COMMUNICATING RESULTS

CRAFTON HILLS COLLEGE
2010 CAMPUS CLIMATE SURVEY

Facilitated by:
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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

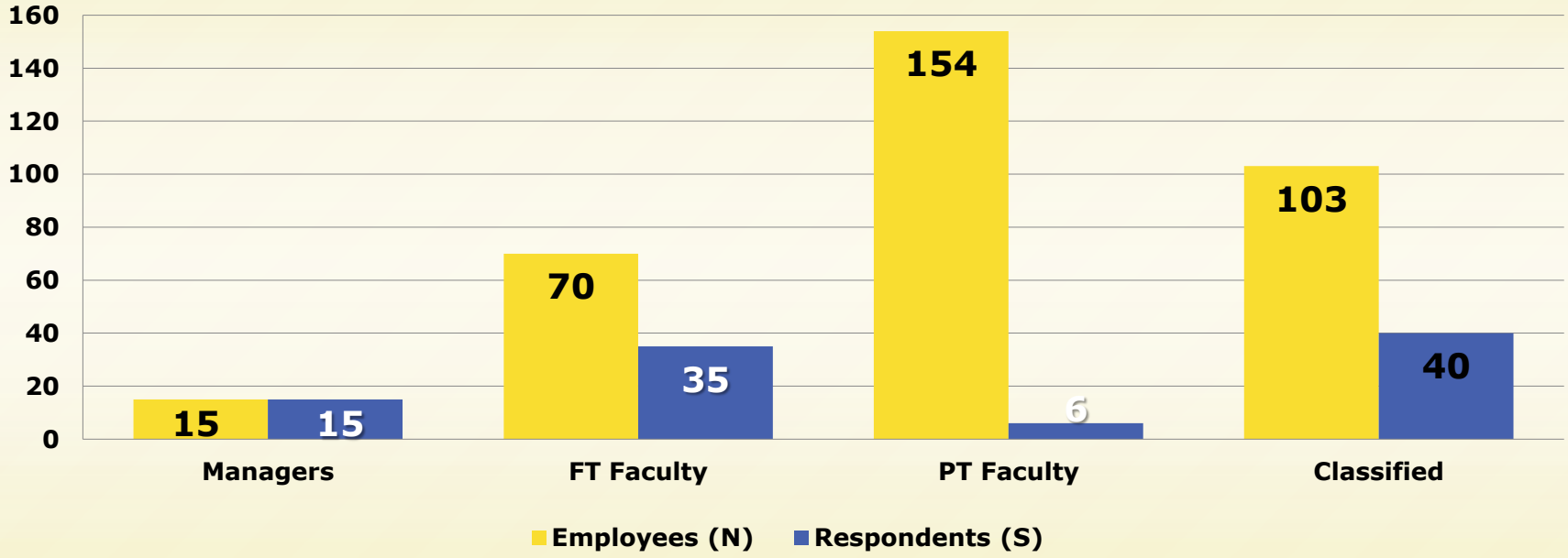
- What strikes you as positive?
  - What accounts for this and how can we continue?
- Identify areas for improvement:
  - Discuss strategies.
  - Be a part of the solution.
- What stands out overall?

