



**District Offices Employee
Feedback Survey:
*All Divisions & Departments***

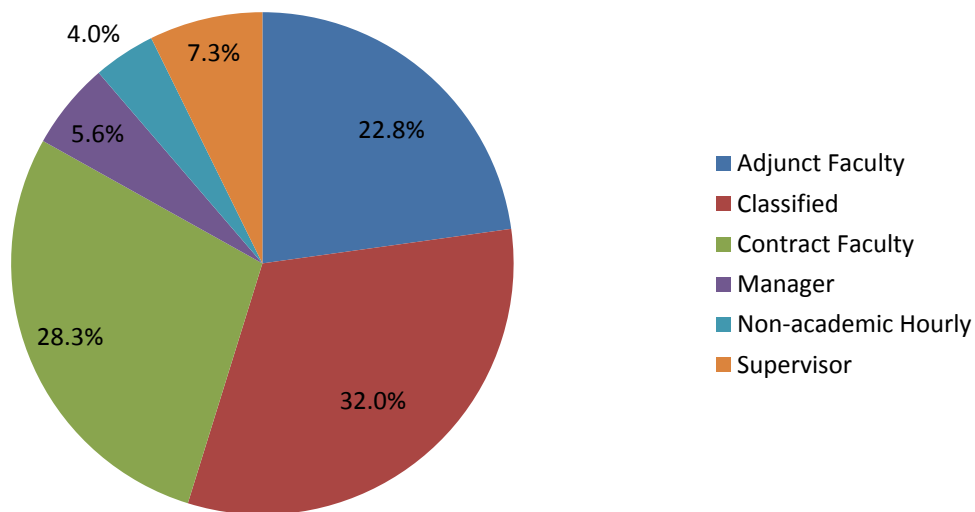
Spring 2016

Prepared by:
Office of Institutional Research and Planning
May 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 employee’s 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. When compared to the actual distribution of employees districtwide, the survey respondent distribution is included approximately 8% more employees from Continuing Education. The distribution by employee type also included more contract faculty and classified staff, and fewer adjunct faculty than what we see districtwide.

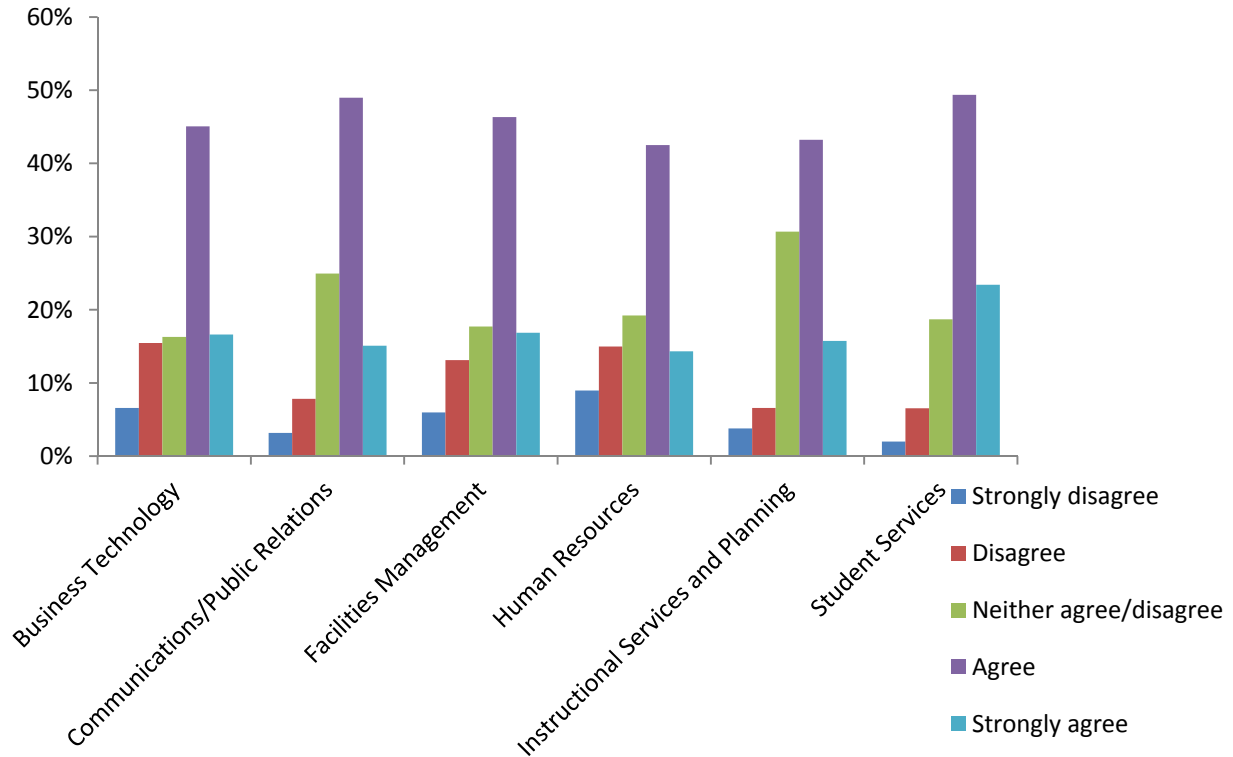
Which is your primary employment type?



