

# **COMMUNICATING RESULTS**

## **CRAFTON HILLS COLLEGE 2010 CAMPUS CLIMATE SURVEY**

Facilitated by:

Cheryl Marshall, Keith Wurtz, and Michelle Riggs

# WHY CONDUCT A CLIMATE ASSESSMENT?

- To improve the environment for working and learning on campus
- Facilitate ongoing improvement and organizational change
- Identify needs and strengths
- Provide a baseline



# NEXT STEPS...

- ✓ Share results
  - Dialogue
  - Feedback
  - Recommended Actions
- ✓ Inform decision making and planning
- ✓ Work together to address challenges and create a positive work environment

# FOR YOUR CONSIDERATION

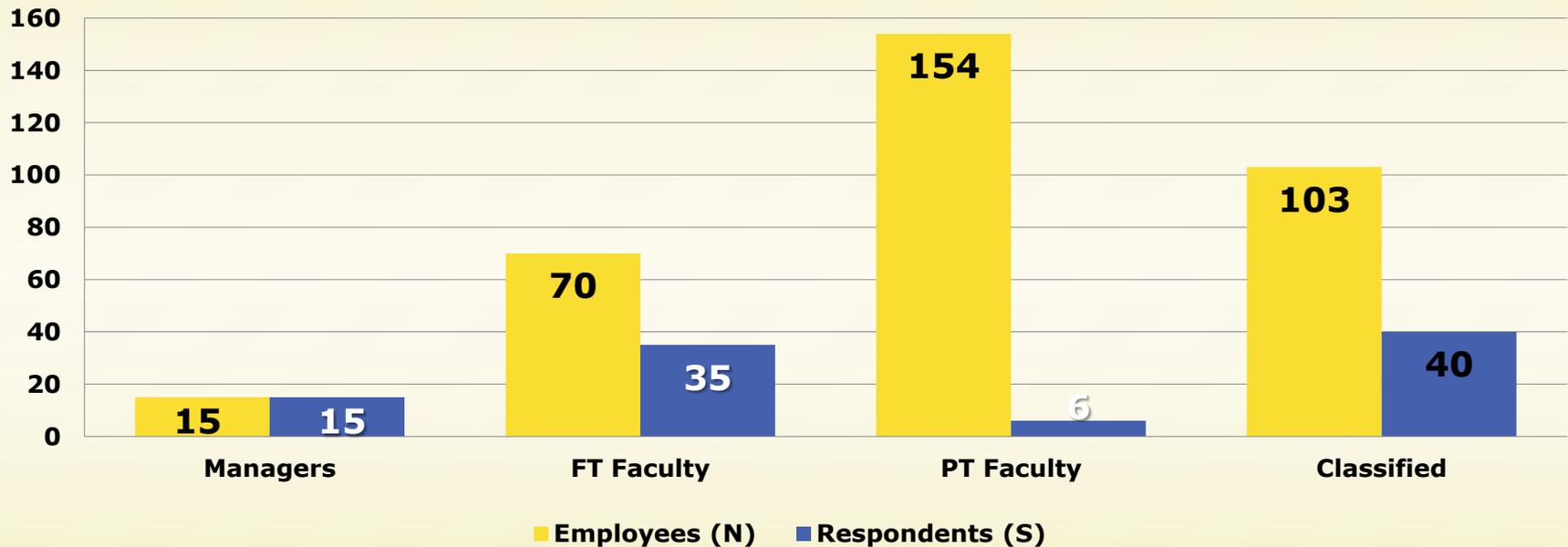
- What strikes you as positive?
  - What accounts for this and how can we continue?
- Identify areas for improvement:
  - Discuss strategies.
  - Be a part of the solution.
- What stands out overall?

# FIVE THEMES

- Outcomes Assessment
- Inclusiveness
- Planning and Program Review
- Shared Governance
- Resources

# LIMITATIONS

- ✓ Self-selection bias
- ✓ Low response rates



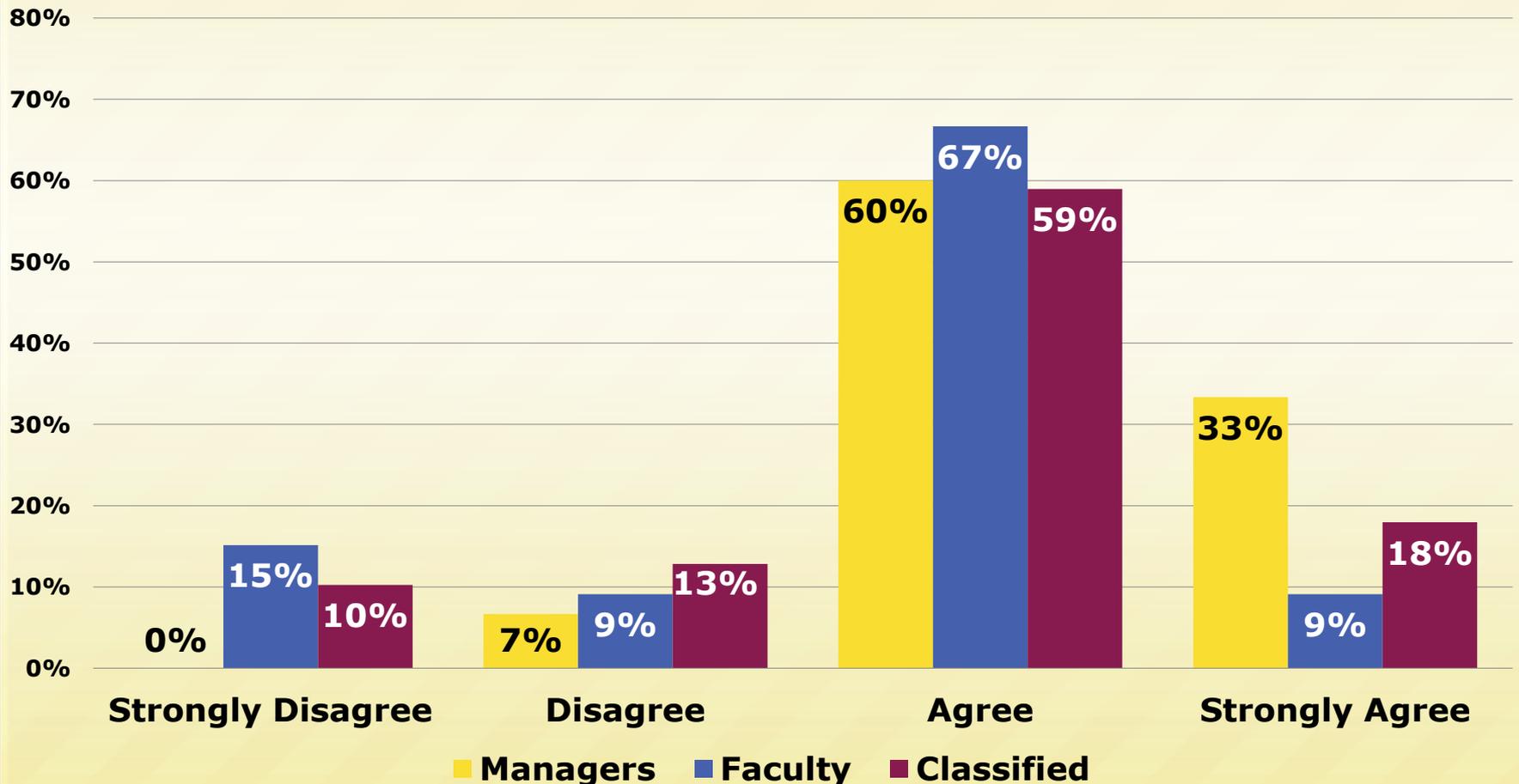
Managers			Classified			Full-time Faculty			Part-time Faculty			Total		
N	S	%	N	S	%	N	S	%	N	S	%	N	S	%
15	15	100.0	103	40	38.9	70	35	50.0	152	6	0.04	340	96	28.2

# STRENGTHS

- Job Satisfaction
- Job Expectations
- Respect
- Diversity
- Resources Support Student Learning
- Outcomes Assessment is Ongoing