FIVE THEMES

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

LIMITATIONS

- ✓ Self-selection bias
- ✓ Low response rates

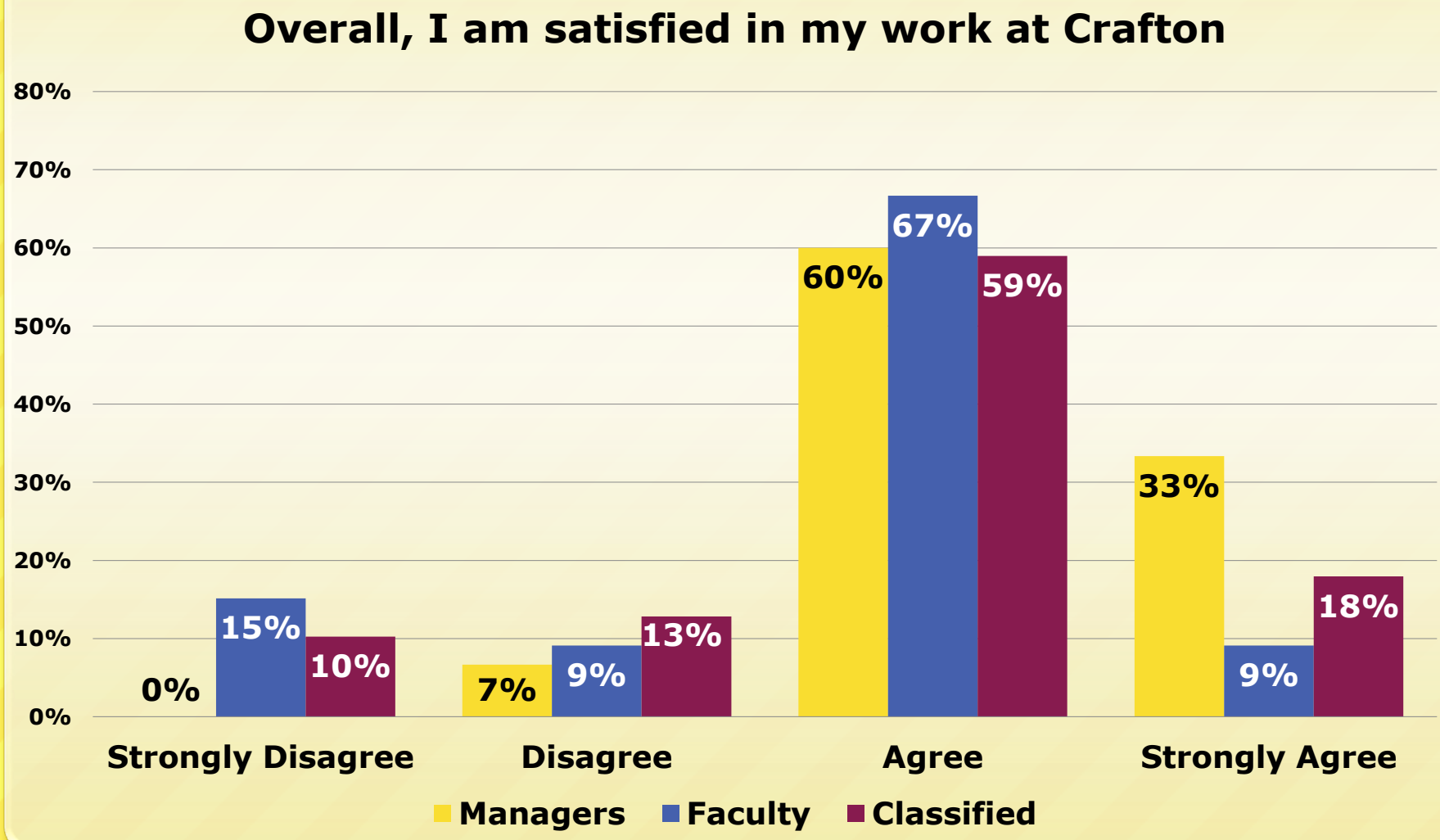


Managers			Classified			Full-time Faculty			Part-time Faculty			Total		
N	S	%	N	S	%	N	S	%	N	S	%	N	S	%
15	15	100.0	103	40	38.9	70	35	50.0	152	6	0.04	340	96	28.2