It is important to note that the survey was administered as a census sample (to all employees), and not a random sample. The results are thereby generalizable to the entire population of employees, but not to the specific groups of employees.

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.

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 report containing the additional overall satisfaction question for each of its coordinating departments.

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 (62%) expressed satisfaction with the timeliness in response to questions by the District divisions. The Student Services division was just above the All Divisions satisfaction rating (73%), while all others were either at or below it.
- The majority of the survey respondents (61%) agreed or strongly agreed that communication with the colleges by the District divisions overall was effective. The Student Services division had a relatively high satisfaction rating in this area (72%).
- The majority of survey respondents (67%) believed that the District divisions effectively contribute to the mission of the District, while nearly one-quarter (22%) were neutral (neither agreed nor disagreed).
- Overall, 63% of the survey respondents were satisfied with the support and services provided by the District divisions, while 21% were neutral (neither satisfied nor dissatisfied), and 16% were dissatisfied.
- The survey respondents expressed varying levels of overall satisfaction with each of the departments:



Business & Technology Services	51% to 80% Satisfaction
Communications/Public Relations	75% to 77% Satisfaction
Facilities Management	59% to 79% Satisfaction
Human Resources	56% to 73% Satisfaction
Instructional Services & Planning	60% to 76% Satisfaction
Student Services	69% to 82% Satisfaction



Summary of Comments

Please tell us what you believe works well in the different departments within this division.

BUSINESS AND TECHNOLOGY SERVICES

1. The IT Helpdesk is responsive and helpful both via phone and email regarding equipment questions or problems.
2. Reprographics provides quick turnaround (consistently meeting their 24 hour deadline), quality work, and are responsive when issues arise.

COMMUNICATIONS AND PUBLIC RELATIONS

1. Email communications to employees are sent in a timely manner, and help inform employees about campus and community events.
2. Increased, positive news coverage on District and college events and accomplishments. Employees enjoy seeing SDCCD involved in community events, and positively represented in the media.

FACILITIES MANAGEMENT

1. Quick response from college police and good visibility on campus and at district events (e.g. opening ceremonies) help employees feel safe.
2. New trainings and programs (e.g. ALICE, “See something, say something”) are getting the word out about safety.
3. Although facilities department is understaffed, campus grounds districtwide are well-maintained and clean. Staff are hard-working, helpful, and positive.

HUMAN RESOURCES

1. Many cited the problems caused by the switch to the new Peoplesoft system. However, Human Resources staff overall are helpful, polite, and willing to address questions and concerns promptly.
2. EEO trainings are well organized, and professional development opportunities are appreciated.

INSTRUCTIONAL SERVICES AND PLANNING

1. Online training opportunities and support for online faculty are appreciated and helpful.
2. Many positive comments about the Honors department and program. Events held by the Honors department (e.g. Honors lunch, reception), and support provided by staff are beneficial for students.
3. The class schedule and catalog were described as well done, and provided at a reasonable time before the beginning of new terms. Reg-E and class schedule websites were easy to navigate, and registration process easy to follow.

STUDENT SERVICES

1. Even with limited resources, the DSPS counselors and staff are great to work with. Staff is friendly, knowledgeable, responsive, and helpful.
2. Overall, the department is well-run, proactive, and responsive to needs. Issues and concerns are resolved in a timely manner.
3. Good communication within the department, and also with the entire district. The student services newsletter is informative and provides helpful updates.

Summary of Comments

Please tell us what you think could be improved in the different departments within this division.

BUSINESS AND TECHNOLOGY SERVICES

1. The Peoplesoft implementation is not going well, and has created numerous issues and delays. More support for the implementation, as well as more Peoplesoft training and regular communication regarding Peoplesoft updates are needed. Providing additional times for training would be helpful, as it often overlaps with instructional hours.
2. Additional IT support to improve response times. IT is typically responsive, but is now overloaded with issues associated with Peoplesoft.
3. The IT Helpdesk should implement a ticket system to easily submit a work order online, track work order status, and receive confirmation that the issue was addressed.
4. Preparing requisitions are now taking a lot of time away from faculty and staff. The process is complicated and often delays delivery of supplies and payment (e.g. services, travel reimbursements), and takes time away from instruction and curriculum development.
5. Providing budget information to the colleges would be helpful to follow spending and plan future budgets.

