MEETINGS.
15. The Catalog and class schedule come out on schedule with a good opportunity to make revisions.
16. The curriculum office has been very helpful to us. The online training and support from the District is much appreciated for the online classes.
17. The curriculum process within the District is excellent, especially since the curriculum at three different colleges has to align. XXXX, is excellent. XXXX's knowledgeable and helpful.
18. The Honors Department is stellar. The work these folks do to encourage our brightest and best students is fantastic. The Honors reception really makes students realize that there is a wonderful future ahead for them, and they can be their best through what we offer them. The MESA Program is one of the best I've ever seen or found with other campuses. Phi Theta Kappa is another great avenue for our top students. All of these deserve a commendation for their good work.
19. The Instructional Services and Planning.... what I believe works well is to have patience with us. Also, who ever working on the class scheduling, they need to really be very careful not to have any mistake which we do see our classes mess up from time to time.
20. There needs to be consistent structure and order in on line classes in order for students to locate and complete assignments in a timely manner.

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

1. IF the curriculum process could be shortened, that would be an improvement. 2. If the originator could be told, automatically & every time, when the State approves an item, that would be an improvement.
2. all is basically ok and improving
3. All these can be improve by COMMUNICATION and work closely with each departments and get some understanding.
4. Class Schedules should not utilize fine print. 10 point font should be the minimum, not 6 point. Campus maps should be spread out to two pages. Shrinking the map to fit on one page, makes it difficult to read the map locations.
5. Curriculum changes and curricunet are not easy and everything takes longer than it should
6. ENROLLMENT MANAGEMENT SYSTEM = allow Drops and/or Withdrawals to be inputted throughout the day of the Deadline INSTEAD OF at 12 NOON. CURRICULUM = Allow ADJUNCTS to have a SEAT on the COMMITTEE and participate in the process of SHARED GOVERNANCE ... AND ... VOTING. CLASS SCHEDULE = Is there a way for FACULTY to COMMUNICATE DIRECTLY with CLASS SCHEDULE Personnel in order to INPUT Short-Descriptions for COURSES appearing in the online and hard-copy CLASS SCHEDULE ???
7. Enrollment of students
8. FIX PEOPLESOFT!!!!
9. For many years, the same three faculty members at City College are in charge of the Honors program and consider this program to be their domain. We have not seen any changes or improvements in the Honors program for a long time. However, the existing system doesn't allow for other faculty members to apply and to bring fresh new ideas. This system doesn't contribute to equity and leads to favoritism and nepotism.
10. Higher accountability for online classes. Quality of online courses vary. Online instructors do not know how to utilize technology and/or technology is antiquated and needs updates.
11. Honors program needs turnover in those getting released time for coordinating it. Should not be a lifetime job. Students should be screened more thoroughly.
12. I don't have enough knowledge to provide meaningful feedback. Most of my inquiries and interactions in relation to these departments are addressed by equivalent departmental staff at my home campus.
13. I'm frustrated by new enrollment management mandates which don't take into account the need for lower-enrolled classes. We have become a factory that only cares about its bottom line. Stop PRINTING the class schedule. An unncesseary waste. Put more resources into International Ed.
14. It would be useful for instructors to have access to the ISIS system information.
15. It's hard to improve on excellence.
16. Let other faculty have a chance to work with Honors. The same people do it year after year. This should rotate so that new ideas and energy can be brought to the program. Faculty are disappointed that this is not open. The career tech office is understaffed and it is very disappointing that XXXX comes in and eliminates positions and very competent employees within the first few months. This person can't possibly understand the campus needs so soon. This does not send a positive message or cause us to have confidence in this division.
17. More communication and maybe visiting our campuses more often. Calling us all to the district for a meeting is good and fine but in order for the people at the district office to know what is happening here on campus an occasional visit to us would be very much appreciated.
18. N/A
19. na