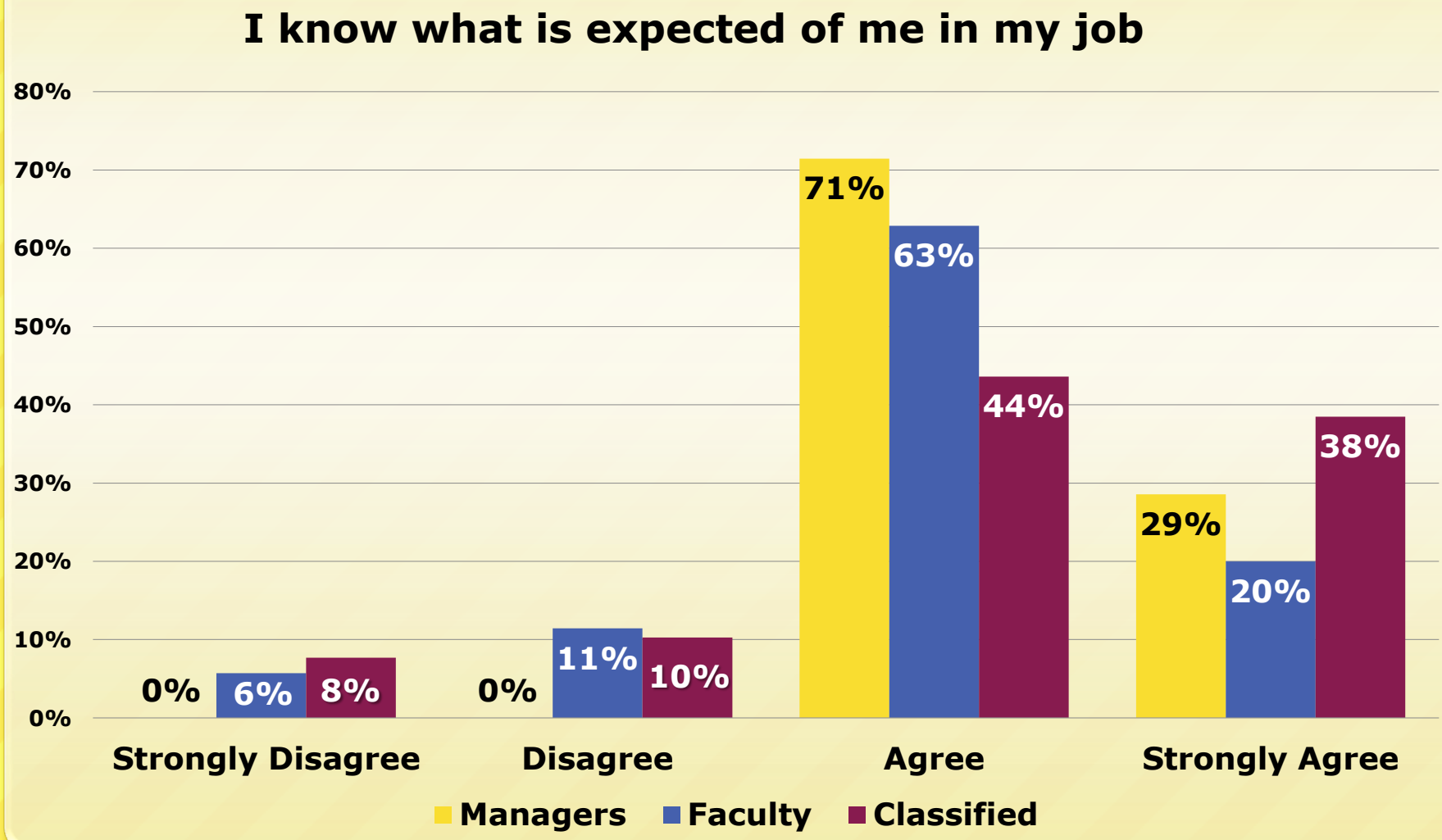
STRENGTHS

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

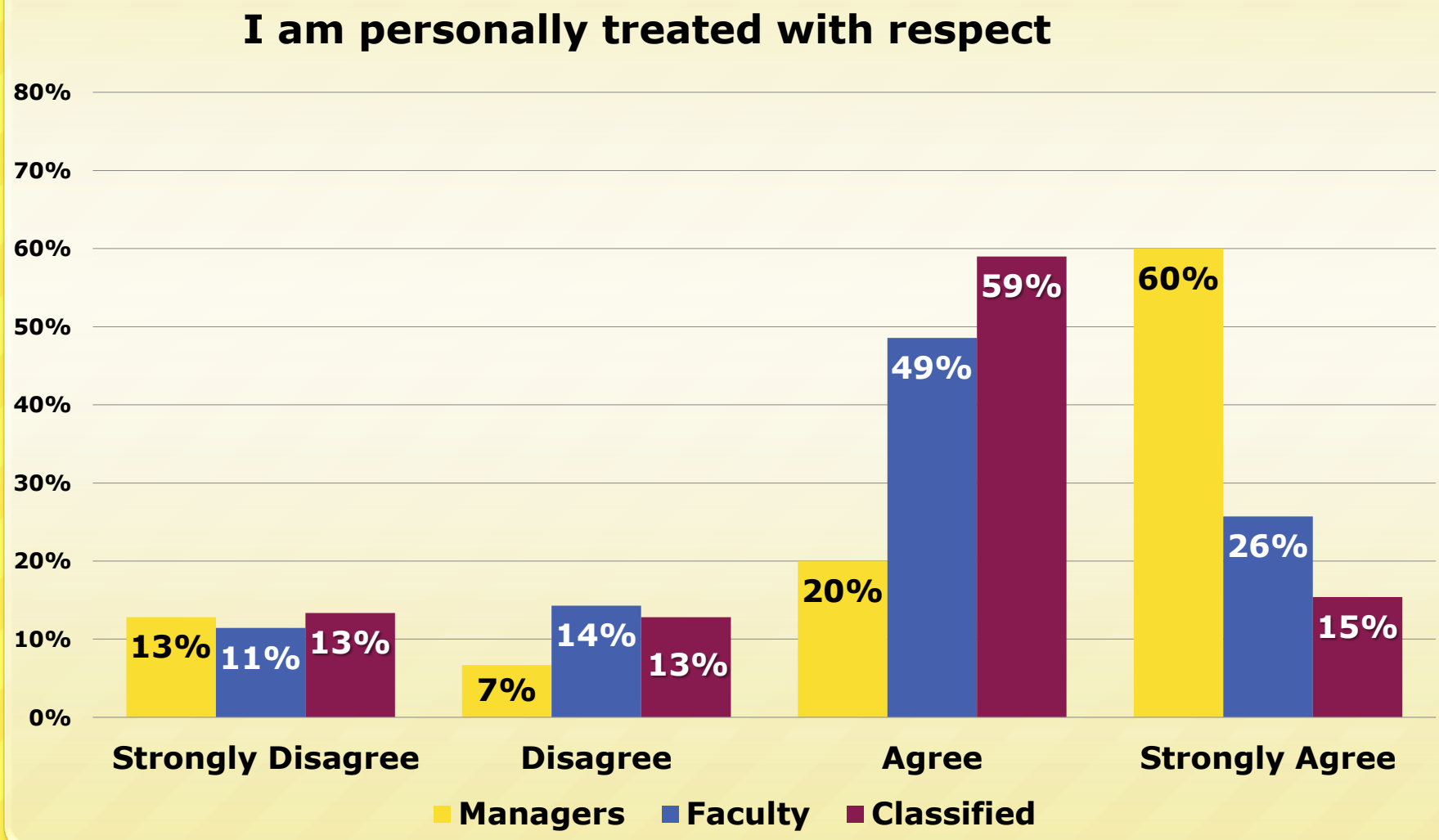
JOB SATISFACTION



