

# Human Resources

**Human Resources services include employment, benefits administration, records maintenance, labor negotiations and contract management, employee relations, training, equal employment and diversity programs, and worker's compensation.**

**Please rate your satisfaction with each of the following aspects of service you have received from Human Resources during the past 12 months. If you are either *Very Dissatisfied* or *Very Satisfied* with any service aspect, please explain briefly in the comments section.**

**10) Have you asked for or received any service in Human Resources during the last 12 months?**

167 (75.2%) *Yes*

55 (24.8%) *No*

**10.1) Please rate the staff on the following:**

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
a) Courtesy	53 (31.7%)	66 (39.5%)	23 (13.8%)	14 (8.4%)	11 (6.6%)
b) Helpfulness	51 (30.5%)	60 (35.9%)	25 (15.0%)	18 (10.8%)	13 (7.8%)
c) Follow-through	44 (26.3%)	51 (30.5%)	23 (13.8%)	31 (18.6%)	17 (10.2%)
d) Accuracy of information	43 (25.7%)	52 (31.1%)	26 (15.6%)	24 (14.4%)	22 (13.2%)
e) Timeliness of initial response	43 (25.7%)	56 (33.5%)	23 (13.8%)	20 (12.0%)	23 (13.8%)
f) Timeliness of final resolution	42 (25.1%)	45 (26.9%)	30 (18.0%)	24 (14.4%)	23 (13.8%)
g) Clarity of consistent procedures	40 (24.0%)	41 (24.6%)	23 (13.8%)	28 (16.8%)	32 (19.2%)
h) Overall Satisfaction	44 (26.3%)	46 (27.5%)	27 (16.2%)	27 (16.2%)	21 (12.6%)

**10.2) If you could improve one thing about this department's training service, what would you change and why?**

55 (32.9%)

**10.3) Have you accessed the HR Section on the District website in the last 12 months?**

133 (59.9%) *Yes*

76 (34.2%) *No*

**10.3) Rate your level of satisfaction with the website.**

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
a) Helpfulness	21 (14.4%)	63 (43.2%)	30 (20.5%)	15 (10.3%)	7 (4.8%)
b) Accuracy	19 (13.0%)	54 (37.0%)	35 (24.0%)	18 (12.3%)	8 (5.5%)
c) Ease of accessibility	23 (15.8%)	51 (34.9%)	33 (22.6%)	20 (13.7%)	8 (5.5%)

**10.4) Comments: If you wish to make any additional comments about this department's services, you may do so in this section. Please remember to provide feedback regarding *Very Dissatisfied* or *Very Satisfied* responses. Thank you for your feedback.**

44 (19.8%)

## District Operations Satisfaction Survey Results for FY 2013 – 2014

### COMMENTS

#### Human Resources

#### **10.2) If you could improve one thing about this department's service, what would you change, and why?**

*We need to have leadership in the HR department. Someone who has a vision for the department and can develop the department so that it serves the needs of the campus.*

*clarity is needed on WHO does WHAT.*

*Consistency. It seems like people are always changing and the new people don't have the answers*

*More HR related training for HR staff*

*This department has been a consistent obstacle in getting needed personnel hired. They're more concerned with reducing liability or risk aversion than helping the institution. They have no idea as what it takes to operate or manage people and continually change procedures, forget to process, change processes, or just fail to act. The inconsistencies are continuous and we refer to the HR department as the HR Black Hole. Very frustrating. They are of little help*

*Hire more people*

*Need more people that know what there doing.*

*Service from the HR Department continues to be abysmal. The department is understaffed and the staff that does exist is unprofessional and rude. They make up policies, can't and don't read contracts, fail to meet deadlines, don't follow up with information they are supposed to provide. They have failed to meet any of the goals in their program review docs and there is no staffing plan. HR is, by far, the worst of all District services.*

*Answer Phones and return calls. Not good when phone message ask you to send them emails. Why do we pay for phone service when employees do not answer the phone or return calls.*

*Perhaps resources could be combined with the Professional Development persons at the campuses to provide training.*

*again, lack of employees within the department*

*Processes change depending on whom you speak with. There are no procedures in place that are accurate. Staff have no leadership and information is old and inaccurate. Substitute paperwork should be completed by HR, like it used to be to keep the process timely and information accurate. Human Resources is not a resource at all.*

*Need to be more organized, answer the phone and return phone calls or emails in a timely matter*

*Love the service and knowledge provided*

*I am not sure what training the members receive in this dept. but they often have conflicting msgs and need to better understand thier role.*

*The current system of hiring is way to long. We have lost good candidates because from the time the job is open it is six months after that we might me interviewing. This is just to long.*

*Not enough, there have been changes made in the past and we, I find out of these changes only by word of mouth or by accident.*

*They should be handling all management evaluations as confidential employees.*

*Communication to other departments.*

*Availability*

*I don't think it's lack of training. I think it is the personnel turnover in the H.R. department and the lack of personnel in the department.*