COMMUNICATIONS AND PUBLIC RELATIONS

1. The college and District websites need updating and improvements. Information on the websites is hard to find, and the websites are difficult to navigate. They need to be more user-friendly for both students and staff.
2. Increase the marketing and outreach efforts, particularly for some of the newer [CE] centers. A marketing plan is needed to improve the brand and perception of the colleges

FACILITIES MANAGMENT

1. The campuses need more custodial personnel to keep the bathrooms and classrooms clean. The floors and the desks are often dirty and the new buildings are not kept clean. The Allied Health classroom floors in particular need to be cleaned with bleach. The trash is often not emptied and recycling is not done properly.
2. The campuses need more building maintenance personnel to maintain all of the additional buildings at each of the campuses. Requests for building or classroom or office maintenance are slow, and the facilities staff is often rude and unresponsive.
3. There needs to be increased security on the campuses. The buildings in the evening need better security in case of emergencies, and some of the campuses have problems that are not being addressed by the campus police (e.g., skateboarders at Mesa). Campus police are sometimes slow to respond.
4. Campus police need training in treating people respectfully. They also need better training in emergency situations, specifically psychiatric emergencies.
5. Parking is an increasing problem with more and more people parking in illegally in campus lots.

HUMAN RESOURCES DIVISION

1. Peoplesoft has created a lot of new issues, as well as confounded old issues. There are numerous problems of which managers are not notified, and there has been inadequate training on the HCM modules. The District HR staff have been unable to respond to the questions and problems that everyone is having with using the new system. There needs to be more HR staff working in Peoplesoft in order to respond to all of the needs and issues at the campuses and District. The process for requesting assistance with Peoplesoft has also ineffective and unresponsive.
2. There needs to be improved customer service, particularly in the Payroll department. The Payroll department is unresponsive (i.e., phone calls and emails are often not returned), there is frequently misinformation or inconsistency of information provided, staff are rude, and generally unavailable, and the response time is slow.
3. Better and more communication are needed particularly from the Benefits department. There should be a resource to talk to about setting up retirement funds, as well as more VEBA workshops. There also needs to be consistency of information about retirement and health benefits, and more information about retirement options.
4. Communication across the HR department needs to improve. This would help with accuracy of information and improve some of the processes and procedures.
5. The hiring practice in the District is slow and inefficient. The District loses many potentially good employees to its slow and cumbersome process. Also, the training of the EEO representatives needs to be more rigorous.

INSTRUCTIONAL SERVICES AND PLANNING DIVISION

1. Increase the number and variety of online courses in order to stay competitive, and to increase enrollments. Also, improve the quality of online instruction (faculty training and the technology). Faculty who teach online courses need better training on how to utilize the technology. The technology for online courses needs to be updated.
2. The mass printing of so many class schedules is a waste of money. There are better options for advertising classes and programs (e.g., postcard mailings). Also, the deadlines for creating the schedules are unrealistic.
3. The Honors programs are coordinated by the same faculty year after year. The programs are stagnating, and need to allow other faculty to teach Honors classes and coordinate the programs.
4. Better communication from the VCI and the District Office of Instruction.
5. There is no direction or information from the Workforce Development department. Need stronger CTE programs in order to respond to employment demands.

