



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

**Spring 2016**

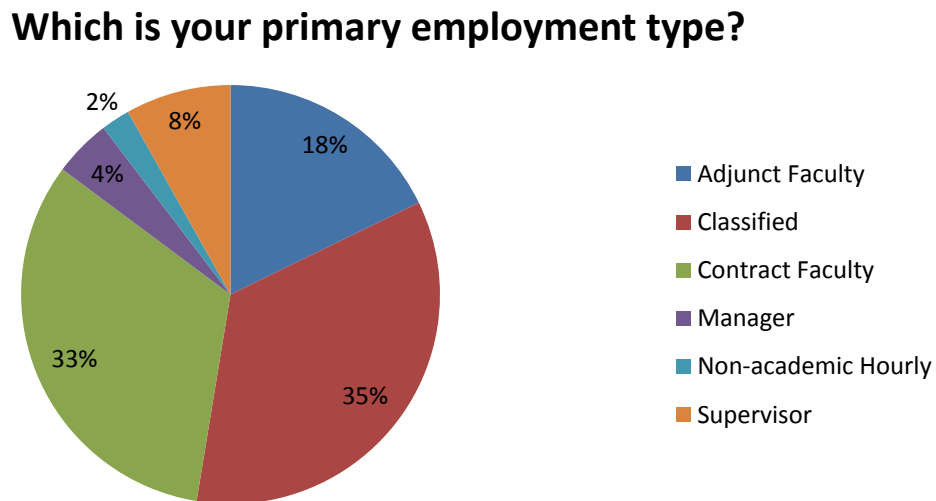
*Prepared by:*  
Office of Institutional Research and Planning  
June 2016

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 Miramar College that responded to the survey, 35% were classified, and 32% were contract faculty, and 18% were adjunct faculty.

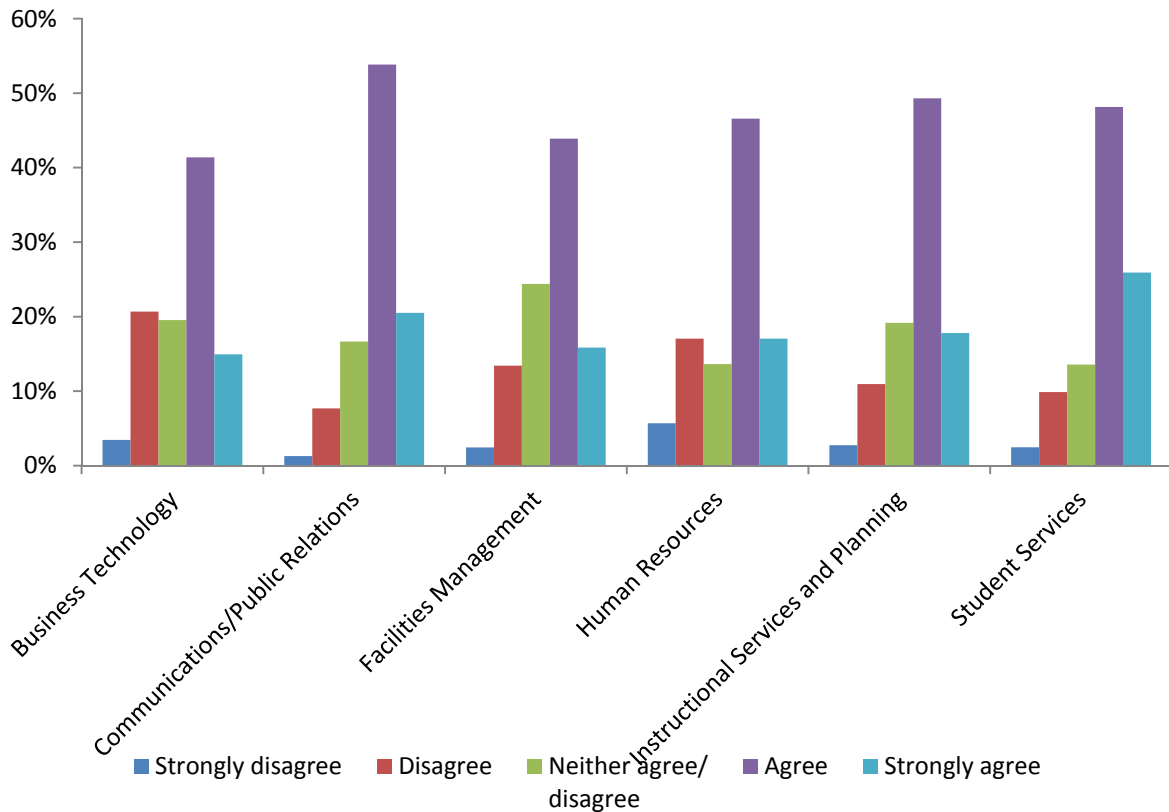
Chart 1. Miramar College Survey Respondents Only: *Which is your primary employment type?*



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. Miramar College Survey Respondents Only: *Overall, I am satisfied with the support and services that this Division provides.*



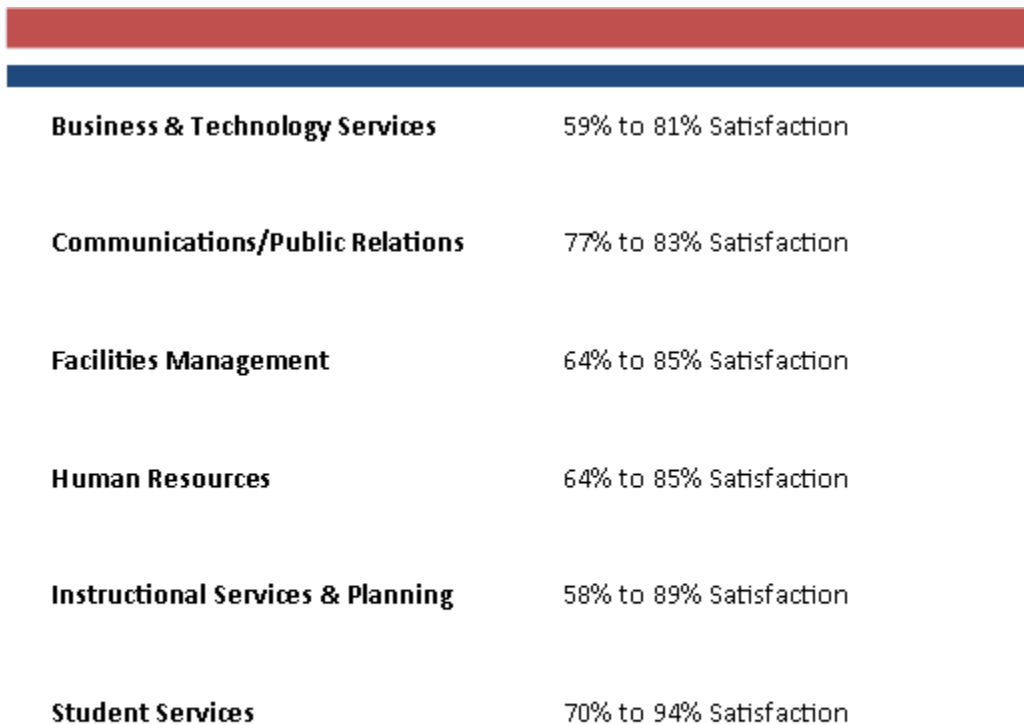
The remaining portion of this report includes the four questions that pertain to the overall divisions. In addition to this report, each division received a division-specific report. It should be noted that some of the survey respondents may have completed the survey on the basis of their experience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

# Results

## Highlight of the Findings

- The majority of survey respondents from Miramar College (67%) agreed or strongly agreed that the divisions in the District Office respond to questions in a timely manner. Miramar employees were most satisfied with the timeliness from the Student Services division (75%), and the Human Resources division (73%), and least satisfied with the Facilities Management division (58%).
- The majority of the survey respondents from Miramar College (66%) agreed or strongly agreed that communication with the colleges and Continuing Education by the District divisions was effective. Miramar employees were most satisfied with communication from the Communications/Public Relations department (76%), and the Student Services division (73%).
- The majority of Miramar College survey respondents (71%) believed that the divisions in the District Office effectively contribute to the mission of the District. Instructional Services and Planning, and the Student Services divisions were considered the top contributors (78% agreed or strongly agreed for each).
- The survey respondents from Miramar College expressed moderate overall satisfaction with the support and services provided by the divisions in the District Office (66%). The Student Services division and the Communications/Public Relations department received the highest overall satisfaction rating (74% each). In addition to this, each of the departments in the District Office divisions was rated for overall satisfaction. The ranges of satisfaction for each of the departments are displayed in figure 1 below.