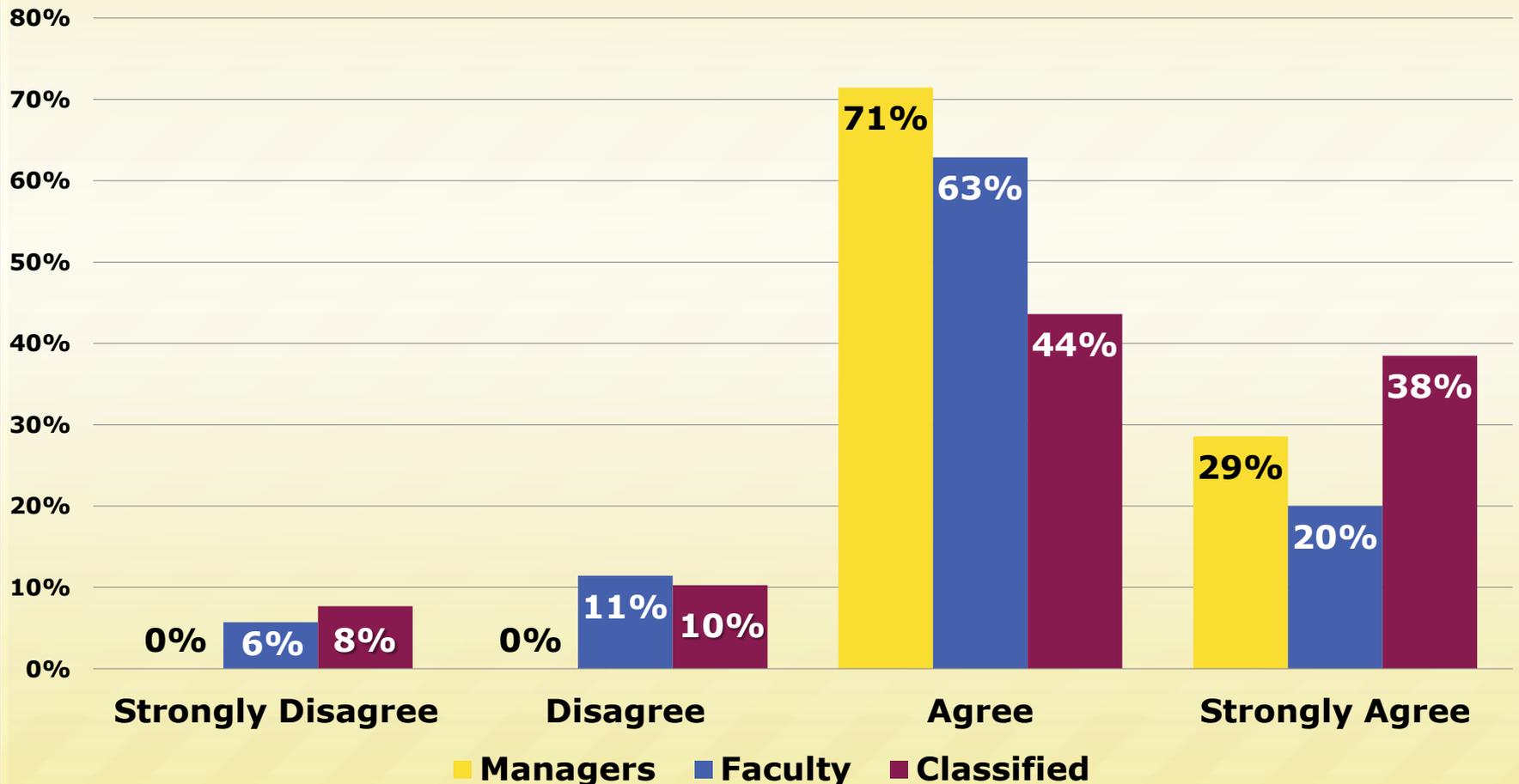
# JOB SATISFACTION

Overall, I am satisfied in my work at Crafton



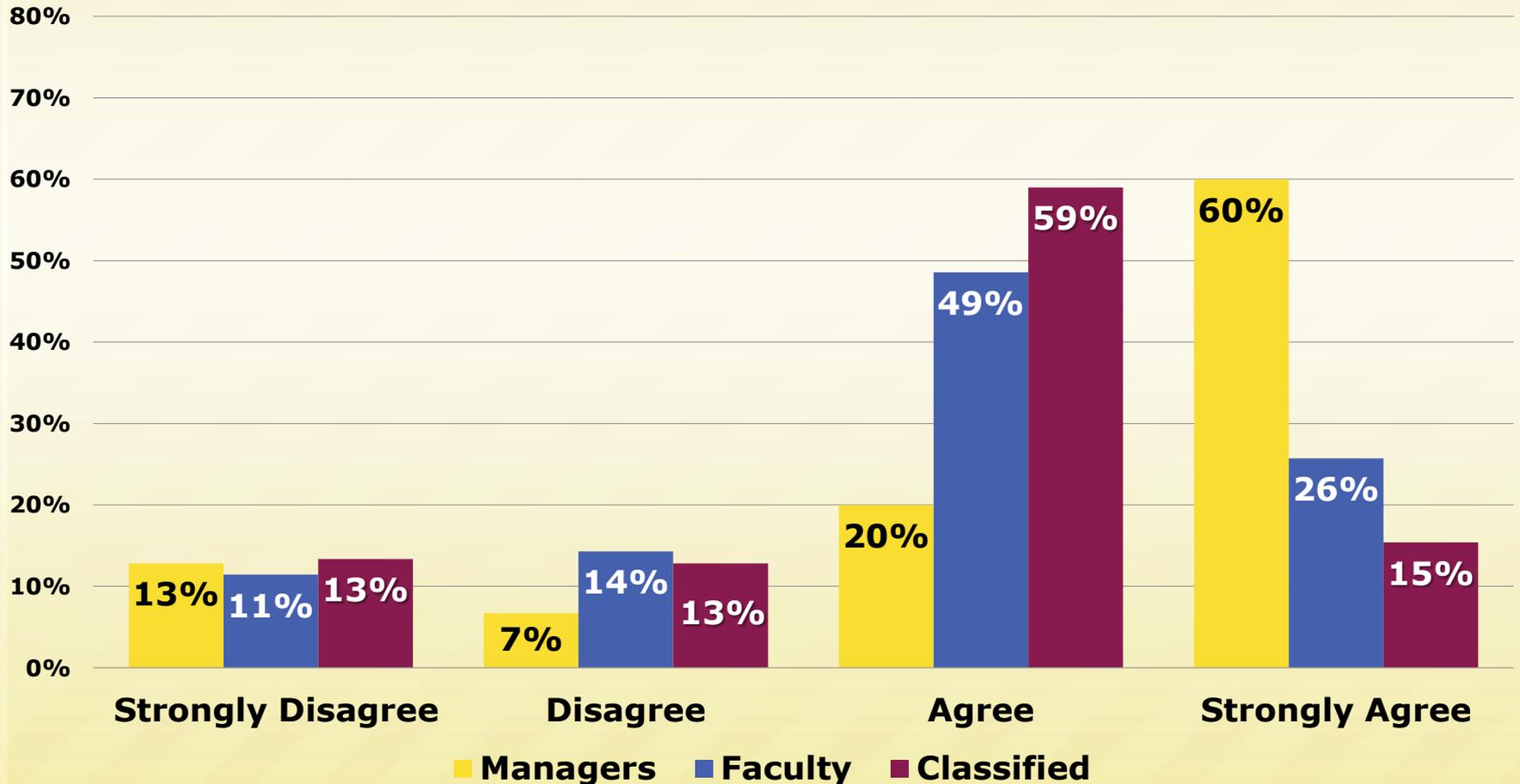
# JOB EXPECTATIONS

**I know what is expected of me in my job**



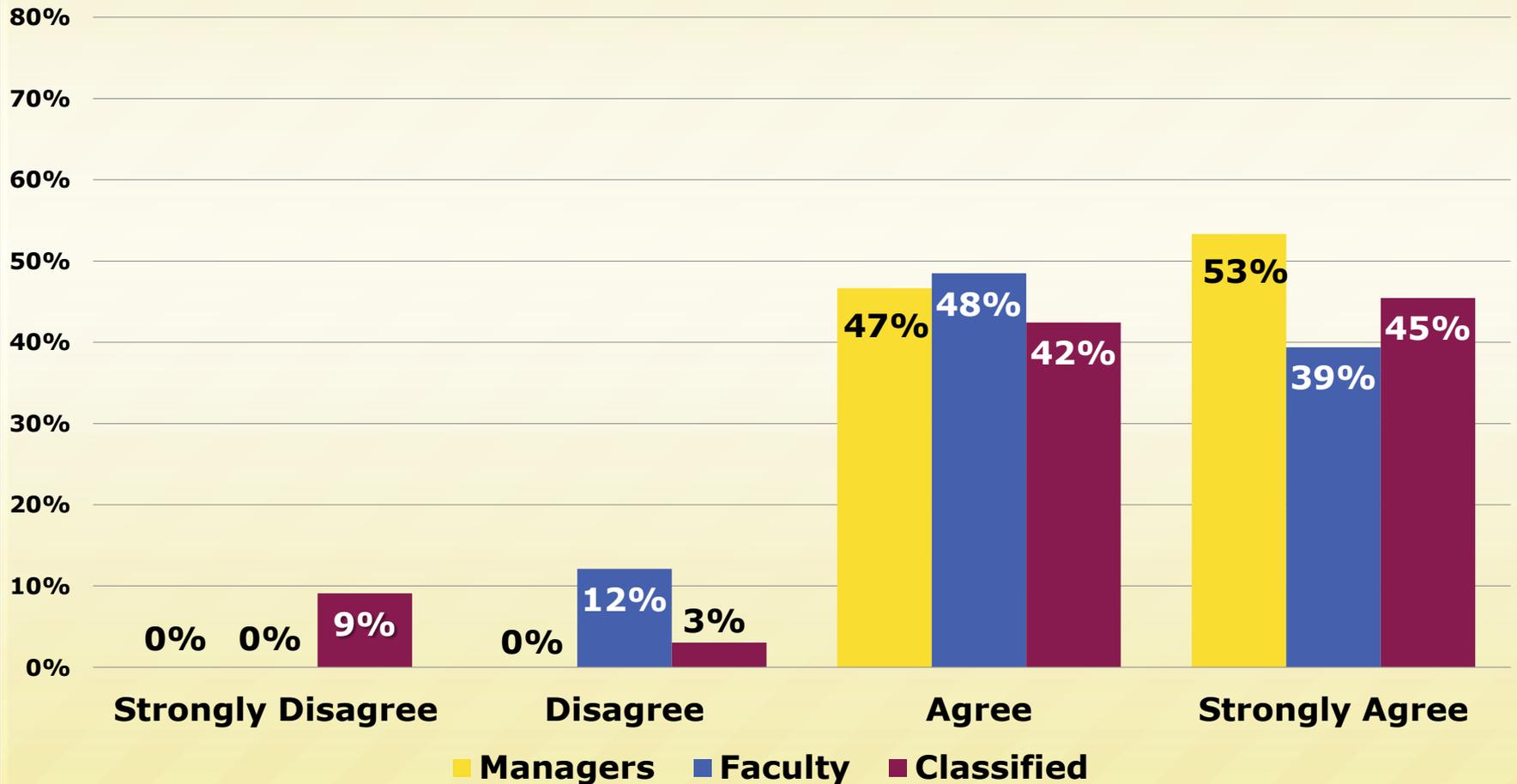
# RESPECT

**I am personally treated with respect**



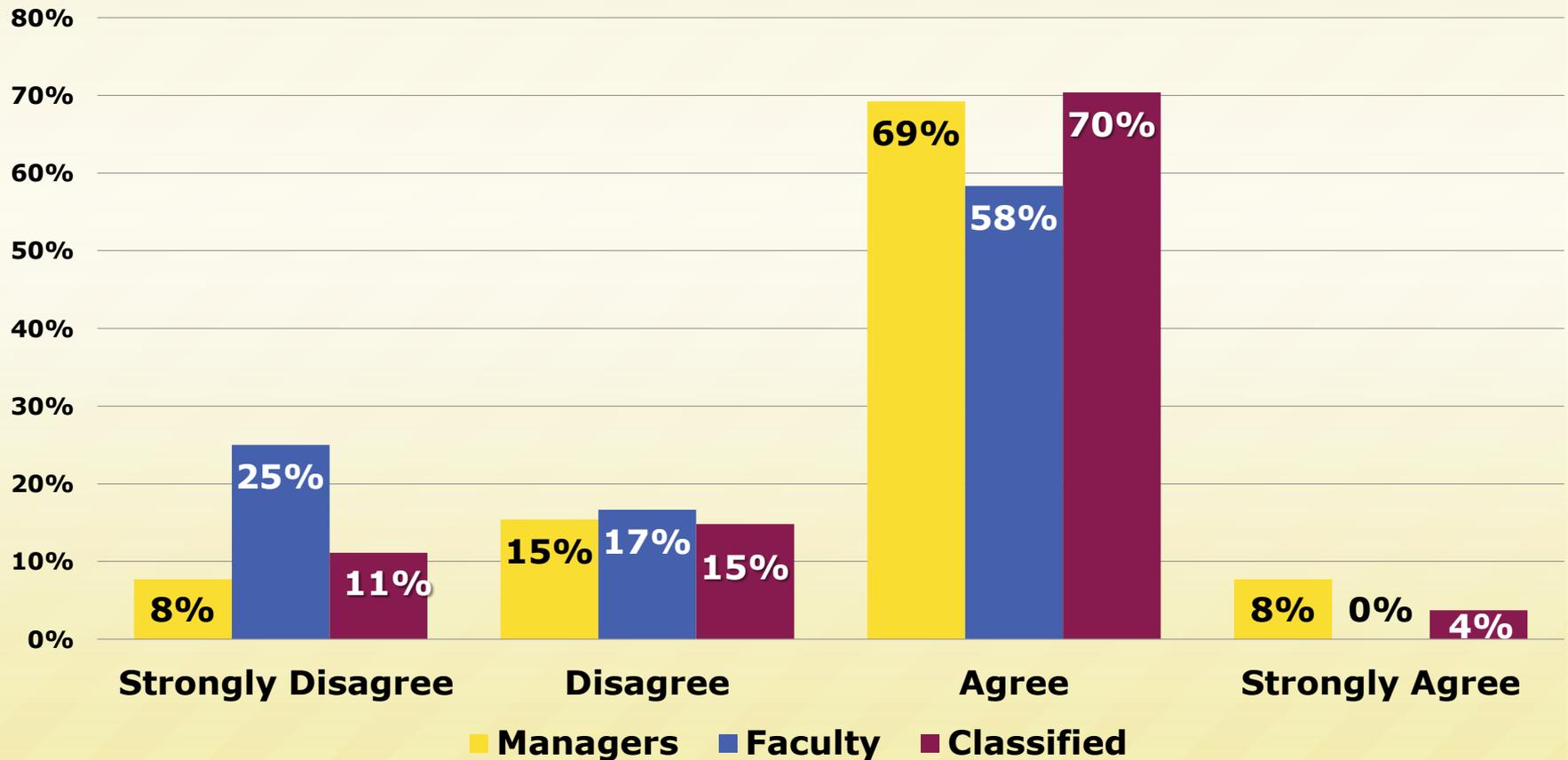
# DIVERSITY

**Diversity contributes to everyone's success at CHC**



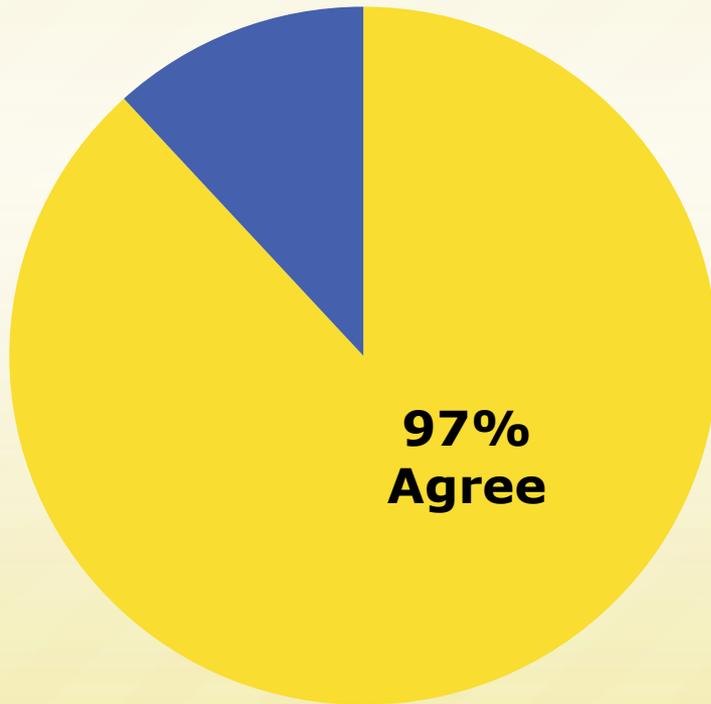