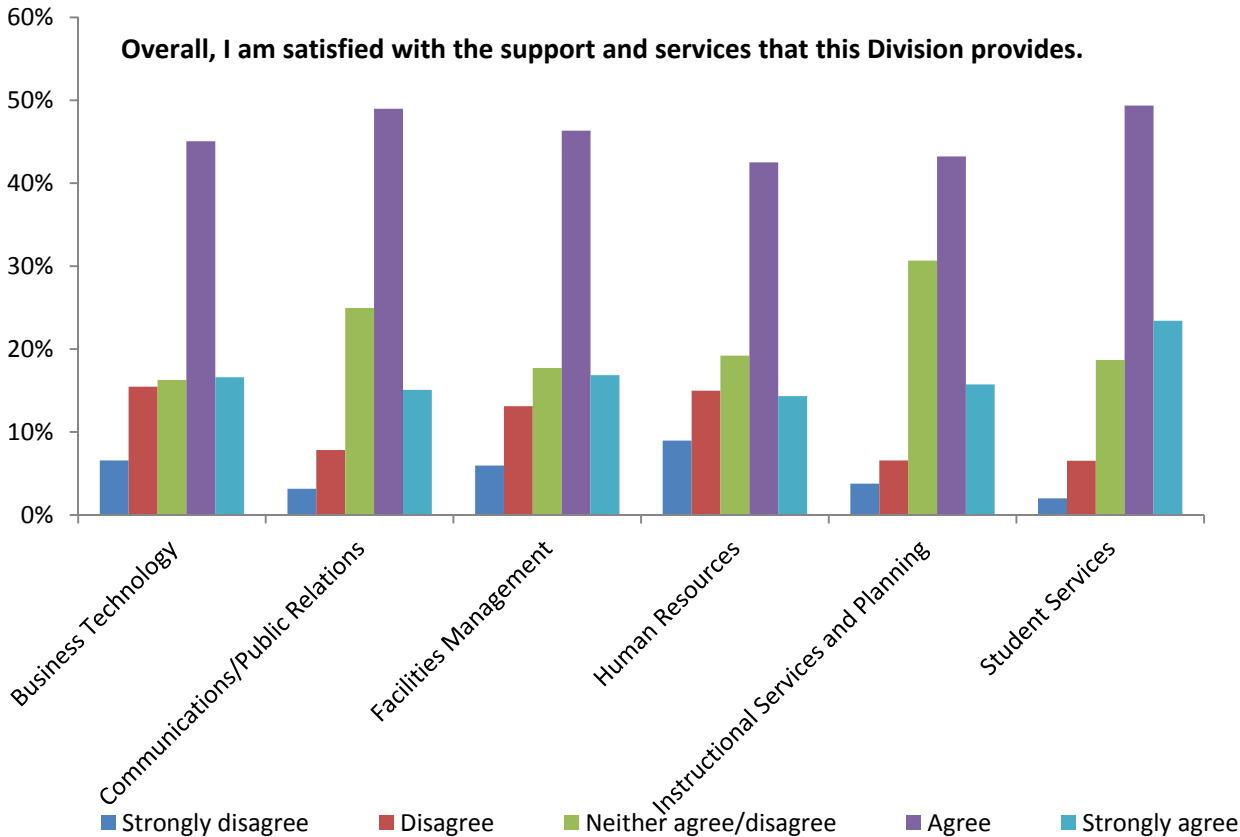
STUDENT SERVICES DIVISION

1. More support services, including more counselors are needed for all DSPS students, including ESL students. There needs to be more funding to provide adequate services for DSPS students so that these services aren't outsourced (e.g. students have to go off campus to receive learning evaluations).
2. Improve the efficiency and customer service of the Evaluators. Getting grade and degree audit information is very slow, and the process is ineffective. Need more evaluators so they can provide better service.
3. Increase the outreach efforts including advertising. There should be more outreach to let the community know about all of the programs for job training, career counseling, community education classes and academic counseling.
4. The research function is too focused on accreditation, and providing reports to the Chancellor and the Board rather than the needs of the college. Also, need more research support for CE.

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	40	94	99	274	101	21	629
Communications/Public Relations	17	42	134	263	81	71	608
Facilities Management	35	77	104	272	99	27	614
Human Resources	55	92	118	261	88	15	629
Instructional Services and Planning	19	33	154	217	79	103	605
Student Services	11	36	103	272	129	63	614
All Divisions	177	374	712	1,559	577	300	

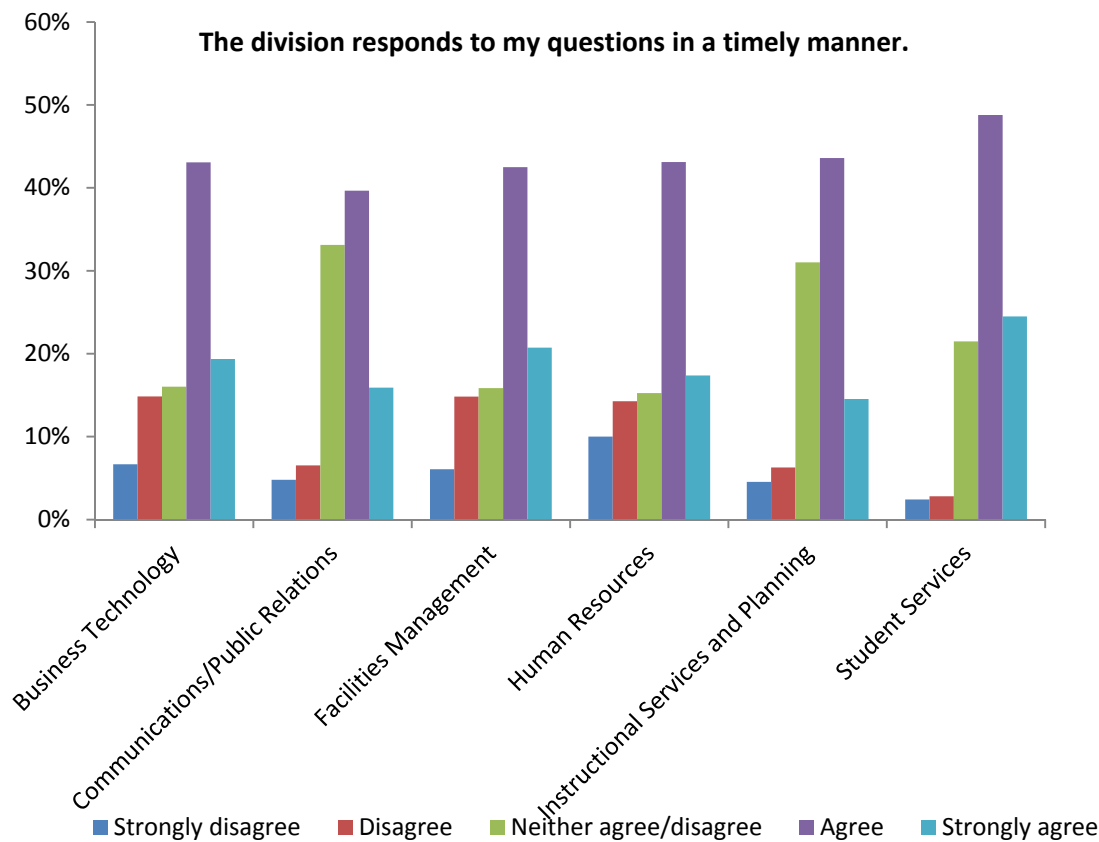
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	7%	15%	16%	45%	17%
Communications/Public Relations	3%	8%	25%	49%	15%
Facilities Management	6%	13%	18%	46%	17%
Human Resources	9%	15%	19%	43%	14%
Instructional Services and Planning	4%	7%	31%	43%	16%
Student Services	2%	7%	19%	49%	23%
All Divisions	5%	11%	21%	46%	17%