Figure 1. Range of Satisfaction with Departments by Division

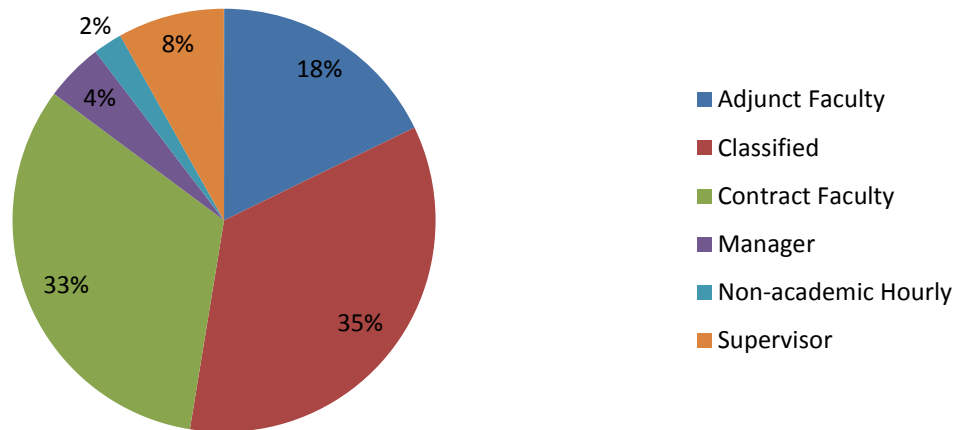


# Appendix

## District Offices Employee Feedback Survey 2016 - Miramar College

Which is your primary employment type?		
Answer options	Response Percent	Response Count
Adjunct Faculty	18%	24
Classified	35%	47
Contract Faculty	33%	44
Manager	4%	6
Non-academic Hourly	2%	3
Supervisor	8%	11
<i>Answered question</i>		<b>135</b>
<i>Skipped question</i>		<b>1</b>

### Which is your primary employment type?

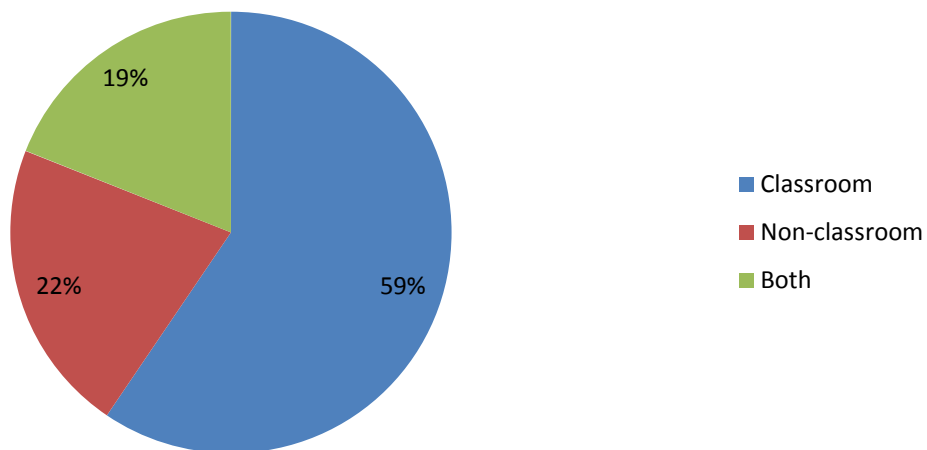


## District Offices Employee Feedback Survey 2016 - Miramar College

If faculty, please indicate your faculty assignment:

Answer options	Response Percent	Response Count
Classroom	59%	47
Non-classroom	22%	17
Both	19%	15
<i>Answered question</i>		<b>79</b>
<i>Skipped question</i>		<b>57</b>

### If faculty, please indicate your faculty assignment:



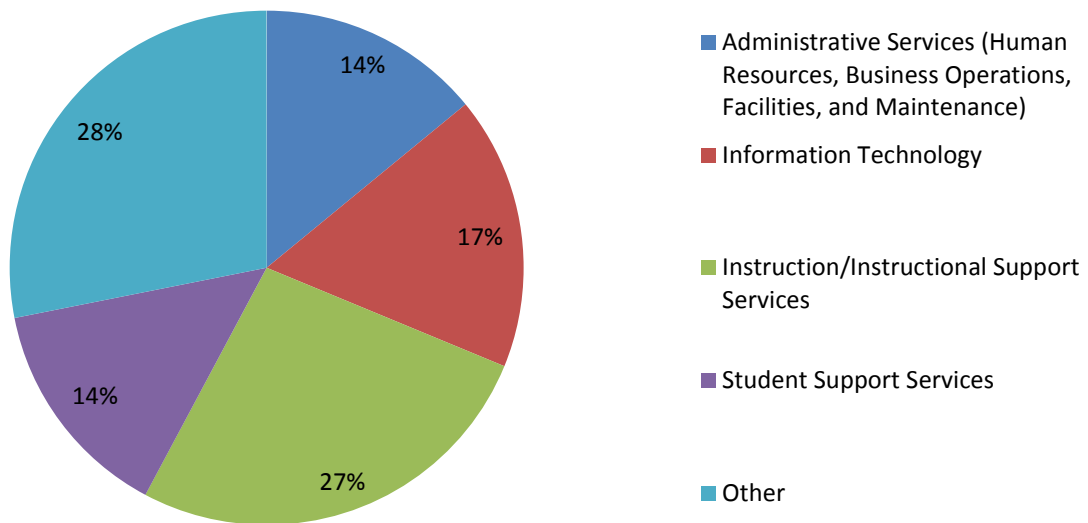


## District Offices Employee Feedback Survey 2016 - Miramar College

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)	14%	9
Information Technology	17%	11
Instruction/Instructional Support Services	27%	17
Student Support Services	14%	9
Other	28%	18
<i>Answered question</i>		<b>64</b>
<i>Skipped question</i>		<b>72</b>