*More training on HR procedures. HR should not blame the other party for mistakes they make because they are not in HR and were never trained to do their job. HR staff needs to be more understanding and have more training themselves on how to be more effective.*

*Human Resources as a department is not always helpful, nor courteous. Individuals, such as Maria Torrez, are extremely helpful and courteous.*

*Nothing they do an awesome job.*

*Hire and retain knowledgeable, helpful staff and management in this function.*

*We have gotten a lot of misinformation from Julia Sanchez on campus only to be corrected by Dr. Miyamoto. Maria Torres in HR is not extremely friendly and I feel does not want to be bothered. I understand that this department is probably clearly overworked and understaffed. I think it was a shame that Catalina Transporte was added to the HR staff. She is highly unprofessional and is not one bit confidential. Campus has heard of many leaks coming from her.*

*Customer service has been poor. I've worked at other campuses where HR was located on the campus and the service was tremendously better. We were colleagues to serve one another, not a burden. Also, HR had a much higher involvement with faculty and staff through professional development and conflict resolution. Also, please update the staff directory.*

*Most department staff are I have dealt with are very nice. The only department member that is unfriendly and some times can be rude is Maria Torres.*

*respond more promptly to phone calls and questions*

*Consistent, written, collaborative processes that the campuses and the District are accountable to follow.*

*Courtesy. Prior to the last few months, those personal I have come in contact with have been unpleasant and curt. A positive and friendly persona is very important.*

*na*

*This department needs help. They need competent leadership that lasts for more than a few months*

*hire more HR people*

*Maybe you could build morale so these folks stop leaving us high and dry!*

*LAZY, LAZY, LAZY!!!!*

*Some forms in the website are outdated. Because of the high turn over there has been a lack of consistency on procedures. Also, documents are always being lost in this office; HR is SUPPOSED to have the official document in the personnel folders and are constantly going to the Department Secretaries for another copy.*

*Stop treating the employees of this District as if they were the enemy (at worst) or nuisances (at best).*

*I didn't realize this department had a training service. What do they offer training in?*

*Communication is key. If a process changes, please inform those of us effected by that change.*

*Hire someone who actually has an HR background and give that person the authority to destroy this currently dysfunctional area and remake it from the bottom up/*

*Training provided is inconvenient, time consuming and BORING. There must be some material out there that covers the same subject matter and is interesting. The presenters from Keenan & Associates ARE THE WORST!*

*Because of the high turn over there has been a lack of consistency on procedures. Also, documents are always being lost in this office; HR is SUPPOSED to have the official document in the personnel folders and are constantly going to the Department Secretaries for another copy.*

*Soft skills - seem almost non-existent with most HR employees*

*Hire permanent and hire more staff. Training, training, training.*

*They need to be more professional and helpful.*

*N/A*

*Proactive help for employees instead of punitive initiatives.*

*Need more consistency in processes.*

*1. No one stays in the job long enough to know what they are doing. 2. You call two people and get two different answers. 3. Calls are not returned. 4. Staff are disdainful and rude.*

*They need to respond to the phone calls and e-mails that are sent!*

*The time it takes to hire new staff is ridiculous.*

*There is no training. It would take sending out emails district wide to disperse new information, instead you are made to feel like you are stupid because you weren't aware of changes.*

*No change*

*Hire people that can get the work done*

**10.4) Comments: If you wish to make any additional comments about this department's services, you may do so in this section. Please remember to provide feedback regarding *Very Dissatisfied* or *Very Satisfied* responses. Thank you for your feedback.**

*Part-time faculty should be paid more and have more of a cap on students per classroom. On that note, more full-time positions should be made available, with benefits, as universities and colleges rely increasingly on part-time faculty = bad for students*

*The HR staff seems to be unable to keep track of information of conversations and paperwork.*

*Put more people in HR so we can fill all of our positions in a timely manner.*

*There appears to be no solution. Service from HR has been rated poorly for years and no improvement has occurred. They can't even staff the HR dept. adequately, how are they going to do anything else. Why is there no training of the HR staff in policy, contracts, and procedures prior to turning them loose to screw up? Why is there no follow through from the staff when information is promised and needed. Why can't they hire subs in a timely manner? Why is there still no effective training for managers? Why is there no policy and procedure handbook? When is it going to get better?*

*Website to load applications is horrible and most of the time you can not upload information*

*HR needs additional staff that is committed to the District long term. If you want to attract that kind of talent you need to compensate them better and provide them with the additional staff so the current employees are not just putting out fires as they don't have time to be proactive. There needs to be a career path and the opportunity for growth to retain HR employees. Additionally, there needs to be consistent leadership. The policies change whenever the VC, not allowing the HR staff to have a clear direction. Additionally, being so short staffed the HR Department does not have the resources to effectively support the employees or make changes to outdated forms or correcting the website.*