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	40	89	96	258	116	50	649
Communications/Public Relations	22	30	152	182	73	172	631
Facilities Management	36	88	94	252	123	50	643
Human Resources	61	87	93	263	106	25	635
Instructional Services and Planning	21	29	143	201	67	148	609
Student Services	13	15	115	261	131	84	619
All Divisions	193	338	693	1,417	616	529	

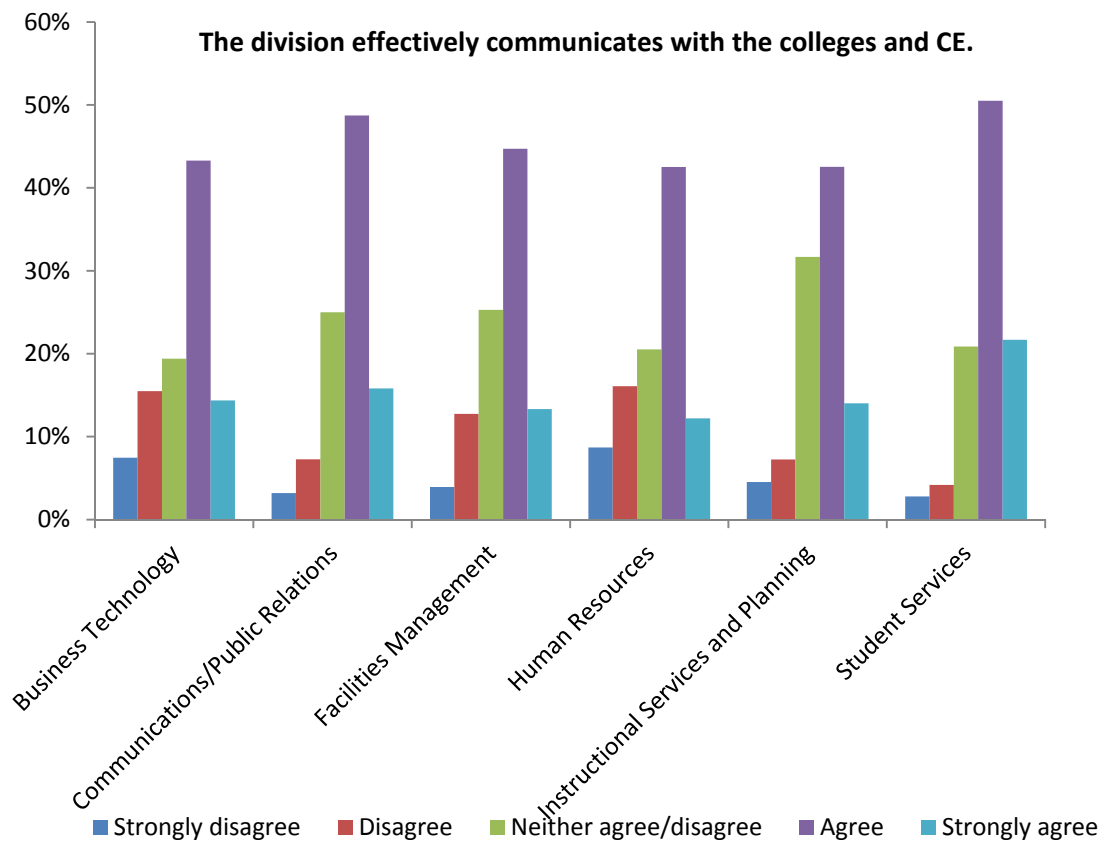
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	7%	15%	16%	43%	19%
Communications/Public Relations	5%	7%	33%	40%	16%
Facilities Management	6%	15%	16%	42%	21%
Human Resources	10%	14%	15%	43%	17%
Instructional Services and Planning	5%	6%	31%	44%	15%
Student Services	2%	3%	21%	49%	24%
All Divisions	6%	10%	21%	44%	19%