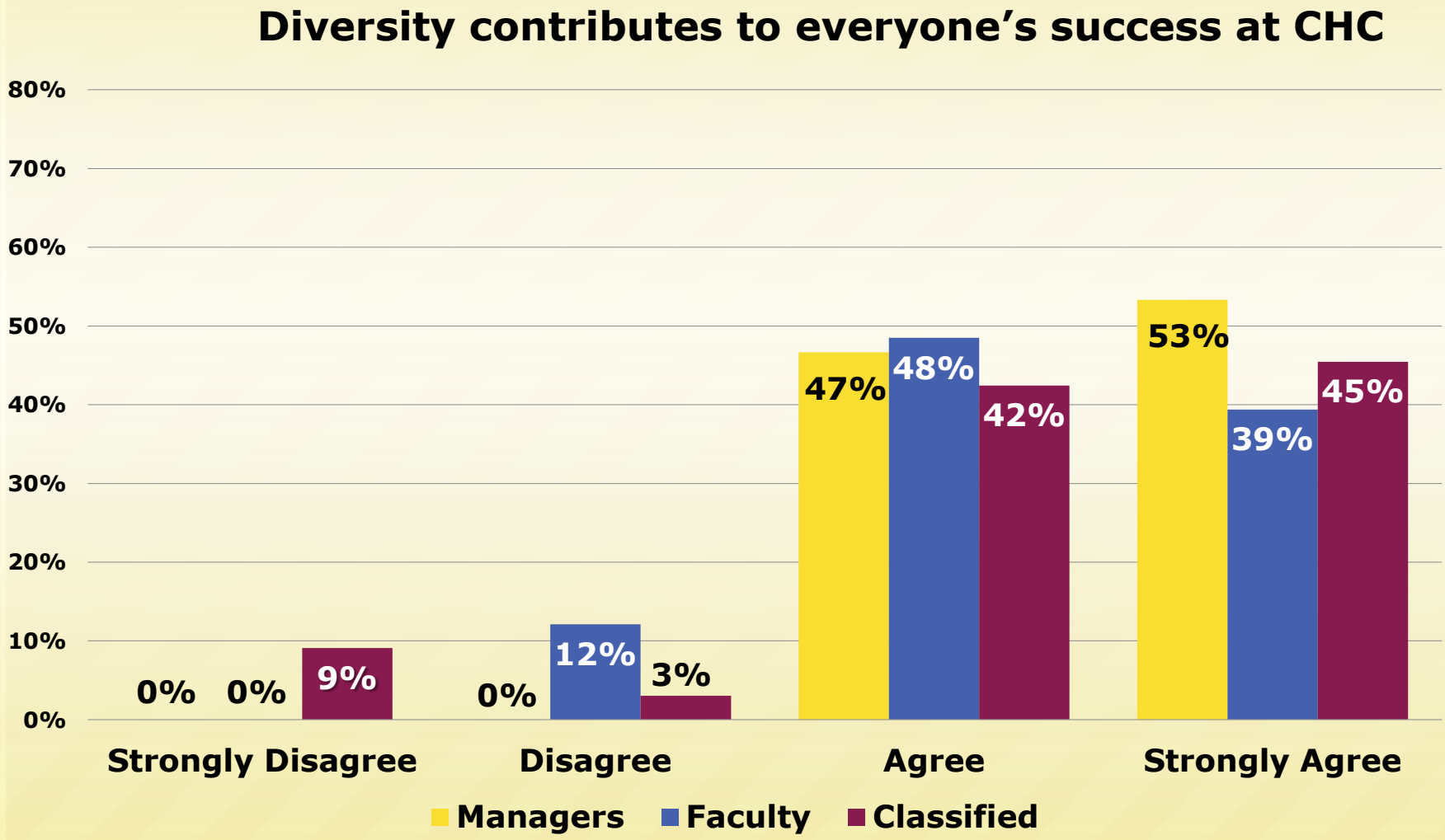
JOB EXPECTATIONS



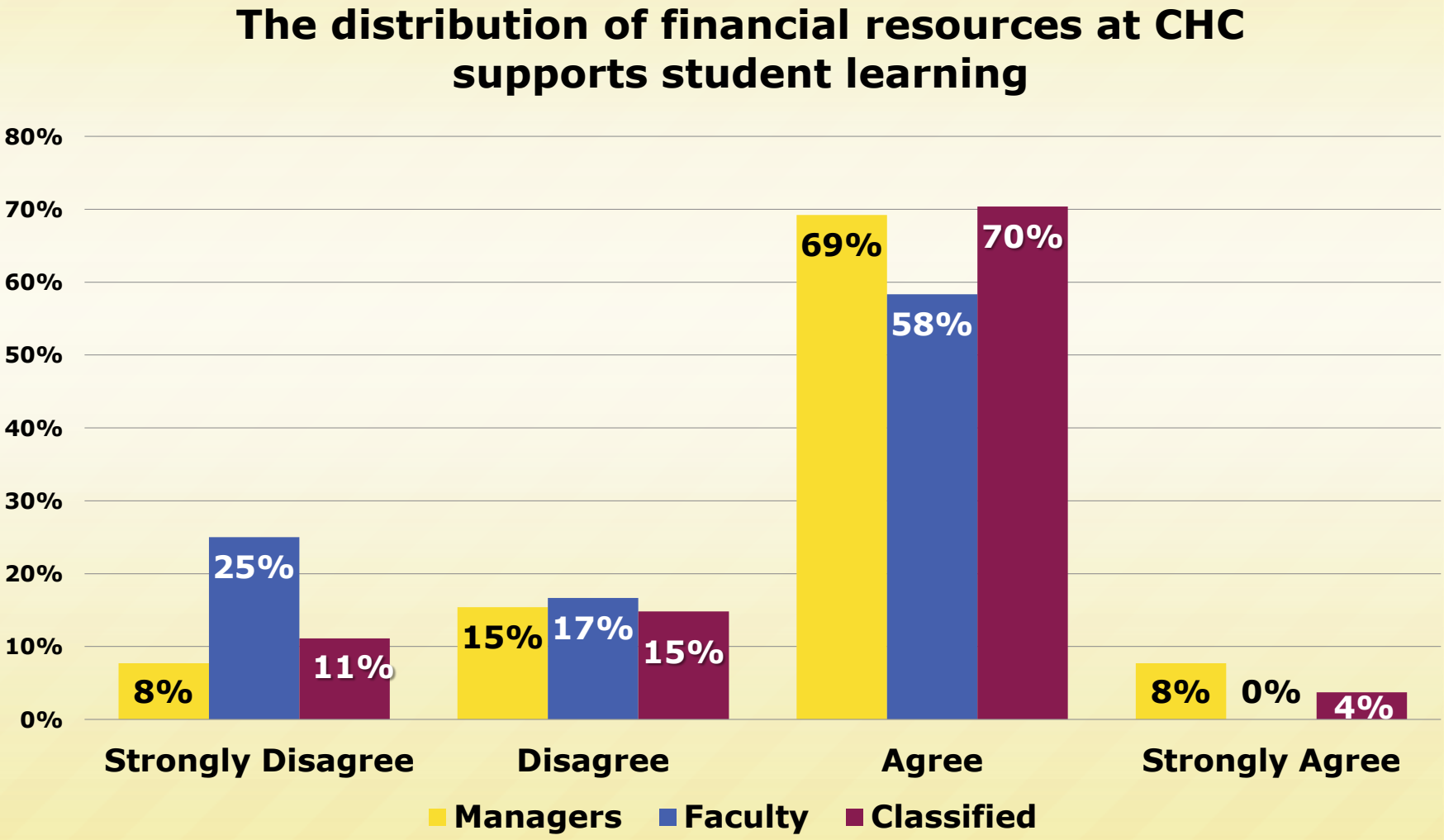
RESPECT


I am personally treated with respect
80%
70%
60%
50%
40%
30%
20%
10%
0%
13%
11%
13%
7%