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20. NA
21. Need MUCH STRONGER Career informational programs. Separate from transfer center to create own office program/office. Students are in college to create better futures through strong employment outlook. not all counselors trained in this nor trained well enough. Vocational program information too segregated... need specific contact information and student/staff workshops for varying vocational training programs!
22. No comment.
23. No one knows what role the District plays in Workforce Development. We never hear from that office and since all of our CTE programs at the college are self-sustaining, I don't know what contribution is made from that office. The catalog is very difficult to read, not laid out well at all. The Class Schedule production is determined for the convenience of the District, not for the colleges. There is no enrollment management system at the DO and maybe there shouldn't be. The colleges should be empowered to handle all their own enrollment management. I don't see anything happening at all with International Education, which is a shame.
24. Printing paper schedules is still a waste of money. Especially since the campuses have to pay for it! International Education is very hidden, don't hear much about it. Curriculum is very tedious and needs a lot more help at the campus level. I know at one of the campuses there is a classified member doing most of the work instead of faculty and is not being properly compensated.
25. Putting all the online classes at the back of the schedule saves on paper, but it makes it harder for students to find and compare the classes they need.
26. Student are not notified, when changes are made to RegE, regarding enrollment procedures.
27. The class schedules are obsolete by the time they are printed and do not seem to be an effective use of funds.
28. The honor's positions always roll over without shared governance, or the opportunity for others to apply for the positions. Honor's core is entrenched and has never had a requirement for a base GPA which is discouraging for students who have at least a minimum 3.0 GPA so the courses often have a significant spread from students who have difficulty meeting even non-honor's standards and those who are able to take on extra challenge and rigor. The honor's core faculty appear to teach the classes repeatedly and although there are always requests sent for new proposals there does not appear to be a legitimate effort to change up faculty or approach as the directors often also teach core classes. Work done for Phi Theta Kappa receives no faculty release time; whereas, there are 3 20 percent release time positions funded for honors. I do not think the honors core is regarded highly on this campus except for those people who currently hold release time for the program. International education is very poorly supported by the district and at the campus level. It is a pity since San Diego City College is a desirable location for international students, and also our students have very little opportunity to participate in study abroad. Compared to other colleges and universities we have an extremely poor system to encourage global awareness through study abroad or the inclusion and encouragement of international students. I have not noticed any active committee on my campus.
29. Three Honors Coordinators each receiving .20 release time at City is excessive and a waste of money. The coordinators never actually work in the office to supervise the 2-3 work study students. The coordinators do not take on the advisement of the PTK club on campus when they have the release time to do so. Students handle the paperwork and the coordinators just blow steam. There should only be one person in the leadership role and the position needs to rotate to give other faculty a chance to run Honors. There needs to be a limit of release time for one person. How is it fair for one person to have release for Honors, AFT Grievance, Academic Senate, Labor Studies (only 3 classes but get .20 release) and then be allowed to teach overload??? Who oversees the AFT union bullies and all their release time and overloads? Why are they untouchable? Why is there no transparency in the union release time? Why isn't there a term limit for AFT positions like the Academic Senate? People

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do not go to union meetings to freely voice their opinions in fear of being labeled. The union is a closed shop and not open to any constructive criticism.

30. When editing class schedule booklets, please consider arranging same-level courses by time/hours in the ascending order, rather than by ascending CRNs. It would be more convenient to search for classes available within specific time slots. Thank you.