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	40	83	104	232	77	96	632
Communications/Public Relations	15	34	117	228	74	149	617
Facilities Management	20	65	129	228	68	107	617
Human Resources	47	87	111	230	66	80	621
Instructional Services and Planning	20	32	140	188	62	160	602
Student Services	14	21	105	254	109	108	611
All Divisions	156	322	706	1,360	456	700	

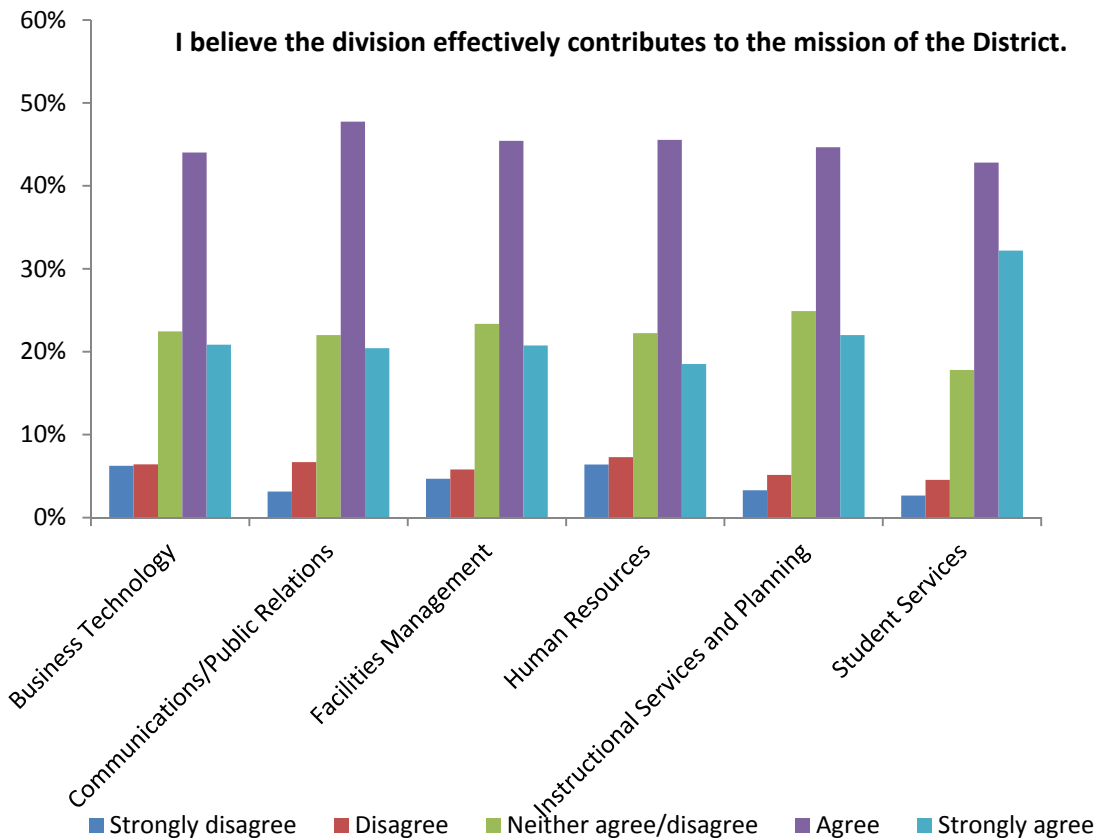
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	7%	15%	19%	43%	14%
Communications/Public Relations	3%	7%	25%	49%	16%
Facilities Management	4%	13%	25%	45%	13%
Human Resources	9%	16%	21%	43%	12%
Instructional Services and Planning	5%	7%	32%	43%	14%
Student Services	3%	4%	21%	50%	22%
All Divisions	5%	11%	24%	45%	15%



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	35	36	126	247	117	65	626
Communications/Public Relations	16	34	112	243	104	98	607
Facilities Management	25	31	125	243	111	79	614
Human Resources	36	41	125	256	104	54	616
Instructional Services and Planning	16	25	121	217	107	115	601
Student Services	14	24	94	226	170	81	609
All Divisions	142	191	703	1,432	713	492	