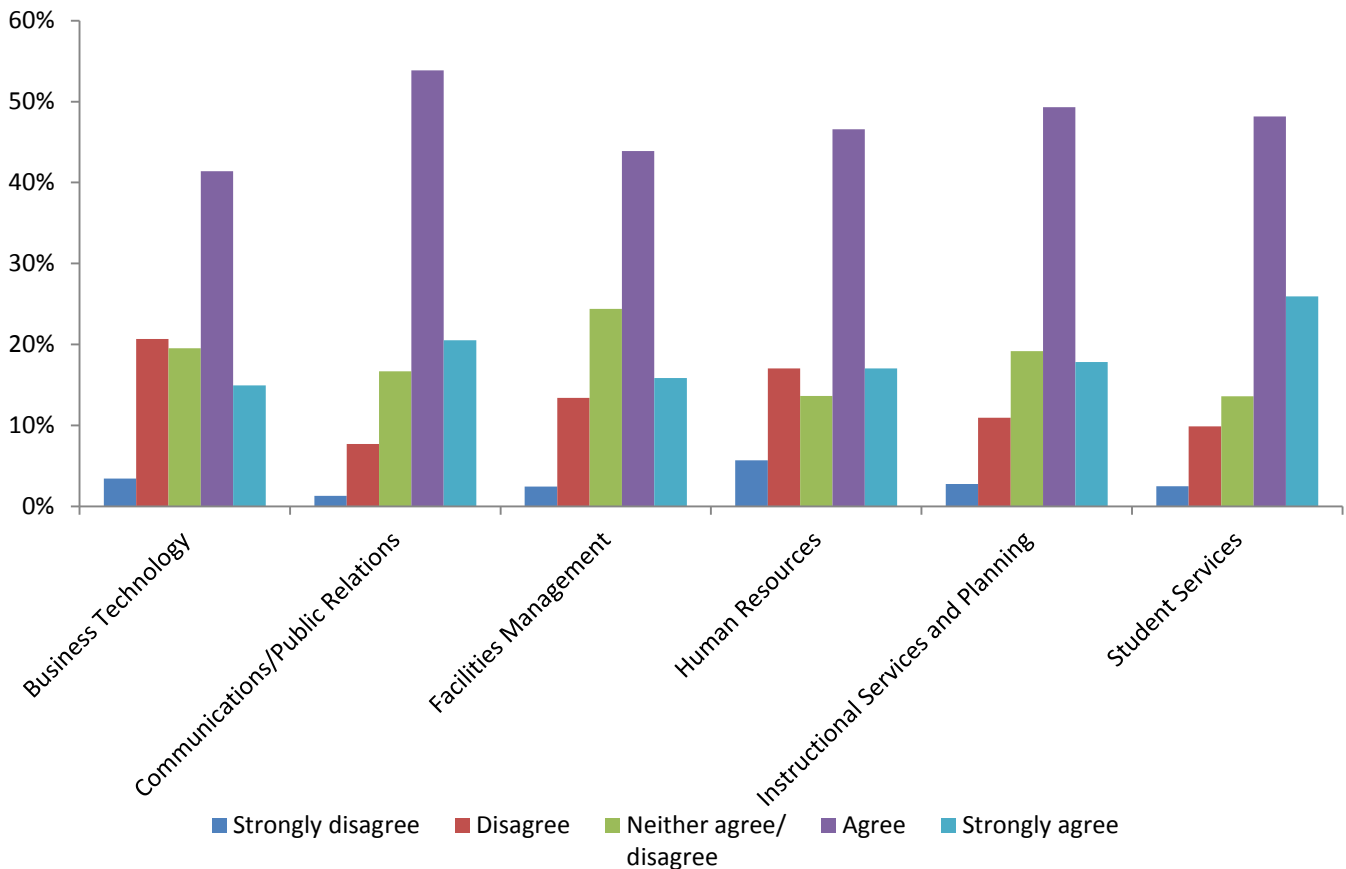
If Classified, Manager, or Supervisor, please indicate your area of responsibility:



*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	3	18	17	36	13	5	92
Communications/Public Relations	1	6	13	42	16	9	87
Facilities Management	2	11	20	36	13	6	88
Human Resources	5	15	12	41	15	3	91
Instructional Services and Planning	2	8	14	36	13	14	87
Student Services	2	8	11	39	21	9	90
<b>All Divisions</b>	<b>15</b>	<b>66</b>	<b>87</b>	<b>230</b>	<b>91</b>	<b>46</b>	

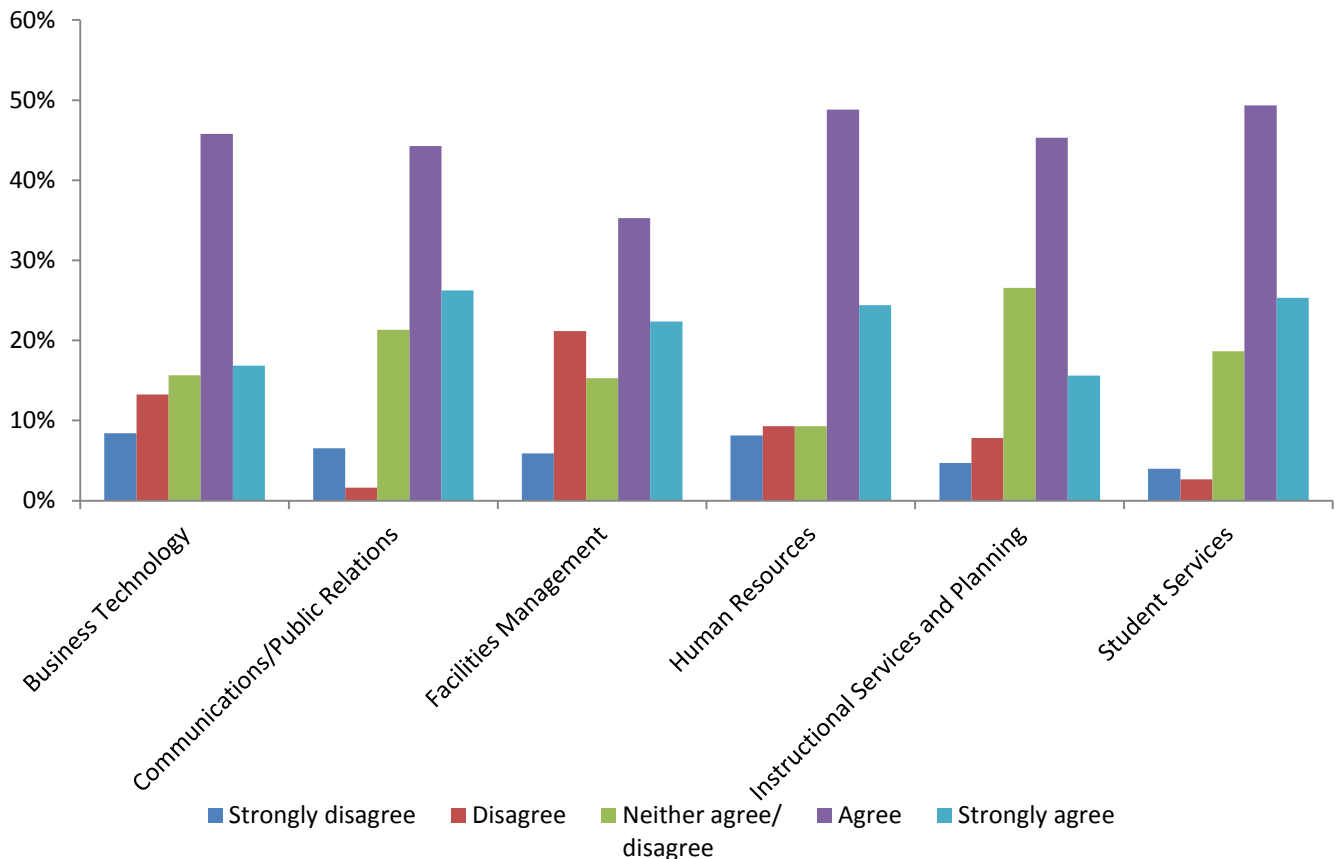
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	3%	21%	20%	41%	15%
Communications/Public Relations	1%	8%	17%	54%	21%
Facilities Management	2%	13%	24%	44%	16%
Human Resources	6%	17%	14%	47%	17%
Instructional Services and Planning	3%	11%	19%	49%	18%
Student Services	2%	10%	14%	48%	26%



*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	7	11	13	38	14	14	97
Communications/Public Relations	4	1	13	27	16	30	91
Facilities Management	5	18	13	30	19	10	95
Human Resources	7	8	8	42	21	5	91
Instructional Services and Planning	3	5	17	29	10	23	87
Student Services	3	2	14	37	19	14	89
<b>All Divisions</b>	<b>29</b>	<b>45</b>	<b>78</b>	<b>203</b>	<b>99</b>	<b>96</b>	