14%
13%
20%
49%
59%
60%
26%
15%
Strongly Disagree
Disagree
Agree
Strongly Agree
Managers
Faculty
Classified

DIVERSITY

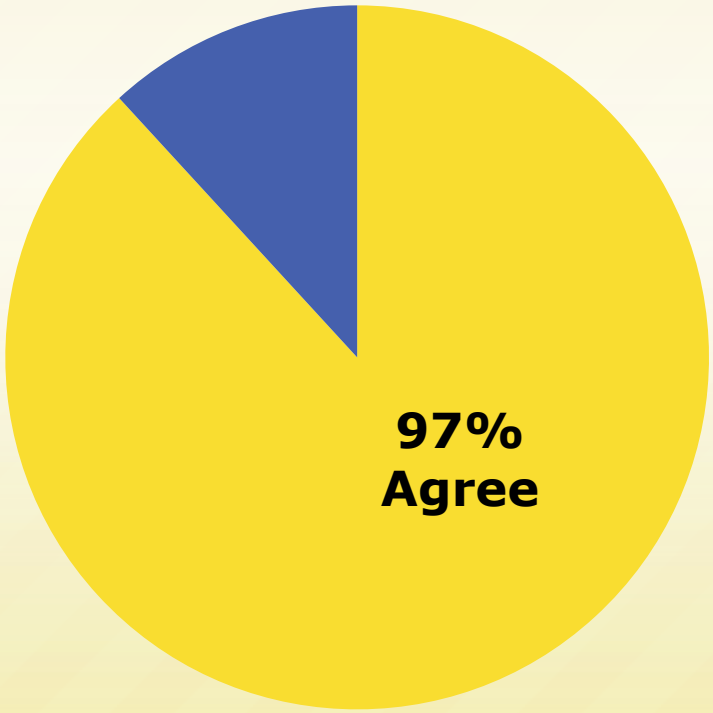

Diversity contributes to everyone's success at CHC
80%
70%
60%
50%
40%
30%
20%
10%
0%
0%
0%
9%
0%
12%
3%
47%
48%
42%
53%
39%
45%
Strongly Disagree
Disagree
Agree
Strongly Agree
Managers
Faculty
Classified