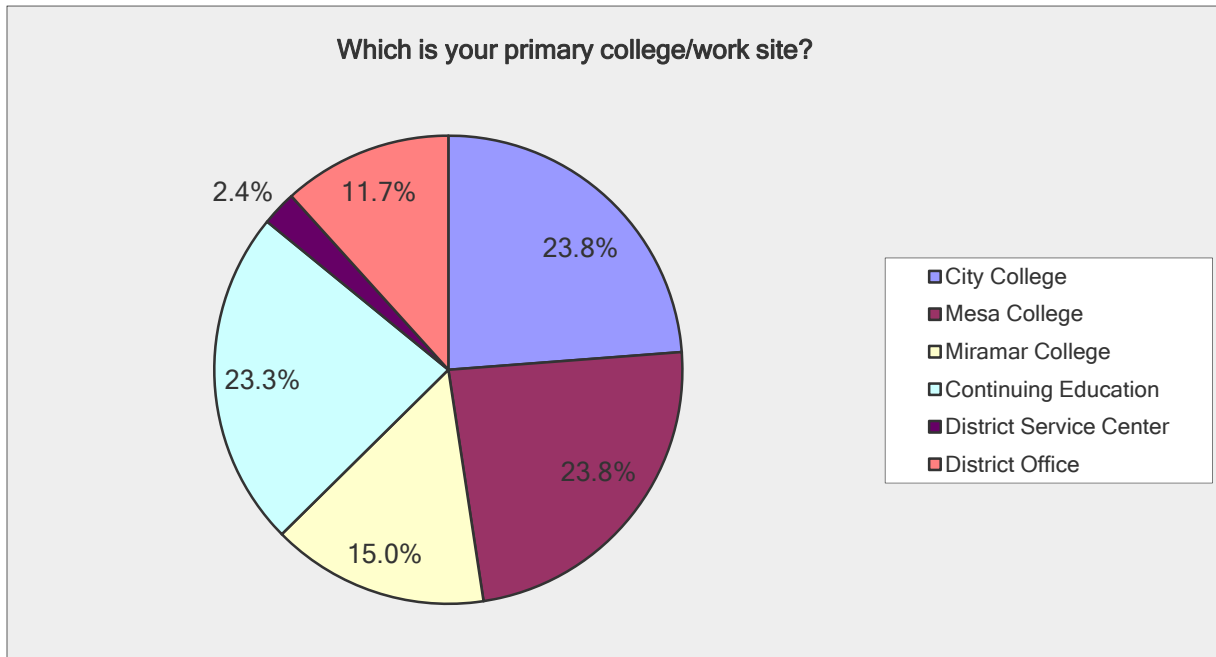
Divisions	Strongly disagree	Disagree	Neither agree/disagree	Agree	Strongly agree
Business Technology	6%	6%	22%	44%	21%
Communications/Public Relations	3%	7%	22%	48%	20%
Facilities Management	5%	6%	23%	45%	21%
Human Resources	6%	7%	22%	46%	19%
Instructional Services and Planning	3%	5%	25%	45%	22%
Student Services	3%	5%	18%	43%	32%
All Divisions	4%	6%	22%	45%	22%



Appendix

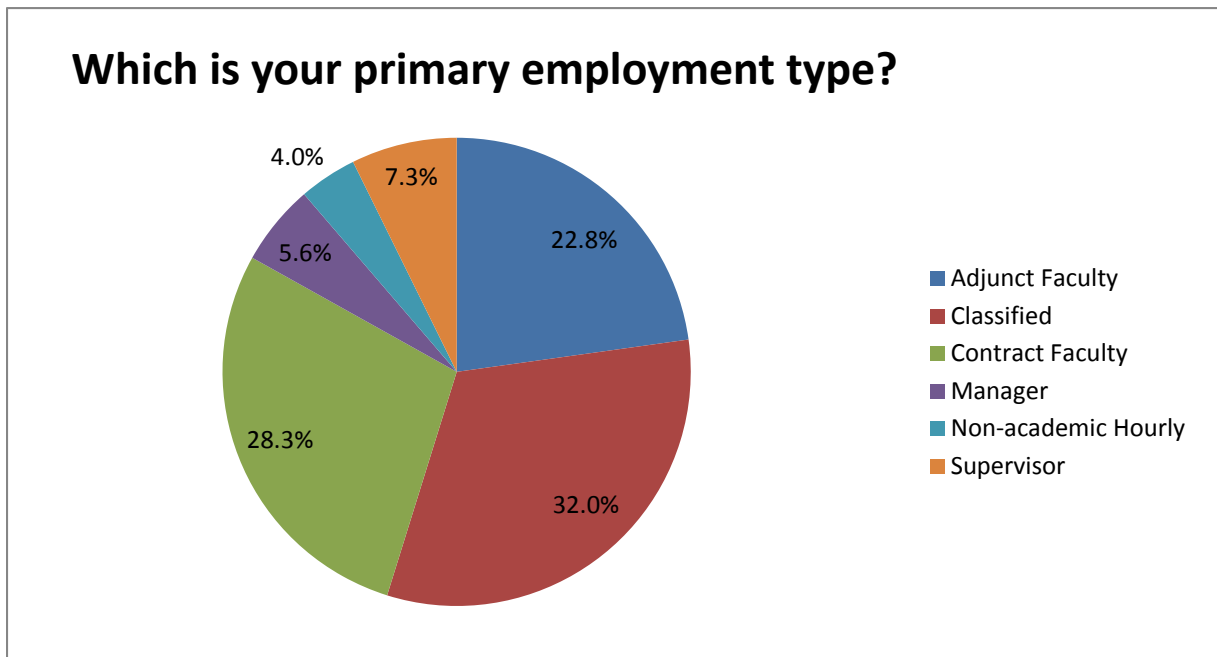
District Offices Employee Feedback Survey 2016