# STUDENT LEARNING

The distribution of financial resources at CHC supports student learning

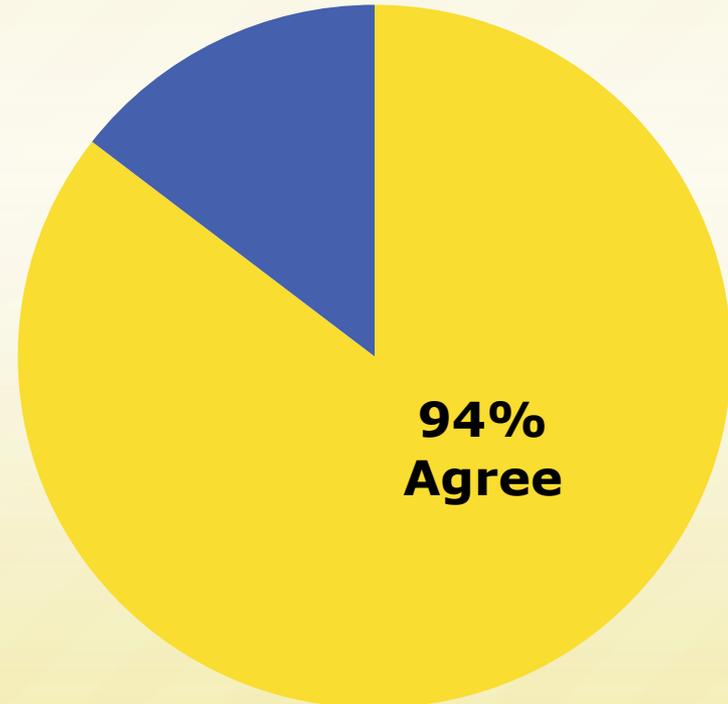


# OUTCOMES ASSESSMENT

*At Crafton, assessment of SLO/SAOs is ongoing*



*SLO/SAOs are considered in program review and annual planning*

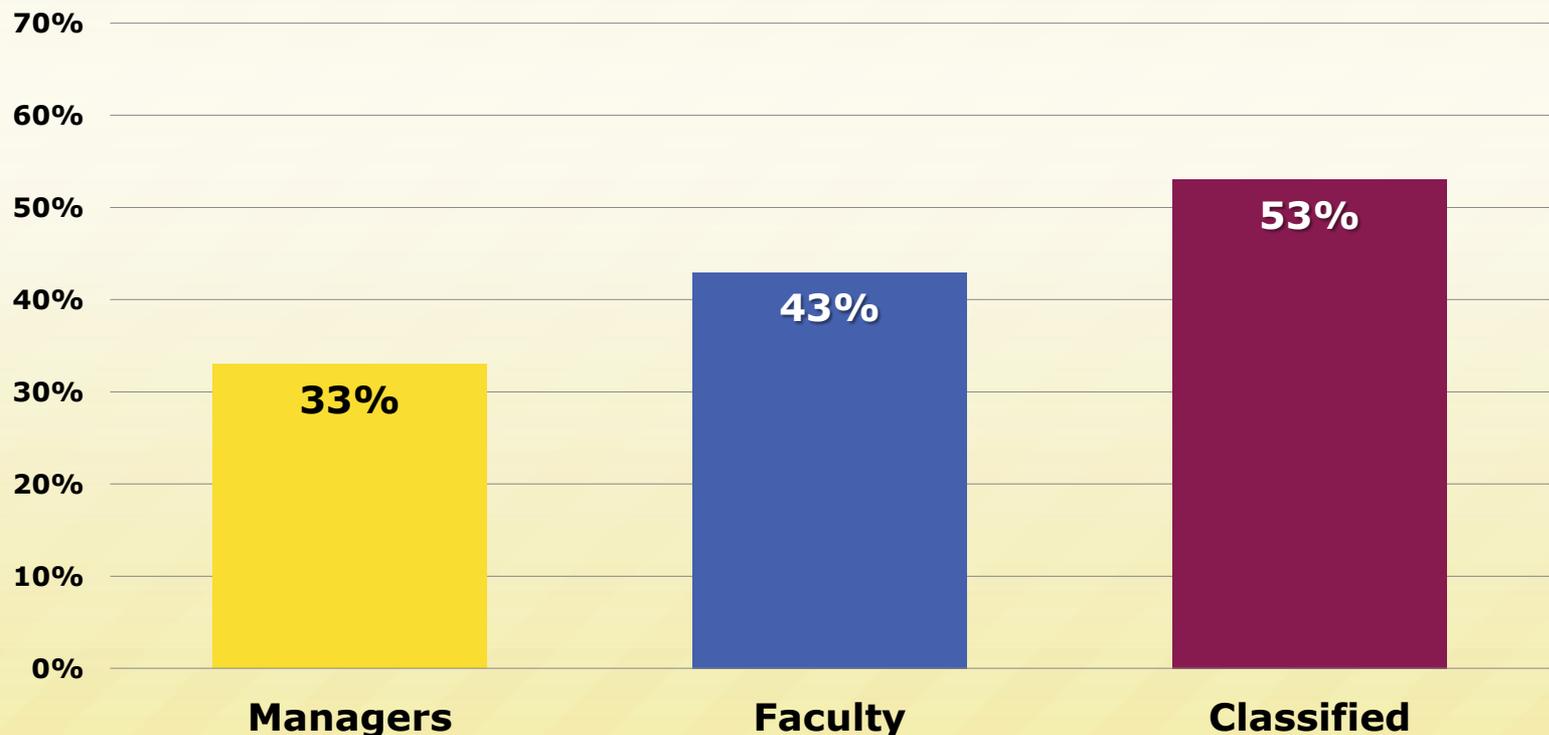


# **OPPORTUNITIES FOR IMPROVEMENT**

- Recognition
- Workload
- Resource Allocation
- Communication
- Decision Making
- Shared-Governance