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

1. all is basically and in some cases "super"
2. DSPS counselors have been great to work with under huge constraints and loss of personnel. XXXX in Records is a star. So great to work with, handles a lot with patience and humor.
3. DSPS does a great job with the resources they have.
4. Greta job
5. I can only comment on Institutional Research and Planning. They provide valuable reports through easy-to-use pages on the District's webpage.
6. I will say that Research and planning do a very good job!!! They are very well informed, present data and results cohesively and intelligently. It has been a pleasure working with them... Maybe they should fix PeopleSoft!!!! ya think!!!!
7. Institutional research is extremely responsive and provides high quality data when requested
8. It seems that XXXX is very informed and capable.
9. XXXX
10. XXXX has helped me in a number of ways over the years, I appreciate XXXX ability to listen and be flexible. The transcript office is annually helpful, as is the evaluations office
11. N/A
12. na
13. NA
14. No comment.
15. Outreach does a very good job of going to the local high schools although stronger ties could be created with high school counseling staff like FYE use to do with yearly breakfasts to invite HS counselors to City to see the college and learn about the programs in person
16. Rarely that I work with this departments so I can't really say. I know in the past I have communicated with Outreach, Transcripts/Records staff and they were very helpful if I ever have questions.
17. The analysts give us some great data and reports that are useful for grant proposals. The Evaluations department is always really efficient, and does a great job, as does the transcripts and records department (although I don't know how they're making this work with PeopleSoft.)
18. The department usually sends a newsletter, identifying updates, which is very helpful. Transcripts office is prompt at serving customers.
19. The volume of production
20. This area is always on top of things. However a great deal of effort goes into controlling information especially the institutional research. Data is often not available in the formats requested. Data used does not match data available in the enrollment management data base making it difficult for managers and deans to even do a little bit of independent research for informational purposes only.
21. TIMELY RESPONSES when needed.
22. Tough division that has historically and currently worked very well. Staff is responsive and XXXX is always available to speak with you and provide quick responses to your needs. Well run division.
23. Transcripts work well.
24. What works well in Stud svcs at the district is the leadership and direction given by XXXX.

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

1. all is basically ok as it is
2. DSPS counselors NEED to be REAL ACADEMIC counselors able to create Education plans and semester planning for students in their program/department.
3. Evaluations have been very slow the past year with the new coordinator.
4. GET THEM TO FIX PEOPLESOFT!!!!
5. I think there needs to be more Evaluators so that they can effectively answer questions without being short or sometimes rude.
6. It may be helpful if the staff at the District could spend more time at the colleges developing an understanding of the unique needs of the students. Already they do a great job, but I think this would help them a great deal.
7. N/A
8. na
9. NA
10. Need evaluators back on the campuses
11. No comment.
12. NONE at this TIME ... More information and Interaction needed to effectively evaluate ALL Branches of Student Services.
13. Not sure what most of these Departments do?
14. Nothing
15. Our DSPS department has violated district policy AP 3105.1, and there have been no consequences, despite a formal complaint.
16. Some of this reporting could be disaggregated further to support the increasing demands for categorical fund reporting requirements.
17. There are so many DSPS and potential DSPS students at City College; I wish their department could get more funding and support. Their needs are only going to grow in the future.
18. There needs to be better turnaround for transcripts and records, many student complaints on the timeliness of processing. Evaluations similarly are not done in an effective student friendly way. DSPS does not have adequate funding or offer enough services. Sending students off campus for learning evaluations is extremely ineffective.
19. Vice Presidents of SS from the campuses need to attend DSSC and pay attention
20. We could use more evaluators to help with the demand of graduation and processing transcript evaluations.
21. We need DSPS to get more funding and more people. Our students would really benefit.
22. We need to advertise. Our outreach is pretty small. We used to have advertisements in our course offerings booklet that went to every household. With it only being lists, students no longer see ads for the diversity of offerings we have at City College. Our website could do more to advertise not only special events, but classes that are not yet full and looking for students. Like Kind Stahlman used to say, "Early to bed, early to rise, work like hell and advertise." We work hard for our students: we need to advertise more effectively.
23. When decisions are made to change paperwork or procedures this should be originated and advised by the campus not delivered "top down". Sometimes we are not even told about changes made and certainly not consulted. Then criticized for not knowing what is going on. We know what works best for faculty and students. Because this office seems to have all of the data and information the staff do not seem to feel it is important to check with the campuses before moving forward. This office seems to make changes to make it easier for themselves without regard for the campuses. When faculty want to add students late it should be up to the faculty and they and the campus should not be intimidated and discouraged by imposed restrictions.