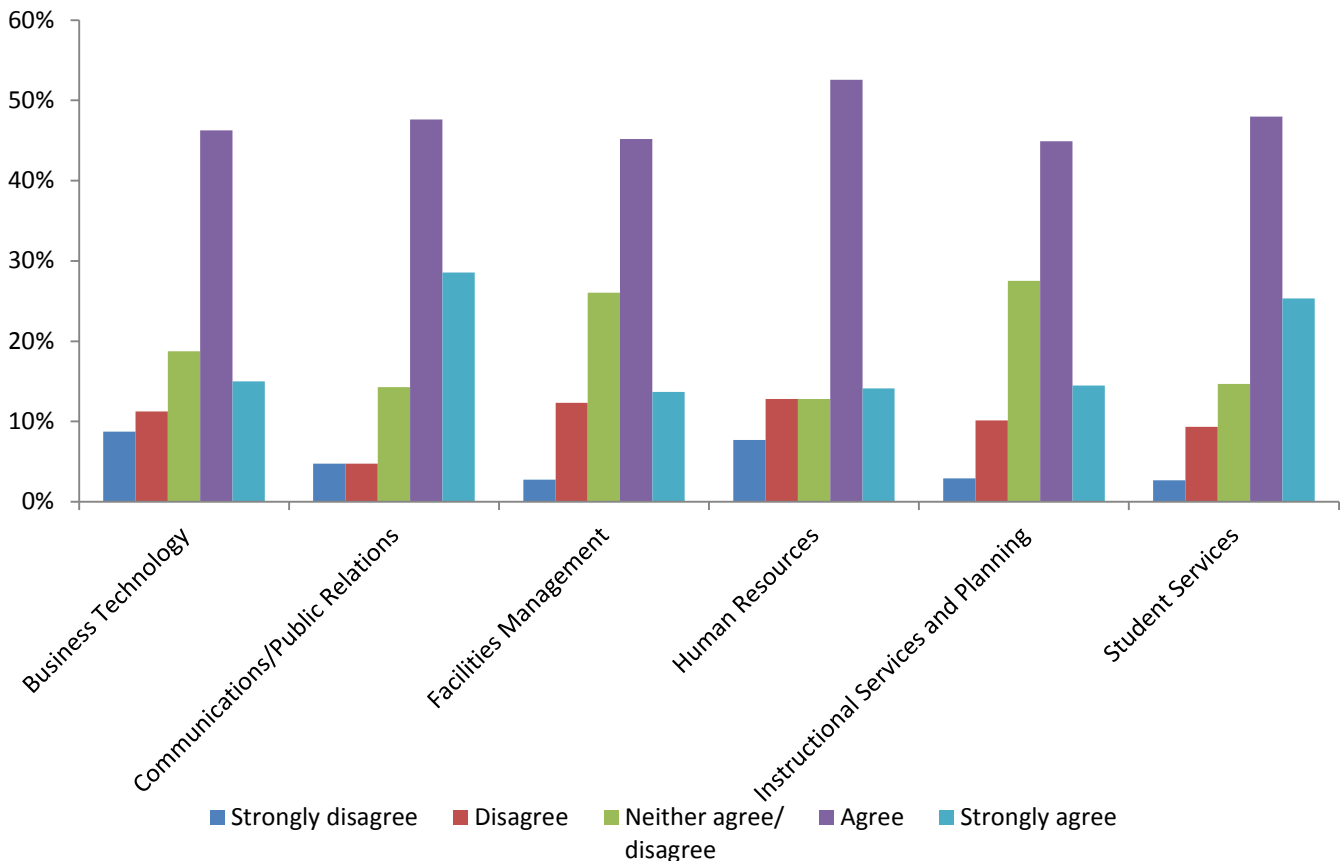
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	8%	13%	16%	46%	17%
Communications/Public Relations	7%	2%	21%	44%	26%
Facilities Management	6%	21%	15%	35%	22%
Human Resources	8%	9%	9%	49%	24%
Instructional Services and Planning	5%	8%	27%	45%	16%
Student Services	4%	3%	19%	49%	25%



*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	7	9	15	37	12	12	92
Communications/Public Relations	3	3	9	30	18	25	88
Facilities Management	2	9	19	33	10	16	89
Human Resources	6	10	10	41	11	11	89
Instructional Services and Planning	2	7	19	31	10	18	87
Student Services	2	7	11	36	19	14	89
<b>All Divisions</b>	<b>22</b>	<b>45</b>	<b>83</b>	<b>208</b>	<b>80</b>	<b>96</b>	

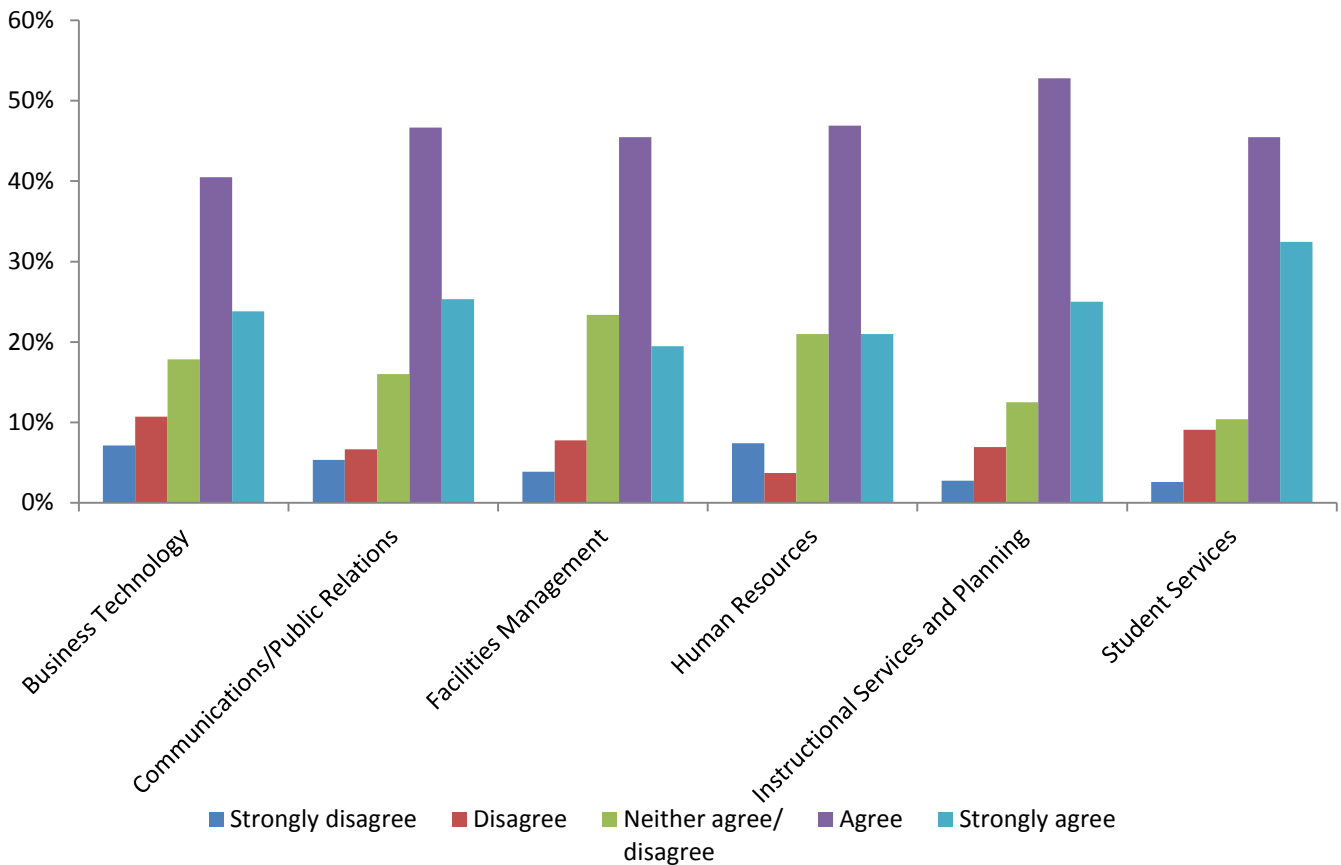
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	9%	11%	19%	46%	15%
Communications/Public Relations	5%	5%	14%	48%	29%
Facilities Management	3%	12%	26%	45%	14%
Human Resources	8%	13%	13%	53%	14%
Instructional Services and Planning	3%	10%	28%	45%	14%
Student Services	3%	9%	15%	48%	25%