# RECOGNITION

- 53% of staff, 43% of faculty, and 33% of managers do not feel they receive appropriate recognition for good work



# IN THEIR OWN WORDS...

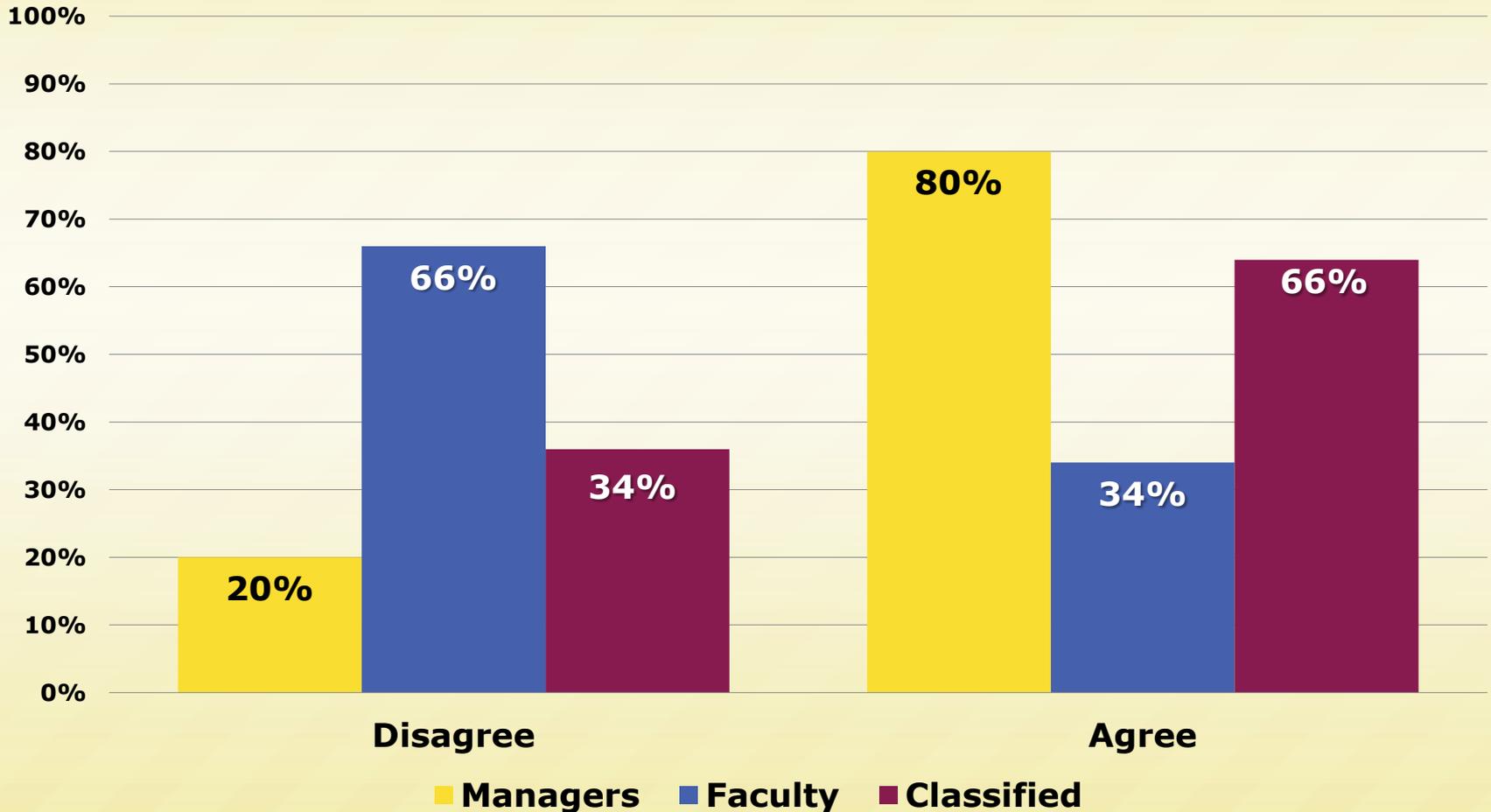
"There is currently no incentive to work hard and contribute creatively to the college, so most people just do the bare minimum instead of thinking proactively and investing themselves in the campus"

"Often in my area, ideas are dismissed by managers or never pursued by the managers, which leaves the staff feeling like taking the time and energy to come up with creative solutions is a waste of time"

"I would love to see the school reward creativity, initiative, dedication, and ability. We need hope or we'll slip into despair and become old and crusty"

# WORKLOAD

**There is a fair allocation of work in my area**



# FACULTY AREAS OF CONCERN

- 85% of the faculty feel pressure to accomplish too many tasks and priorities
- 85% of the faculty respondents do not feel they have enough time to complete tasks and meet deadlines



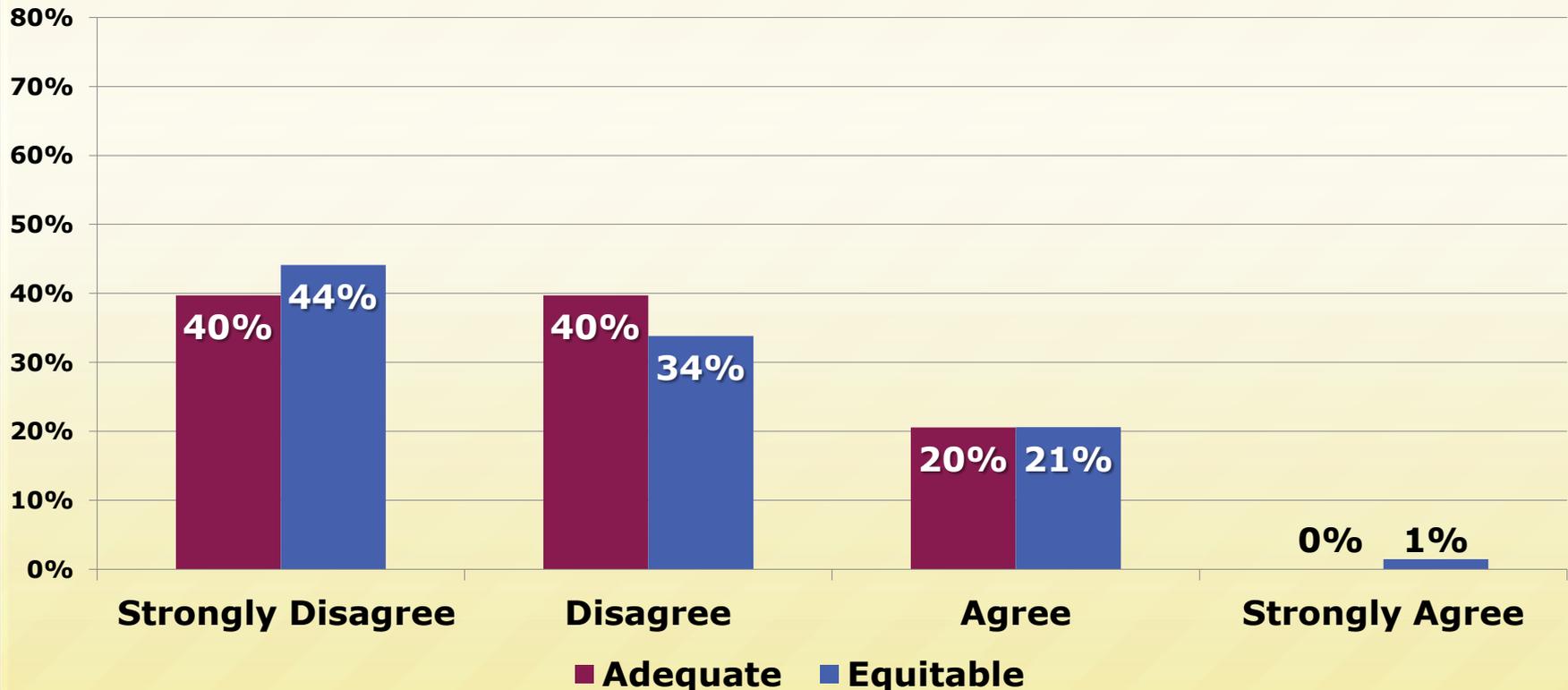
# IN THEIR OWN WORDS...

"We DO NOT have enough faculty and staff to help "everyone" carry out the massive amounts of paperwork, committee work, and responsibilities that need and deserve a lot more attention"



# RESOURCE ALLOCATION

- Employees feel the allocation of resources from the District to Crafton is neither adequate (80%) nor equitable (78%)



# **WE DON'T KNOW OR HAVE NO OPINION**

- 48% of the respondents indicated that they have no opinion or do not know if:
  - CHC regularly evaluates its financial management processes and uses the results of the evaluation for improvement.
  - The purpose of the funding sought by the Office of Resource Development (i.e. Foundation) is aligned with the Educational Master Plan and goals of the college.

# UNDERSTANDING THE PROCESS

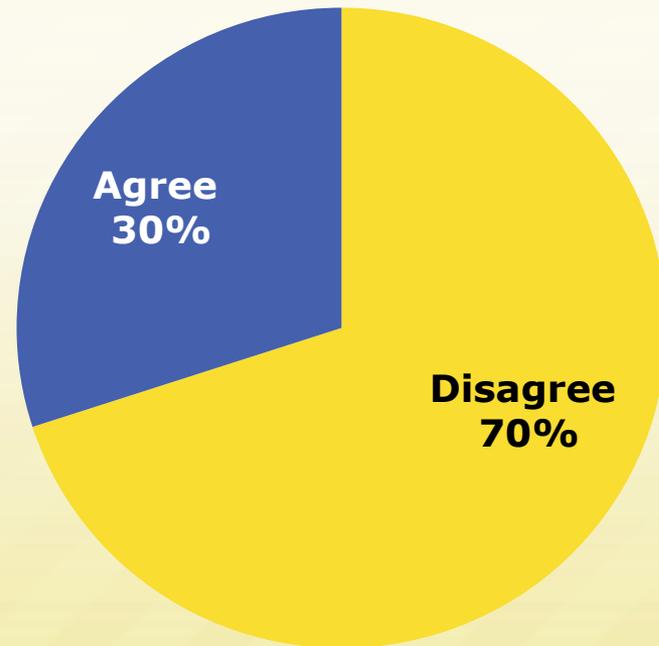
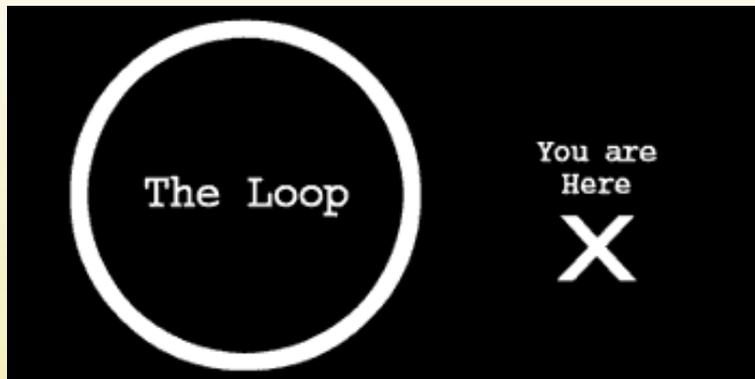
- 80% of faculty respondents do not find the annual process of prioritizing objectives easy to understand.