Which is your primary college/work site?		
Answer Options	Response Percent	Response Count
City College	23.8%	215
Mesa College	23.8%	215
Miramar College	15.0%	135
Continuing Education	23.3%	210
District Service Center	2.4%	22
District Office	11.7%	106
<i>answered question</i>		903
<i>skipped question</i>		11



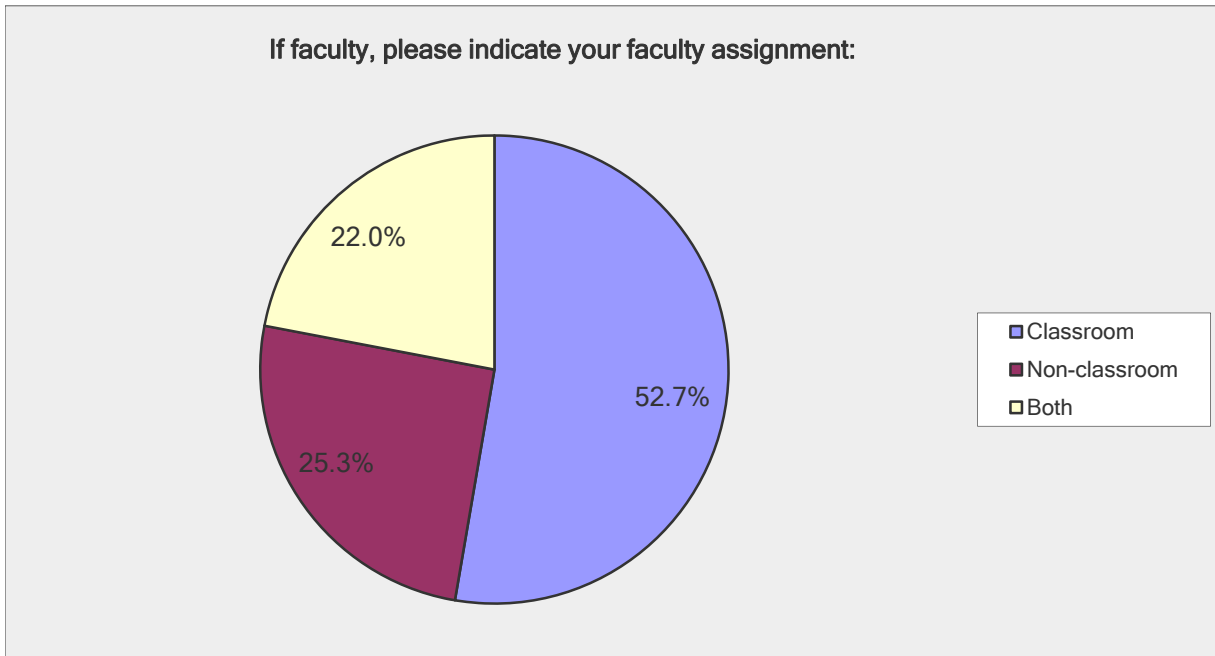
District Offices Employee Feedback Survey 2016

Which is your primary employment type?		
Answer Options	Response Percent	Response Count
Adjunct Faculty	22.8%	205
Classified	32.0%	288
Contract Faculty	28.3%	255
Manager	5.6%	50
Non-academic Hourly	4.0%	36
Supervisor	7.3%	66
<i>answered question</i>		900
<i>skipped question</i>		14



District Offices Employee Feedback Survey 2016

If faculty, please indicate your faculty assignment:		
Answer Options	Response Percent	Response Count
Classroom	52.7%	264
Non-classroom	25.3%	127
Both	22.0%	110
<i>answered question</i>		501
<i>skipped question</i>		413

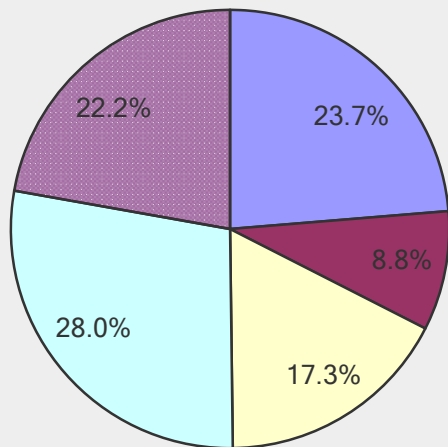


District Offices Employee Feedback Survey 2016

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

Answer Options	Response Percent	Response Count
Administrative Services (Human Resources, Business Information Technology)	23.7%	97
Instruction/Instructional Support Services	8.8%	36
Student Support Services	17.3%	71
Other	28.0%	115
<i>answered question</i>		410
<i>skipped question</i>		504

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



- Administrative Services (Human Resources, Business Operations, Facilities, and Maintenance)
- Information Technology
- Instruction/Instructional Support Services
- Student Support Services
- Other