*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	6	9	15	34	20	8	92
Communications/Public Relations	4	5	12	35	19	12	87
Facilities Management	3	6	18	35	15	11	88
Human Resources	6	3	17	38	17	9	90
Instructional Services and Planning	2	5	9	38	18	15	87
Student Services	2	7	8	35	25	12	89
<b>All Divisions</b>	<b>23</b>	<b>35</b>	<b>79</b>	<b>215</b>	<b>114</b>	<b>67</b>	

Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	7%	11%	18%	40%	24%
Communications/Public Relations	5%	7%	16%	47%	25%
Facilities Management	4%	8%	23%	45%	19%
Human Resources	7%	4%	21%	47%	21%
Instructional Services and Planning	3%	7%	13%	53%	25%
Student Services	3%	9%	10%	45%	32%



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

1. ABSO (food service and Bookstores) are very nice friendly places and support the students well.
2. XXXX works well XXXX works really well
3. Department responsiveness is highly dependent upon individual people.....many are great to work with.
4. Facility Services and Student Services are well run and respond to the needs of each campus. Purchasing is doing an awesome job despite the difficulties with People Soft.
5. Frequent department meetings. XXXX disseminating info to chair and chairs passing along that information to the rest of department.
6. I do not know.
7. I don't know
8. I have had minimal interaction with this department in my semester teaching which is reflected in my answers. This to me felt like a lack of support at times, though I feel the lack of communication from CE and the Miramar campus was unintentional.
9. I like receiving a work order number when I put in a request as well as a completion email. It helps me track when things need to be followed up on and knowing when they have been completed. I've noticed doing it by phone I don't get the same confirmation so prefer the email method. It's slower, but it provides better tracking.
10. IT Management needs to be clear in its Organization Chart. We have had an absent and now fired manager for the past two years. Comments and complaints have been sent to both the XXXX and the XXXX which many times seem to fall on deaf ears. Management must be able to manage all levels effectively and not just the hot items such as ERP. Both XXXX are too involved in a few items (even if they are very important to the District currently and into the future) to not stray on top of managing their people, classified, supervisors and especially their managers.
11. Most all interactions are very courteous, professional and responsive to all inquiries.
12. Overall, based on those I work with personally, the District has top-notch employees...most are very professional and easy to work with...and VERY good at their jobs. I'm just not familiar enough with what many of the Departments do to be able to answer adequately. I can say our IT staff is excellent - proof being how reliable our networks are. Our micro staff does an excellent job of not only supporting end users and keeping systems running smoothly, but minimizing SPAM, maximizing security, etc. Always on call and ready to be on campus after hours as needed - they don't get enough recognition sometimes for all they do! XXXX have been overwhelmed since the Finance portion of the ERP/implementation went live, and they are doing quite a stupendous job trying to keep up. They have been assisting HR since HCM went live as well. I know my work load has tripled, so I can't imagine what theirs has done. Without the level of knowledge and commitment of our Technical Services staff, I don't believe the ERP/implementation could have even taken off the ground. They're very dedicated, on call 24/7, and figuring out this system build pretty much on their own - with minimal help from Ciber since XXXX left. XXXX and XXXX have been doing double duty through all of this, and they deserve to be mentioned as well. It's not easy being "in charge" and taking the brunt of complaints, but they've been "getting their hands dirty," even taking user calls personally. I know ALL of BATS has been thrown into the fire first, and KUDOS to all for their patience, dedication, and work ethics!
13. Sadly, at this moment, nothing comes to mind.
14. Still new and figuring out what works well.
15. Strong communication from departments to colleges
16. The campus is beautiful, overall. Both faculty and administration are friendly, helpful, talented and committed. The local-line tech support staff are excellent - knowledgeable and friendly.

## District Employee Feedback Survey Comments – Miramar College

17. This division does not directly interact with college faculty and so I'm unable to answer most of these questions.
18. Timely response to our demands has been very effective throughout the departments.
19. With the new software implementation too much is being expected from many within the District and at the campus and sites and without the proper resources, guidance, or support. Many are working more than 8 hours days, more than 5 days a week. The stress we experience and also take home is not healthy and disruptive to family life.

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

1. Among the departments that I work with on a regular basis, the lack of staff that the District has provided for telephone services in particular is inexcusable for a college district of this size. It is not uncommon to wait weeks for requested services, and with only 2 telephone techs, is not surprising. Also, we have not had a permanent IT person assigned to classified and managerial staff in nearly a year and a half. I'm surprised that I can even access this survey, my computer is so bogged down and out of date. Budget planning seems lacking, as we are still constantly being asked to either add or subtract class sections on a moment's notice, which has a tremendous impact on the many aspects of schedule development. All too often this seems to occur AFTER a semester schedule has gone to print. With the implementation of PeopleSoft, too many vendors are not getting paid in a timely manner, or are not getting paid at all. Preparing requisitions, which once took 10 - 15 minutes to prepare now take double that time. PeopleSoft HCM has been an absolute nightmare for managers, timekeepers, and most importantly for the many, many employees who are not getting paid correctly. (In my office alone, the error rate has been 50%) This program had absolutely no business going live until July 1 at the earliest, when payroll is much smaller.
2. Based on my experience, the 1-800 tech support line is useless. I tried calling on several different occasions, with a variety of issues, but never received the help I was seeking. The reps were friendly - they just didn't know how to fix almost any of the issues I brought up, to the point that I don't call any more. The web site needs to be updated, and departments should be given control over their sections, so they can replace outdated information with updated, useful information and make it a useful resource for students.
3. be sure to update all instructor computers in the M building especially M204 room. The Java is out of date and the computers are slow
4. Being able to make copies on my campus, and having a classroom computer.
5. Better communication and transparent budget and how each department allocates its budget.
6. District payroll services makes many errors. Rude. Wrong responses.
7. Hard to respond here as PeopleSoft implementation presents a negative overlay to most all effective working between departments and campuses.
8. Having a technology person to help faculty with computers since we aren't given admin access - I can't use my office computer for anything because I cannot install programs. Have staff at the supply room.
9. Hire enough custodial to keep up on the work needed.
10. I just want to say that although I am extremely dissatisfied with the food services, I am very satisfied with the bookstore. These two bodies should not be linked together. I am dissatisfied with the food services because there are not enough healthy food options.
11. I needed a payroll question answered recently and it I received follow-up from different people each time I emailed. If I need to call someone to clarify anything I would not know who to ask for and then would probably be passed around from person resulting in a waste of time for HR and myself.
12. I think communication with the helpdesk could be improved. The communication between XXXX, the helpdesk, and getting XXXX approval often sends us in circles where we get one saying yes and other saying no, etc. Also, I believe we are very understaffed in IT and it usually takes a long time for us to get our work orders filled. I like the people, but I think the department greatly needs better staffing, time management, and communication.
13. I'm not sure if the Campus Website falls into this category, but I feel the site could use some updating for student access.
14. Improvement - Early preparations for the upcoming changes would be helpful.