- 74% of faculty respondents do not find the District Resource Allocation Model easy to understand.

# COMMUNICATION

- 70% of the respondents do not agree that communication and understanding among faculty, classified staff, and managers is sufficient.



# **SATISFACTION WITH COMMITTEE COMMUNICATION**

***Respondents Positively Rated Communication  
On Committee Self-Evaluations:***

- ✓ *94% Within Committee*
- ✓ *85% From Committee to Constituencies*
- ✓ *80% From Constituencies to Committee*
- ✓ *80% From Committee to Campus*

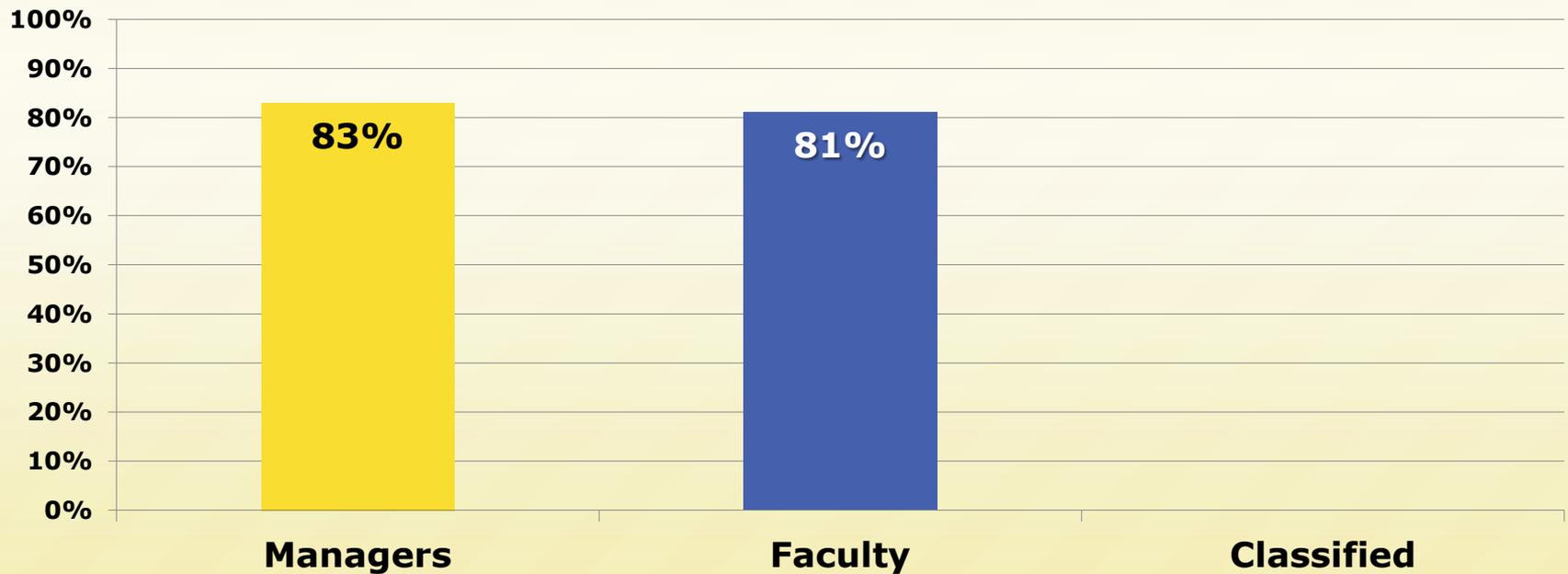
# DECISION-MAKING

**83% of the respondents agreed or strongly agreed that Managers exercise a substantial voice during decision-making processes**



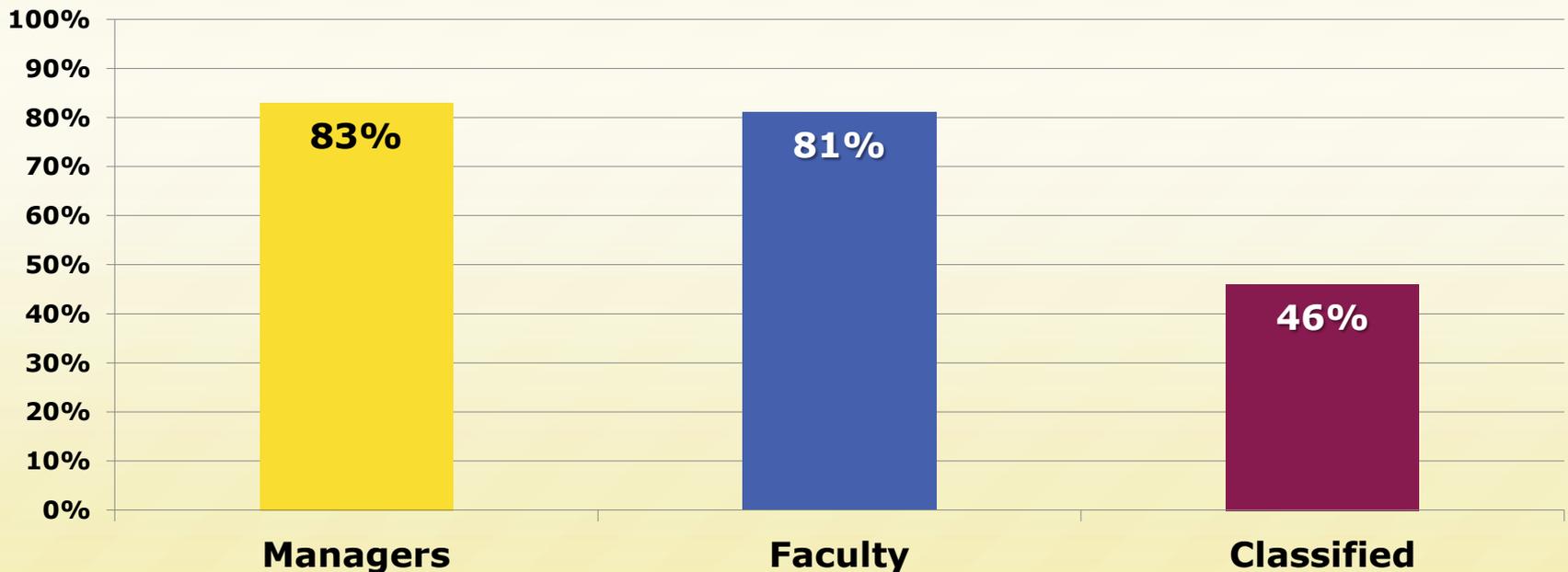
# DECISION-MAKING

**81% of the respondents agree or strongly agreed that Faculty exercise a substantial voice during decision-making processes**



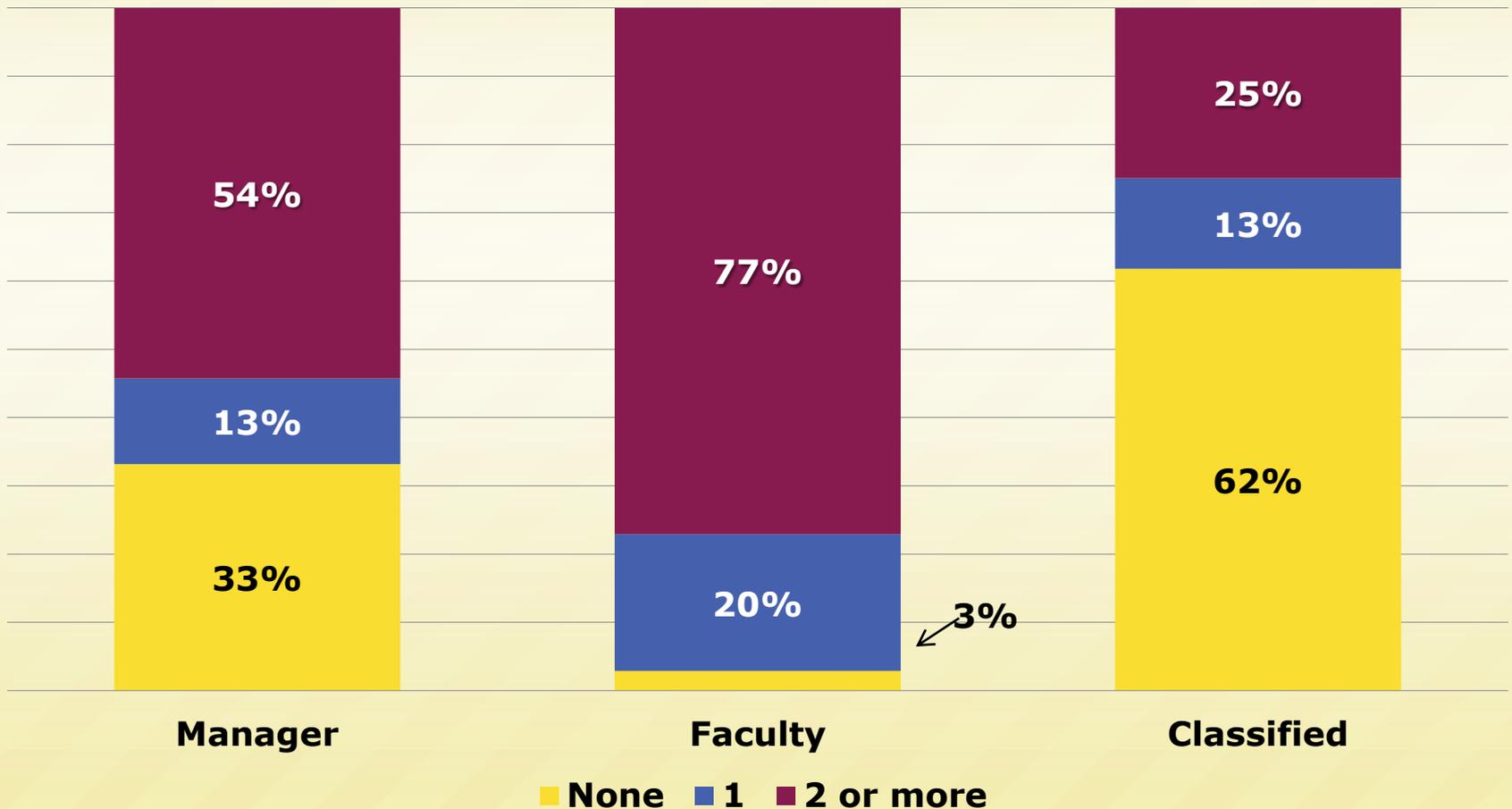
# DECISION-MAKING

**46% of the respondents agreed or strongly agreed that Classified staff exercise a substantial voice during decision-making processes**