STUDENT LEARNING

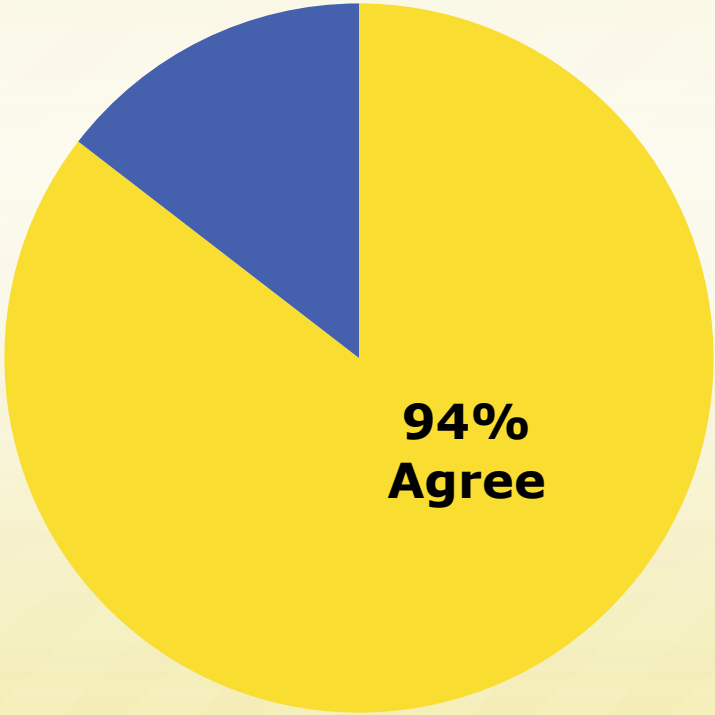


OUTCOMES ASSESSMENT

At Crafton, assessment of SLO/SAOs is ongoing



SLO/SAOs are considered in program review and annual planning

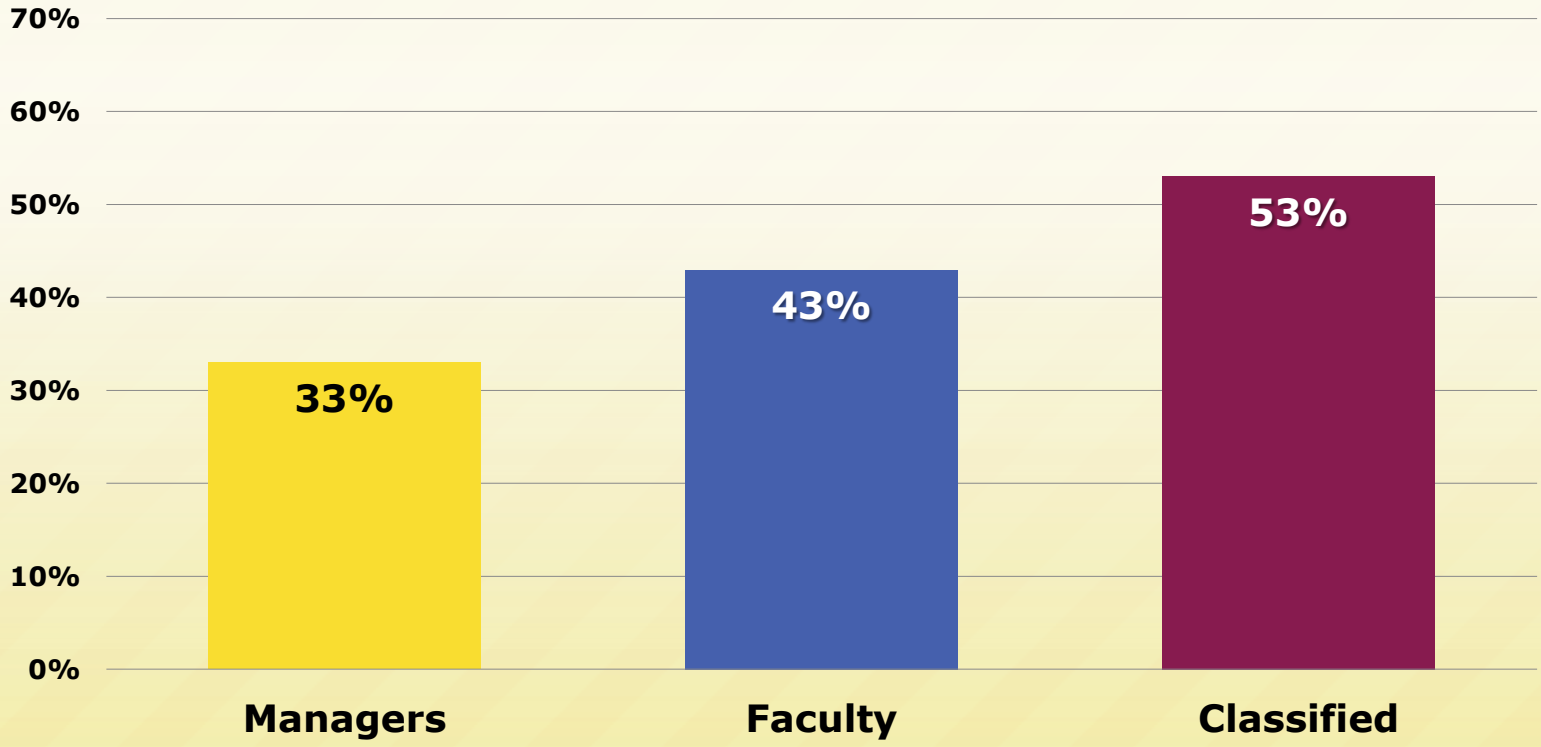


OPPORTUNITIES FOR IMPROVEMENT

- 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