## District Employee Feedback Survey Comments – Miramar College

15. IT needs to be looked at from an Organizational level and managers & Supervisors need to be re-thought as to what would be the most effective. We inherited what was formerly Sun Guard and no real changes have been made. The weakest link is Telephone Services. They are overworked, need more bodies with full access - not one contractor who is restricted in what can be done and may change at the whim of the contractor. Organizational meetings should be held at ALL levels on a consistent basis. Managers across BATS, Supervisors across BATS along with consistent Department meetings at Manager to Manager level, Supervisor to Supervisor level and Manager & Supervisor to their team(s). Lack of communications is killing the effectiveness of this department at all levels.
16. It would be helpful to have a comprehensive directory for the district and the college of employees. The online directory is missing some individual names and telephone numbers.
17. Leadership.
18. Need to get this people soft under control
19. People Soft is not working, very poor system, no one knows what each areas are doing, bills are not getting paid,
20. People Soft is terrible! Supplies which use to take 2 days to get in can now take 3 weeks or longer. Vendors are not being paid in a timely manner and are cancelling pending orders due to nonpayment. Labs are not getting their supplies in time. When they do arrive, after they are needed, they are wasted because they are perishable and expire before the next semester. This is NOT efficient use of district money (tax payer money), employees time (obtaining quotes, inputting orders, tracking orders, contacting vendors, and resolving nonpayment issues), and it is NOT enhancing student learning or success. This entire system needs to be improved on every level for better efficiency. The supply budget needs to be increased preferably before more lab sections are added to offset the cost of needed to purchase additional supplies. Sorry for the rant, but you caught me on a really bad PeopleSoft day.
21. Some instruction on how to use your phone would be nice. I waited about a month before anyone got back to me, actually I saw the person I had been emailing in the hallway and someone said he name that he was in charge of phones, so I grabbed him and got my password, I had no way to follow the instructions someone left without a password. Some training or even get it set up for you would be nice. I guess there haven't been any new hires in years, so it was overwhelming to have so many at once.
22. The initial training for Peoplesoft was lacking
23. The Miramar College website must be improved and it must be done quickly. We are losing students who can't figure out what we're doing. Course pathways are out of date or not available. Faculty information is old. It is the point of first contact for many potential students and for the community. It puts a bad light on the entire college.
24. The requirement for quotes on every pencil purchased is absurd and reflects a culture of distrust while handing a large percentage of workload off to college employees who are already overworked. Real universities typically do not require quotes on anything under \$5,000.00. The travel process is a total cluster bleep and is designed to be a barrier to travel. Budget processes for the district should be decentralized and those services the colleges choose to acquire from the district can than be purchased, or not, from the district.
25. there needs to be less micro managing. More appreciation shown to the staff especially in the areas of hiring more staff so those that need it can focus more on PeopleSoft issues. Personal agendas need to be put aside and the morale of the staff improved.
26. We are all on a train wreck with the People Soft experiment. It is being poorly implemented due to a lack of research and planning before going into the acquisition, is way over budget, and there is no end in sight to the difficulties. Other districts have done over 200 modification to People Soft to allow it to work. It is disappointing that so many worthwhile projects were swept away in the bond projects

## District Employee Feedback Survey Comments – Miramar College

to provide funding for People Soft. Where was the bond oversight committee on this decision? At this point we can either hire 20% more staff to make up for the additional work load to use this system or spend the additional money to make the system right. I do not believe we will do either so I go back to my original statement. Management does not get it since they do not have to deal with the difficulties.

27. With the ERP/implementation in progress, there are many complaints floating about, but change is like that. We're all doing what we can to learn as we go as training has not been adequate, especially at the Technical level. High turnover within the Ciber team is causing a lot of problems technically and putting way more burden on the IT staff, rather than on Ciber where it should be. Consultants shouldn't be "googling" answers! And there are many delays in communications as well as turnover with the Ciber staff in India. They should be working when WE are on the job, not the other way around!
28. Work orders are lost Services are really slow

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

1. Have seen Miramar in the newspaper. Good job getting the word out there!
2. I always enjoy seeing the District represented at various community events, like the MLK Parade. We have a very active Board and XXXX, not only in our community, but in Sacramento (and even DC!) as well. District eNewsletters are very well done district-wide. Kudos to XXXX for doing such an amazing job of keeping Miramar informed! XXXX keeps all of our social media up-to-date and is constantly sending "in the news" emails...which I often share with family and friends. (It's easy to be proud to work here!! :-)) I've never seen so many News vans on sight until XXXX came on board!
3. I cannot.
4. I like seeing some SDCCD news here and there on the news or info online or in the newspaper.
5. I really appreciate the communications that are emailed from Gov/ Community and the positive press we receive from media relations.
6. I received emails to let me know when things were going on at my campus. This is the extent of my experience with communications and public relations.
7. Media and news coverage.
8. N/a
9. Seem to do a good job of self-promoting Miramar College.
10. The printed materials are beautiful and professional.
11. There has been effective communication and work in overall program/college marketing.
12. This division does not directly interact with college faculty and so I'm unable to answer most of these questions.
13. Transparency; timely news.

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

1. Ask faculty to answer fewer surveys.
2. Hard to improve on EXCELLENCE!
3. I see things happening out my window on campus and don't know what they are. Can't find info on the website and didn't receive email promo.
4. I think the SDCCD is good at communicating with the community about many events. I do feel they could do more marketing or use more social media to reach people. I am friends on Facebook with San Diego Continuing Education, but don't see many posts. The ones I see are good, but would like to see a bit more on social media about new classes, advancements, etc.
5. N/a
6. Not quite sure what Digital relations does.
7. The web site desperately needs to be updated immediately.
8. Would like to see more involvement and more coverage with more student support services; and classified senate work...

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

1. Now that we have college police assigned to our campus, response time has greatly increased. Considering the lack of custodial and professional services staff, they do as well as they can to keep the trash cans emptied and needed repair work.
2. Custodial is great.
3. Facilities is very under-staffed but do well with what they have, our campus looks good.
4. Facilities rocks and is responsive to the needs of the campus.
5. Give me a minute, please hold your breath while I'm thinking...
6. I have had positive experiences with our campus police at both Mesa and Miramar campuses. The officers are professional, respectful, and competent. When I call the Miramar station, both XXXX and XXXX are always very polite and helpful. I also appreciate how they treat our students (ESL Continuing Ed) with respect and have helped reunite many students with lost items (lost and found service). Big thumbs up for that! Facilities crew is very nice as well. It is hard sometimes to maintain our old bungalows and the very busy restrooms we have near us. XXXX, XXXX, and the staff try their best. I think they need more staff, too, though because it isn't easy for them to keep up on everything (even with the best intentions).
7. Lack of Vision of what needs to be done in this department. DSC does not know what D.O. is doing and vice versa. They are two entities who do NOT communicate effectively with each other. The Facilities function from XXXX done to the lowest employee needs to be in one location, not the penthouse suite for most of top management and the dregs for the real employees who do all the work.
8. People are here doing their jobs the best they can with limited support and resources.
9. Prompt services
10. Responsive.
11. The College police are great. They handle student problems very well. They are friendly and quick to respond.
12. the landscaping looks great and is water wise.
13. The plants look well-maintained.
14. The professionalism I observe is to be admired.
15. We have a very responsive campus police office here at Miramar...and I'm sure district-wide. I've gone to many of our building "opening" ceremonies (and there have been a lot!) and I am SO IMPRESSED with the thought and innovation that went into them all. Compass Point is a marvel in itself! Just so incredibly well done. And I love the sustainability features being built in...all of the LEED awards - so impressive!
16. When I call campus police or facilities they respond quickly and effectively.