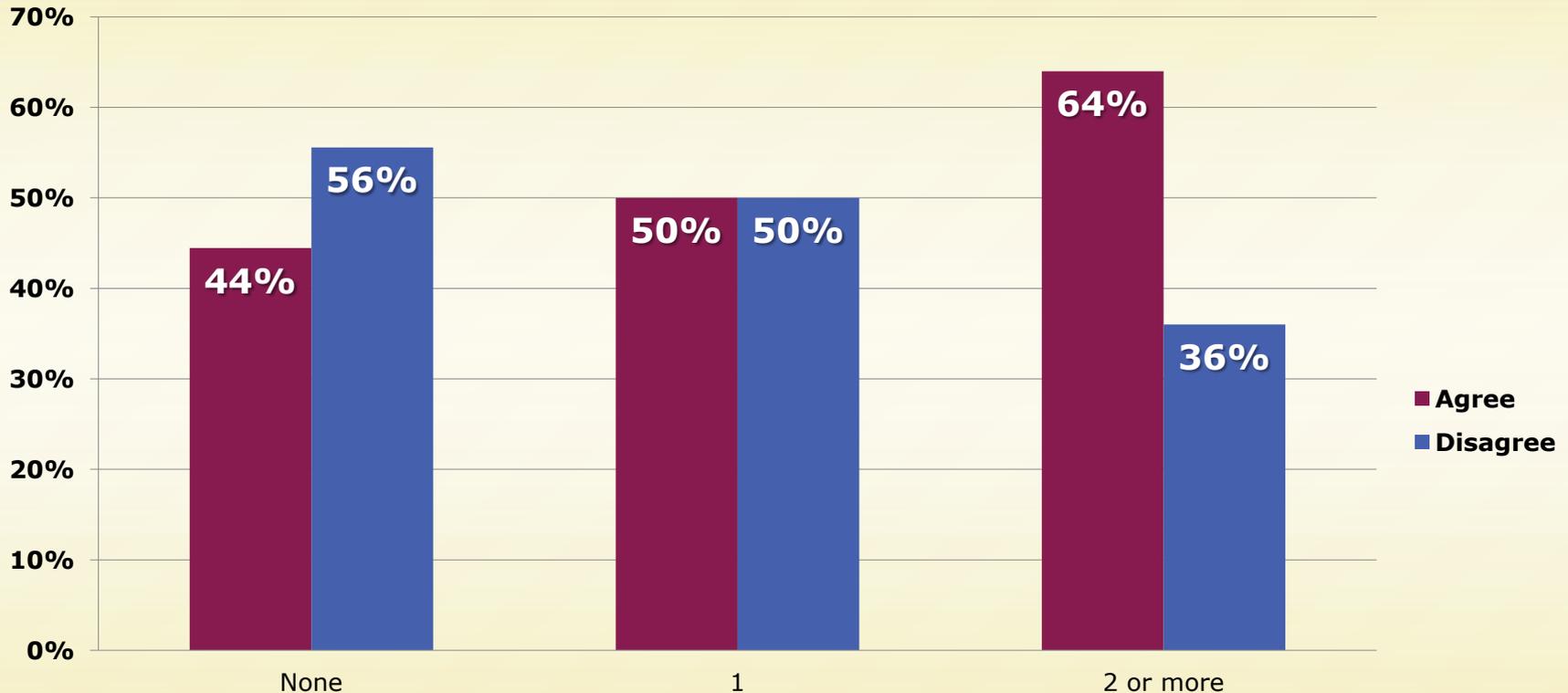


# SHARED GOVERNANCE PARTICIPATION

## Number of Shared Governance Committees



# I have the opportunity to participate meaningfully in decision-making



**Number of Shared-Governance Committees  
you served on during 2009-10**

# IN THEIR OWN WORDS...

“Shared governance is improving”

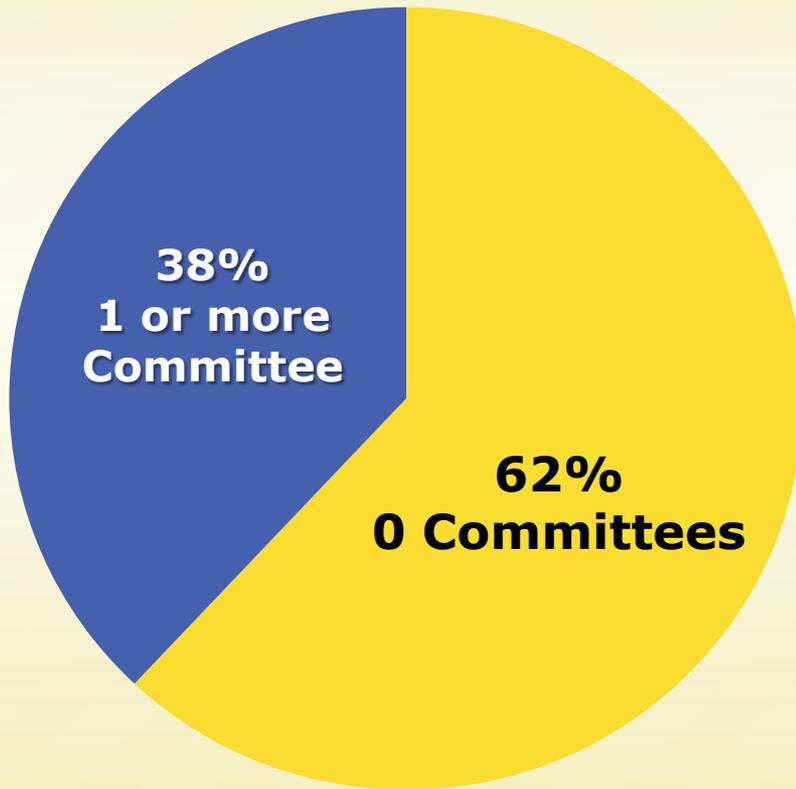
“No one really works together even though we go to committees out of requirement”

“While (managers) have made opportunities for classified staff to participate and sit on committees, many are unable to do so because of workloads and/or schedules”

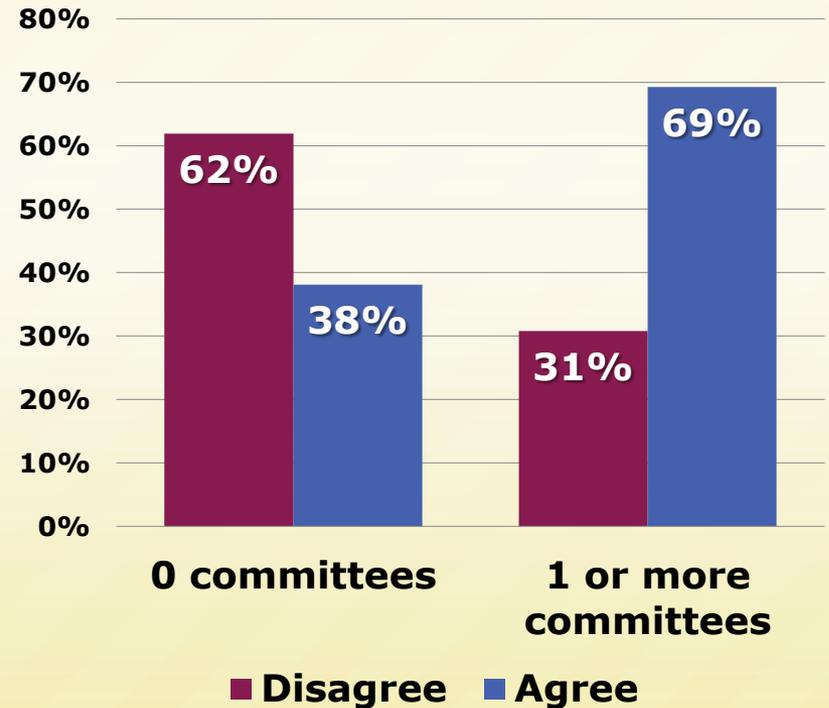
“The presence of any classified staff member is more of a token than actual member”

“As a classified staff member, I have little, if anything, to offer to these committees”