*Links don't work for Wiki, it's an absolute mess, embarrassing!! Requests for information on personnel is outdated and inaccurate. This affects the budget as well, things are not processed at all.*

*I think HR has been a mess for years. I've been here 15 years and it's never been a stable place. The staff are friendly and doing their best. I'm not sure what the problem is really. Jack is good and sharp, but he's a consultant. So how much can a consultant care or make changes. HR was there for me in a work related crisis and handled it quickly, so for that I am grateful. Perhaps they are understaffed and undertrained.*

*This department really needs permanent senior leadership.*

*The HR department should not be screened for minimum qualifications. They do not have the knowledge of the field to understand transferable skills that would qualify a candidate.*

*With so many changes in personnel, it is hard to know who is and isn't there; the staff directory needs to be updated.*

*This department is a mess! The HR function of our District is an absolute mess.*

*It could be easier to navigate.*

*HR staff have always been very professional and helpful when I had to contact them.*

*The campuses and district are being harmed by this department's turnover and lack of morale (not for lack of the current employees' efforts).*

*I often receive emails from HR that are very helpful, and I appreciate receiving these emails to keep me informed.*

*All contact with this department has been pleasant and helpful.*

*Consistency and accuracy in getting answers to questions is a real problem. I contribute that to lack of staff and so many new individuals*

*Karla Trujillo is friendly and follow-through is excellent. More of Karla please.*

*Lack of follow through and thoroughness in position control by HR has negatively impacted the budget.*

*people have been very courteous, knowledgeable, and overall very helpful.*

*I think that the employees are working hard to provide good service but shortage of staff and inconsistent interim leadership makes it difficult*

*I have had several questions regarding my benefits since I am a new adjunct employee. For basic questions, I have received responses after a few attempts. Other questions I have -to date have not been answered. I have been waiting for approx 3 wks for a response- i have called 4-5 times and left messages.*

*New faculty hires need to be done during spring semester for fall hiring. Not interviewing in summer for spring hiring. Get the job posts done ASAP and keep the process moving.*

*I wanted to see the language of MOU's adopted this past year, but I found that the contract information for the faculty was not being kept up to date. I experienced glitches with insurance enrollments that were not corrected. I have found repeated errors in the District's information about me (initial date of employment, current assignment site, and so on), and I have been in my current position for nearly 7 years. Phone calls and e-mails frequently go unanswered or there are long delays in response. The area is potentially understaffed, because I've frequently gotten "out of office" replies when trying to get assistance from HR.*

*The staff get good marks from me, but the department is so chronically and critically understaffed, and thus has underserved the college to the extent that it has: deteriorated the morale of our faculty and staff and has significantly reduced our ability to adequately serve our students.*

*Website is convoluted and information is not necessarily up to date.*

*The Chancellor and the Board need to somehow get it into their heads that HR is critical to the success of the district and colleges. They're unwillingness to put in place an effective and responsive HR leader and dept. in favor of saving a few dollars here or there has been, and will continue to be a disaster for employees until this situation is rectified.*

*I had an issue with personal in HR. I emailed the Head of HR about the issue, in which I never received a response and the person who was involved received a promotion.*

*The HR department has been dysfunctional for a very long time. With inconsistent and at times unethical leadership, the HR department has accumulated a backlog of positions they are hiring for. The hiring committee I am on took so long, half the candidates declined to be interviewed. However, there is light at the end of the tunnel thanks to the hiring of Jack Miyamoto as a consultant. He brings a wealth of knowledge and is unbiased in his interpretations.*

*No comments*

*Wipe it out and start over.*

*Lacks ease of accessibility*

*Payroll person is always very helpful and very professional, HR staff are staff are not very nice.*

*I called HR because of a service credit discrepancy on my retirement summary. The service credit earned from SBCCD is strikingly less than that of Chaffey college (I work for both). The discrepancy was so large that I thought it must be a mistake. The person I talked to said the report is accurate, but when I asked why there is such a discrepancy, I got a confusing answer that bordered on obfuscation. According to my service credit activity report, Chaffey gives part-time faculty almost twice the service credit as Crafton for the same job. I would like someone to frankly consider why this is. It seems to be a travesty.*

*Latest versions of existing job descriptions or new job descriptions aren't always available on the website.*

*Benefit employees*

*Cant find the website unless I search for it, then once there the contact information is out of date.*

*Was hired in August. Contacted by HR and everything was completed on first visit.*

*There are many inconsistencies within the HR Department such as how the board policies are followed, hiring practices and process (permanent, short-term, substitutes, professional experts, and FWS), and reclassification methods just to name a few. It takes far to long to hire an employee at any capacity. There are employees in HR that are very unprofessional and do not get back to you in a timely manner.*

*The person I've spoken with never sounds pleasant. There have been changes in procedures that the HR department hadn't shared, or doesn't share as the changes have been made.*

*The website is never updated when new employees are hired. This could be because there is someone new every week*

*We often receive information that is contradictory.*