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

1. Considering the increase in the size of all campuses within the District, the lack of support staff in facilities is inexcusable. For example: one locksmith for the entire district? We are lucky if our trash cans get emptied on a regular basis, but there is not adequate staff to set up a schedule for regular cleaning. We see a groundskeeper perhaps once a month, and for the most part they seem to seek out anything growing and kill it so they don't have to maintain it. Planning and construction seems to be limited to finding the lowest possible bidder and then ending up with a shoddy end product and/or cost over-runs that are not funded. Most employees do not care if something is LEED certified, as that frequently does not add to the comfort, safety or sustainability of human labor. Absolutely no input is sought from those who will be working in the clerical spaces provided, resulting in cramped and inadequate work stations. Some offices have been lucky to take 10 - 15 year old work stations and try to make due with them, while other departments have received 2 - 3 new work stations over the same period. This results in work place injuries. There is plenty of advice given to create ergonomic work stations, but no funding to provide the necessary improvements.
2. Critical infrastructure requirements that directly support the College Police Dispatch area need to be upgraded.
3. Facilities doesn't always open offices when they are supposed to be open.
4. Facilities doesn't clean the health services or assessment bathrooms very well, the sinks are usually dirty and the floors.
5. Facilities needs staffing to come up to what was built on the campuses
6. I always teach in the evenings, Arts and Humanities Dept., and often the air is turned off too early in the evening when it's hot. Therefor making the room painfully uncomfortable for the students and myself.
7. I do want to comment on the understaffing of the Facilities Dept. They are so many positions short (district-wide but particularly at Miramar) that they can't keep up with all of the new buildings on campus. They have to rely on hourlies, when they can get them, who have to cover 2 - 3 times the square footage usually required of custodial staff. I know they get lots of complaints - and it's sad because these guys are working way harder than should be expected and it goes unappreciated. They just can't do it all with the staffing they have - and it's been that way for a long time. I'm wondering how long folks at the District Office would put up with bathrooms not being cleaned or trash not being emptied? We can go for weeks sometimes...so we've asked for extra trash bags to empty them ourselves if needed as we can't let it pile up - especially in the Data Center where we are open almost 24/7. We realize it's not Facilities' fault and keep our complaints to a minimum...but what's the hold up? XXXX said at XXXX Forum here that it was first priority...but that was months ago and the only custodial openings currently are for City and Mesa.
8. It is epidemic the level of abuse custodians are doing with leave benefits. The union is enabling the behavior.
9. Leadership, support, resources. I should not have to call DSC for a campus issue unless it is after hours. This system has been a terrible idea since day one. Facilities locksmith gets no support, 1 locksmith for the entire district, shame on DSC.
10. Make sure that the disabled access doors are open in the morning. When I arrive. I find that the side door, where the disabled access ramp is, is often closed. Each morning I unlock this door.
11. More staffing in facilities.
12. Need more facilities staff which has been promised but still have not gotten.
13. Police should station armed officers on campus at all times college district personnel and students are present.

## District Employee Feedback Survey Comments – Miramar College

14. Several maintenance items are not being addressed, e.g., garbage and unused furniture is not taken away, despite requests made over many weeks, equipment in some classrooms is in disrepair. Keys to classrooms and other rooms are not provided, despite multiple requests, over many weeks. There appears to be a lack of accountability in terms of maintenance.
15. The only real "negative" here is that one does not always know what Planning and Construction is doing; what it is working on.
16. The police do not respond to alarms when they are going off in the buildings and this does not give students a sense of security. One instructor went through 6 keys before she finally got one that fit the door to the lab. This didn't make her or her students feel very secure as the door needed to be left opened for several weeks until campus police finally issued the correct key.
17. XXXX needs to work with all of XXXX managers and Supervisors to devise a game plan of how to move forward. The communications is not getting to the top (or its is and being ignored) and the communications down to the workers is non-existent. Plans are being made at the top without consulting the men and women who have to live with these decisions who many times have a better grasp of what needs to be done but are being ignored. Maybe moving the XXXX and staff from the D.O. to the DSC would help in making this a reality.
18. Well, I regularly have to clean our facilities because we are too understaffed. The utter cluster that was the remodel of this facility was a total embarrassment. If my students go out in the real world and do this quality of craftsmanship than many will die. Facilities should be entirely decentralized.

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

1. Communication.
2. Everyone is over worked, this software implementation is taking a toll on many. There are talented dedicated people working for this District and they are being drained and it is beginning to show in the service they are providing, everyone is doing the very best they can in the circumstances but the service is not the best its been because there is not sufficient time to provide the services required in a timely manner.
3. I am pretty much satisfied with the current practice; however, there is always room for growth.
4. I do not think about these offices. I don't know what you mean by the Diversity Office. There is a Diversity/International Education Committee. I am extremely satisfied with the hard work of that excellent committee.
5. I don't completely know what each of the offices above do in relation to me. People are very friendly and overall respond quickly to my emails.
6. I have found the people in the all the departments I checked to be professional, friendly, and helpful. I really enjoyed the EEO & Diversity training through the district.
7. I have not worked directly with many of these offices and so I'm unable to provide an evaluation for them.
8. Legal, payroll, and Risk management are doing a great job by promptly addressing the needs of the campus.
9. The people I have met in these departments (though I have met very few people in one semester), do have a desire to help the students.
10. XXXX is THE BOMB - and you can tell her I said so! :-) XXXX knows XXXX stuff! XXXX will give the BEST info on the most trivial question...and XXXX happy to do it! I've worked with many of our HR staff through the years and they have all been excellent! They truly care about fixing problems quickly.



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

1. - The employment office should consult the instructional services division, curriculum office in regards to disciplines and minimum qualifications for faculty. - The risk management office seems to apply its rules inconsistently among the different colleges in the district; a more uniform/standard approach would help and feel more fair. - I have had several problems with my pay during my years of employment. Once I caught them the payroll office usually fixed them promptly (within two weeks or so) but it's a little disturbing that I have had them in the first place (I think I've had three total during my years of employment).
2. Blame Peoplesoft for way too many issues.
3. Educational Incentive takes a long time to process.
4. Ever tried calling and getting a live person to answer a phone? When was the last time that HR sent out a "who's who in Human Services" directory? Why is it that the online application process requires 10 times more printed paperwork than the system in place 10 years ago? Payroll seems to be employed by all new people who are desperately scrambling to get a grasp on PeopleSoft HCM and dealing with employees who were not paid correctly. Risk Management is quick to ding supervisors and managers for either not submitting the correct paperwork, or signing in the wrong place, or ask questions about the ability to supervise adjunct faculty to make sure that they are complying with a doctor's request, but provide nothing in the way of follow through to assure that work places are made as ergonomically safe as possible and that facilities is able to address hazardous issues ASAP.
5. Give us fewer surveys.
6. I didn't know that most of these offices existed as offices.
7. I truly believe that everyone I have encountered is giving their best efforts, but it seems that many departments have inefficient practices in place that lead to ineffective time use for employees.
8. Improvement: No clear path towards upward promotions for classified staff. Need more support for Career growth by management and human resources.
9. It would be nice to see some of the VEBA workshops at the campuses - not just the District Office. I was told that is in the works though. Our chiropractic coverage is almost non-existent. I'm happy to have it, but unless you cannot do your job, they will not cover visits...pain or not! (I have been using FLEX instead to pay out-of-pocket for visits as they made it too difficult - and even too embarrassing - to use their coverage.) I've never cared for the hiring process at the District. It's so cumbersome and drawn out that we lose great candidates to other companies. It's a really bad impression of the District from the candidates' perspective (I have been told this by a number of candidates!) and it means a position cannot be filled in any kind of timely manner. When 3 months is "lightning speed," there's a problem! And having a committee with people not knowledgeable about the position is not helpful, even detrimental, to the "scoring" process. Since you want honest answers, I'm going to put this out there while I'm at it: I don't like having the "diversity" question required on every questionnaire/interview. It visibly makes people uncomfortable as they fumble for an answer. I don't know two people alike on this planet, so should we just clarify and ask: Are you prejudice? Are you intolerant? What does the question mean? And what does "let's get a diverse group" for (whatever)... mean? Is this Affirmative Action all over again - reverse discrimination? I personally can't wait until we can just move on! And if we can't say "Christmas," then we shouldn't acknowledge any other holidays, right? Where does Free Speech end and this "political correctness" begin? I'm not trying to be disrespectful; it's an honest question.
10. Need more EEO training
11. Payroll has been difficult to communicate with concerning the transition to our new system.
12. Payroll makes many errors. Rude. Wrong answers.
13. People Soft has been a headache. I understand the importance of a digital system, but it would have been better to pilot the system and get the many kinks out before launching it to the district.