# CLASSIFIED STAFF WHO SERVE ON SHARED-GOVERNANCE COMMITTEES

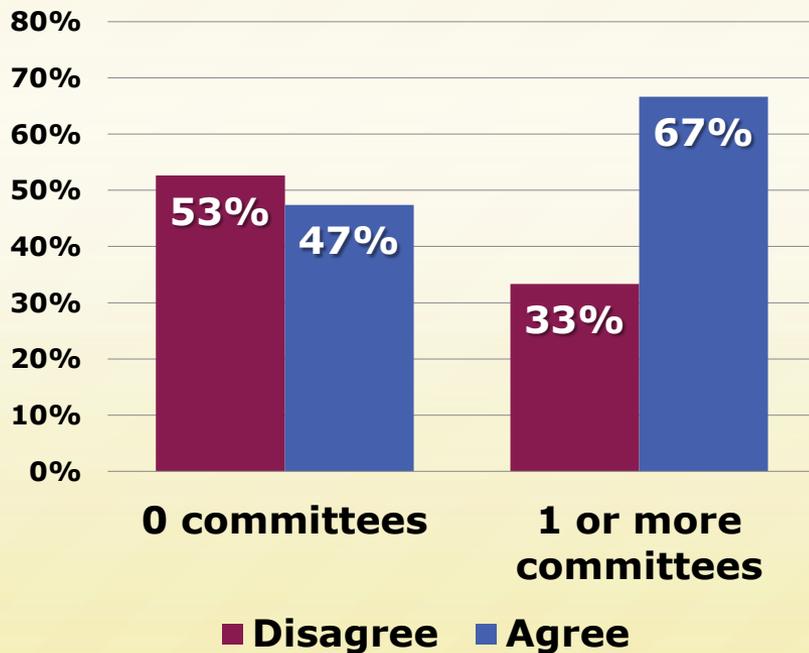


**Overall, I am satisfied with shared governance at Crafton.**

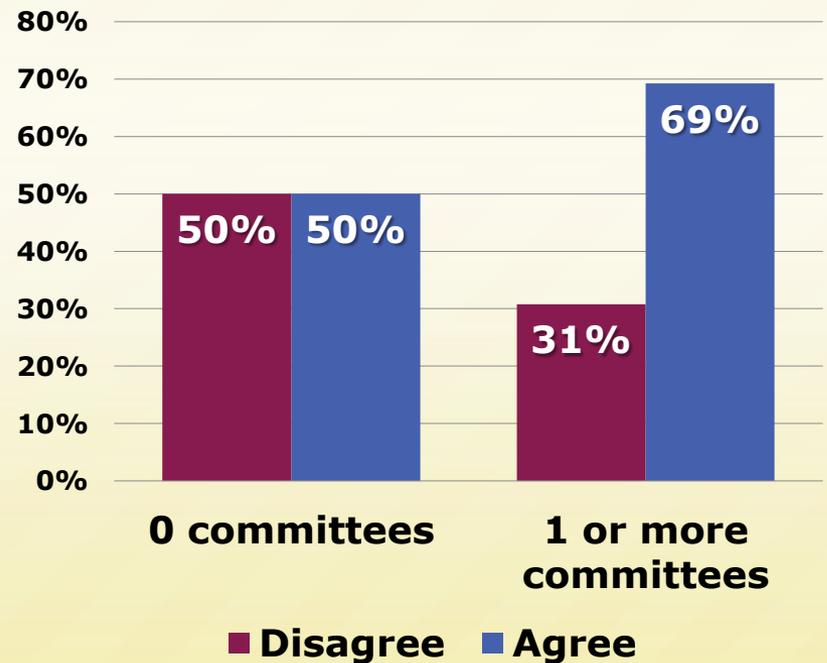


# CLASSIFIED STAFF WHO SERVE ON SHARED-GOVERNANCE COMMITTEES

**Overall, planning and decision-making processes at Crafton are collaborative**

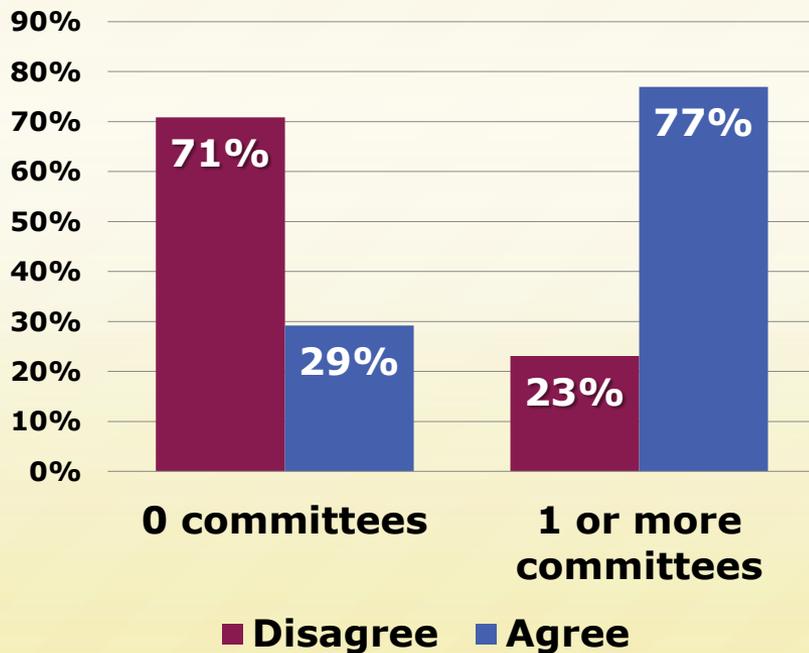


**Overall, I am satisfied with the planning and decision-making processes at Crafton.**

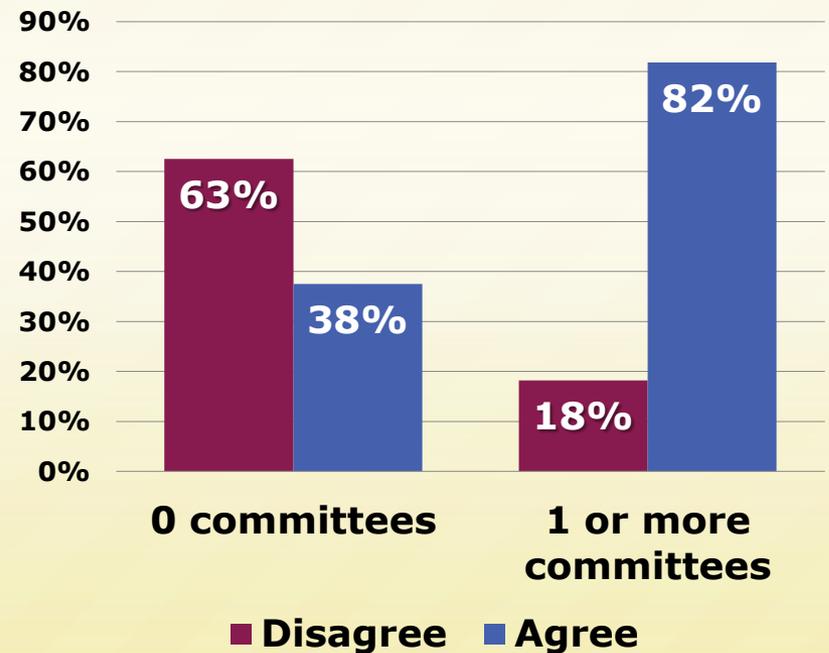


# CLASSIFIED STAFF WHO SERVE ON SHARED-GOVERNANCE COMMITTEES

**Overall, I feel well-informed about important issues facing the college**



**Overall, I am satisfied with the resource allocation processes at Crafton.**



# **CLASSIFIED STAFF WHO SERVE ON COMMITTEES**

*100% Agree or Strongly Agree:*

- I feel comfortable contributing ideas.
- My ideas are treated with respect, whether or not others agree with them.
- I have had sufficient opportunities to provide input into committee recommendations.

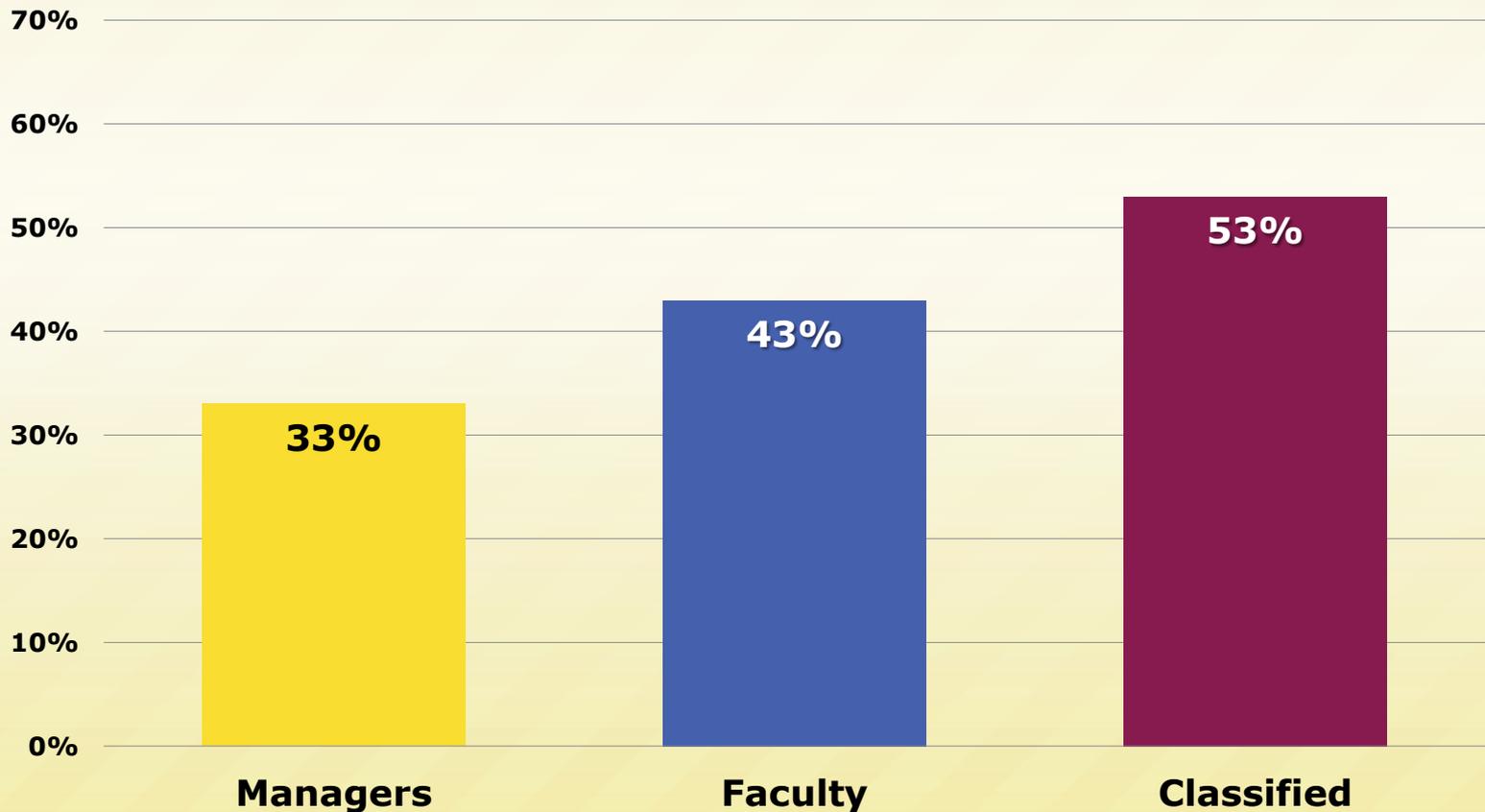
# TELL US WHAT YOU THINK...

- Additional questions/  
comments
- Thoughts
- Suggestions for improvement

# CONVERSATION

## RECOGNITION

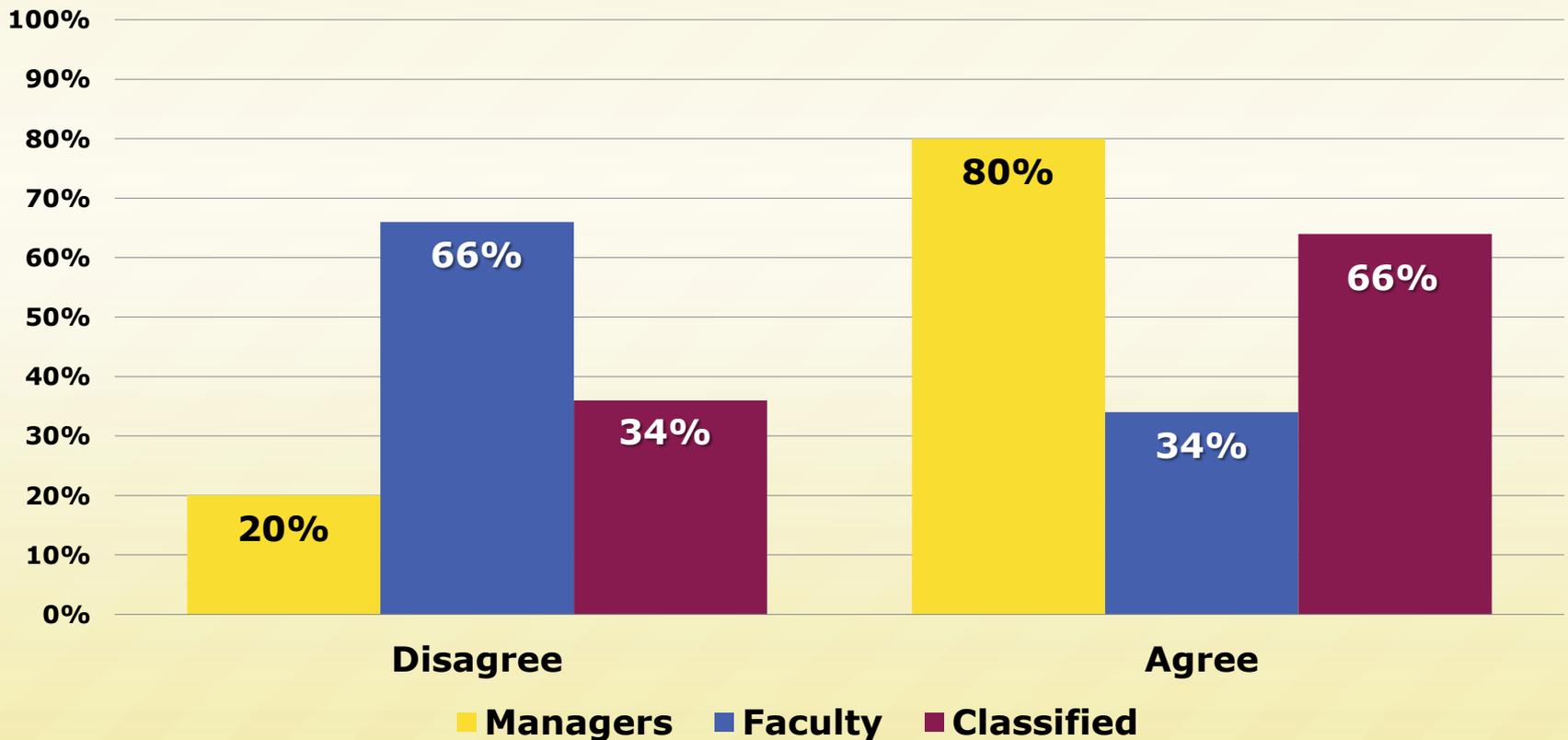
**Do not receive appropriate recognition for good work**



# CONVERSATION

## WORKLOAD

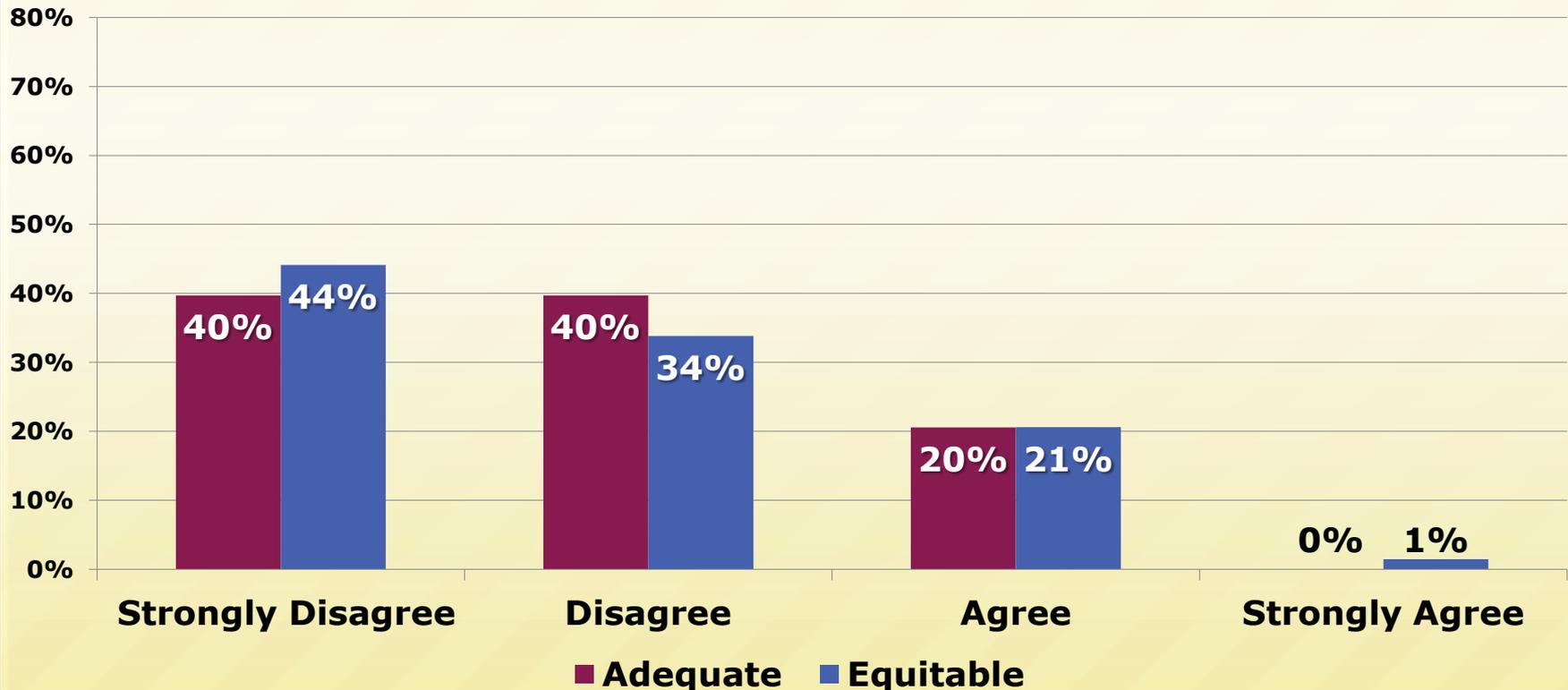
**There is a fair allocation of work in my area**



# CONVERSATION

## RESOURCE ALLOCATION

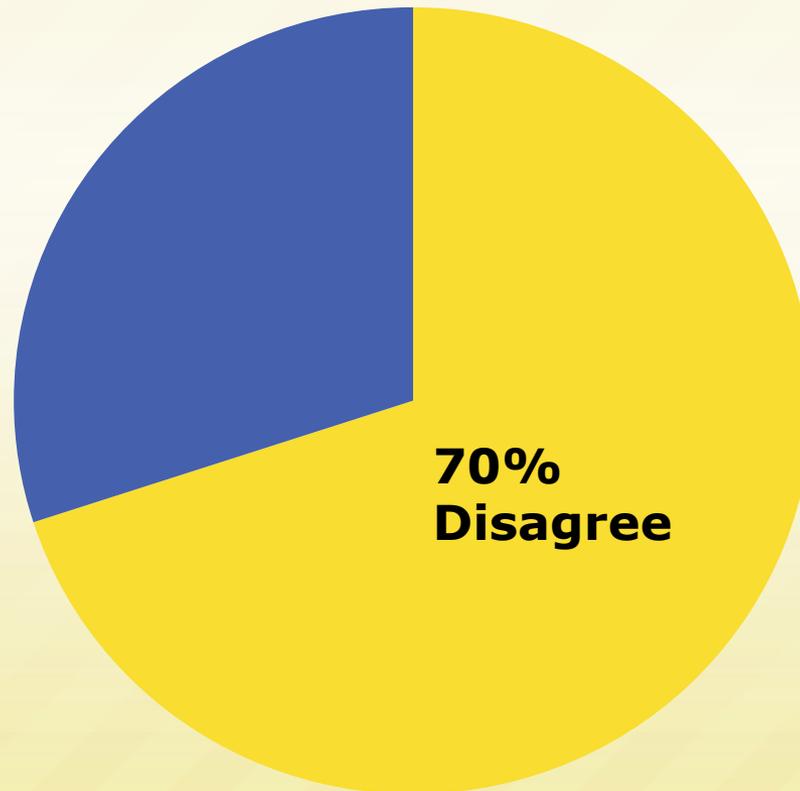
- ✓ **From the District to Crafton is adequate (20%)**
- ✓ **From the District to Crafton is equitable (22%)**



# CONVERSATION

## COMMUNICATION

**Communication and understanding among  
Managers, Faculty, and Staff is sufficient**



# CONVERSATION

## SHARED GOVERNANCE

**Overall, I am satisfied with shared governance at Crafton.**