## District Employee Feedback Survey Comments – Miramar College

14. PeopleSoft has been a disaster. I am still missing retirement contribution.
15. Professional development has programs but they only help in getting promoted outside of our district. Employee relations is not looking out for the interests of the employee but the District. Unfortunately employee relations is hurting the hard working employees and the game players keep skating. It would be refreshing to see a more positive outlook from the XXXX office.
16. Some members of HR have been very rude to me. It was their mistake, yet it took over 2 months to resolve the issue, and I have never been treated as rudely as a representative from payroll treated me. However, the XXXX, once I brought XXXX into the issue was extremely kind and understanding and resolved the issue immediately.
17. The PeopleSoft transition caused me to go over 6 weeks without my December pay. The staff in the Payroll office kept telling me "I was on the list" for manual checks, and when I would call to check up, there was no record of me "on the list." This was extremely frustrating.
18. the process to hire a person takes too long takes to long to get a person in the system
19. The staff at the main district office was unwilling to provide requested information about standard deductions. Promised pay was delayed for many weeks, despite multiple requests.
20. There is no clear phone list of who to call for what.
21. There is too much specialization and it seems people only know there very narrow job. For example, compensation and payroll are interrelated. People in both departments should know about what the other does and the processes in play. Some cross-training needs to occur so when an employee does have a question, the employee doesn't have to ping pong back and forth between the two departments.

## District Employee Feedback Survey Comments – Miramar College

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

1. XXXX is the most knowledgeable person I know when it comes to new technology. I've attended some of XXXX training classes (in house and via Zoom) and learn so much! With such a small staff, they do so much to help support online faculty!
2. No comment
3. The catalog was beautiful and well done.
4. The Honors Program is great!
5. The local tech support staff is excellent - knowledgeable and helpful.
6. This must work great for the current programs. I think my knowledge is limited in these areas to comment what works well.
7. would like more flexibility in integrating specific information for students at the point of registration, for example special requirements for the course

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

1. Career and technical Education - I do not know if there is any in my field of work, now Sr. Clerical and have been Sr. Clerical for years; The next level up is either a Secretary or Admin Tech, which is 4 steps higher. Need a Certification program for the district positions so that existing employees could be certified to move up in related areas...
2. Catalog production is reliant on the deans and department chairs to make sure that the catalog contains current and accurate information. That said, neither the deans nor the department chairs rarely look at the catalog proofs. The school secretaries have been left out of this process, and even if they actively pursue proofing, their editing is not taken seriously. As stated previously, the class schedule has become a sham in the past few years. Unless directly requested, school secretaries and deans are left out of the curriculum process and frequently do not know that changes have been made until it is time to create a course. If we have an enrollment management system, then please, put it on life support. It has been failing for several years now, resulting in a schizophrenic schedule development process.
3. Enrollment Management System could be more comprehensive in terms of the details it covers, currently reports have to be heavily manipulated through microsoft excel to achieve desired result.
4. Getting access to basic campus facilities (e.g., classroom keys, printers) and resources (e.g., paper, envelopes, staplers, tape, etc.) is difficult and time-consuming. While having formal procedures makes sense, there must be a way to get work done when the formal procedures are ineffective, e.g., lending a key to faculty until his/her key arrives, or giving faculty access to basic supplies until budget issues are worked out, or else allowing faculty to purchase supplies and then turn in receipts for reimbursement.
5. I don't work extensively with this department to answer adequately.
6. I would like to see more International Study Abroad.
7. It would be nice to be able to communicate with the students via blackboard before the day before class, at other colleges I have worked at, we could email them a week ahead of time and make sure they got the book and were ready for class and communicate about the wait list. Without that it makes the first week kind of dead week, since class is still settling in.
8. No comment
9. No one knew when the CE Spring schedule was due to come out, in the era of social media, this seems like an area for growth.
10. Online web enrollment is complex due to Website design.
11. The course schedule is a disaster. It needs to clearly label honors courses so that students who do not wish to take honors do not enroll in these courses. You need to present these courses in bold with large font so that our students know what they are enrolling in.
12. The division should be decentralized. It is magical that this division exists as a central controlling element when this completely violates the sanctity of accreditation.
13. There is no clear delineations of roles and responsibilities. There are Deans with no clear role and/or accomplishments. Someone spent a lot of time on a newsletter that comes out that is useless information. Not clear what these folks really do except produce a schedule and archive curriculum.

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

1. Counselors are friendly and helpful.
2. Great XXXX that know what XXXX is doing.
3. I do not know.
4. I do work with the analysts on a fairly regular basis, and they are incredibly knowledgeable about the District as a whole...and care deeply about taking care of students' needs. It is, in my opinion, one of the most challenging areas to work in - face-to-face with the student population - from homeless students getting by living in their cars, to angry students, to overachievers, they handle it all -- and I bow to them! I like the new Student Services eNewsletter, and that XXXX keeps the District informed about the ERP/implementation progress. It's a nice way to introduce new staff, as in the last one for Title IX officers. OTHER COMMENTS: Miramar is a very "active" campus (as I'm sure they all are) with a large Veteran population and award-winning faculty. I often forward campus news to my parents (!) as they love to see how much our District does for our Vets. I love seeing students at the beginning of each semester as I volunteer to work the Info tents; and reading through their scholarship apps as part of the review committee each year is VERY inspiring!
5. I have had positive experiences with the transcript office as a student (several years ago). Also, I have had interactions with XXXX (registrar at North City) and have found XXXX very helpful, detailed in XXXX emails/instructions (very helpful) and quick to respond to email. I so appreciate this! We have many students coming to request enrollment verification, attendance hours, etc. and we are off campus. I have appreciated how XXXX handles our ESL students' requests.

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

1. - The evaluations function became much less responsive and effective after the evaluators were removed from the college campuses. Some of their work has now been shifted to college personnel, and the disconnection between the evaluators and the faculty and students has made it more difficult to facilitate degree completion and implementation of curricular decisions. - Institutional Research and Planning seems focused on providing reports to the XXXX and Board and does not seem to have much interest in serving the research needs of the college instructional programs. I imagine they do a great job of providing information to the district office, but they do not add much value to the people at the college level who might actually be able to benefit from some research assistance.
2. Again, this division should be decentralized because it fails the primary thesis of accreditation since it exists outside of the accreditation umbrella.
3. I think we could be doing more outreach in the community and letting them know what awesome opportunities the district provides for job training, career counseling, community education classes, academic counseling, etc.
4. I'm not as familiar with the other areas so cannot answer adequately. Since there are so many departments I'm not familiar with (and I imagine others as well), maybe an "Intro to (Department)" newsletter featuring a different Department each month would help all of us to know what others do and how they fit into the District community. It would be nice to see a picture of ABSO Bookstore staff or District Evaluations staff, for example, and a summary of what their typical job duties would entail.
5. outreach and support to the campus is weak
6. The DSPS needs to have more support for students who rely on Braille, and it ought to provide help and advice to professors who struggle with students with mental issues. I realize that they do the best job they can do given their limited resources, but there are times when I feel unprepared to help DSPS students.
7. What are analysts analyzing and why? Evaluations is really slow
8. Why would you not given enough evaluations for the number of students in classes in the folders? It is the most insane thing ever.
9. Would like to see more outreach.