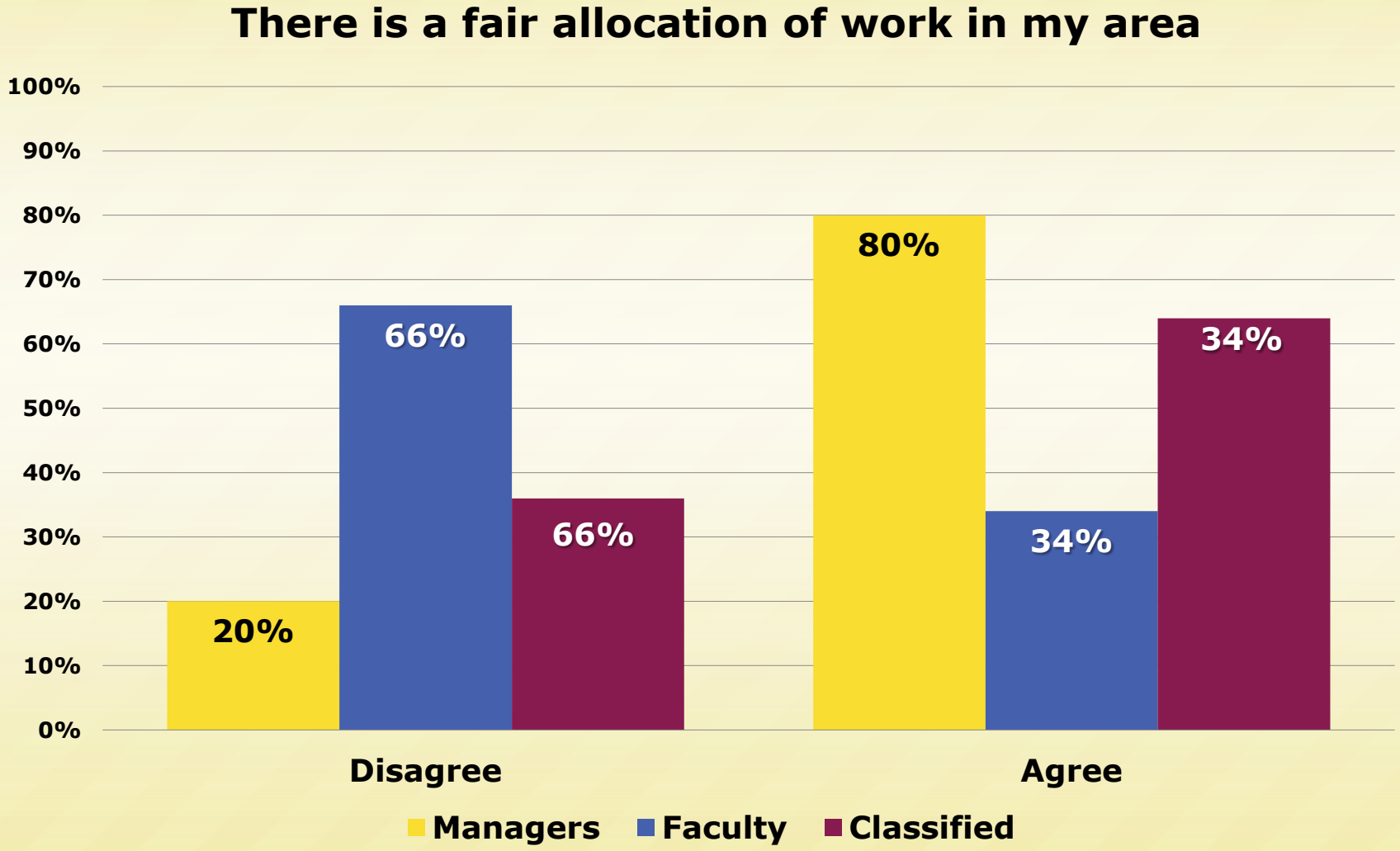
IN THEIR OWN WORDS…

"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
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
20%
66%
66%
80%
34%
34%
Disagree
Agree
Managers
Faculty
Classified

FACULTY
AREAS OF CONCERN

- 85% of the faculty feel pressure to accomplish too many tasks and priorities

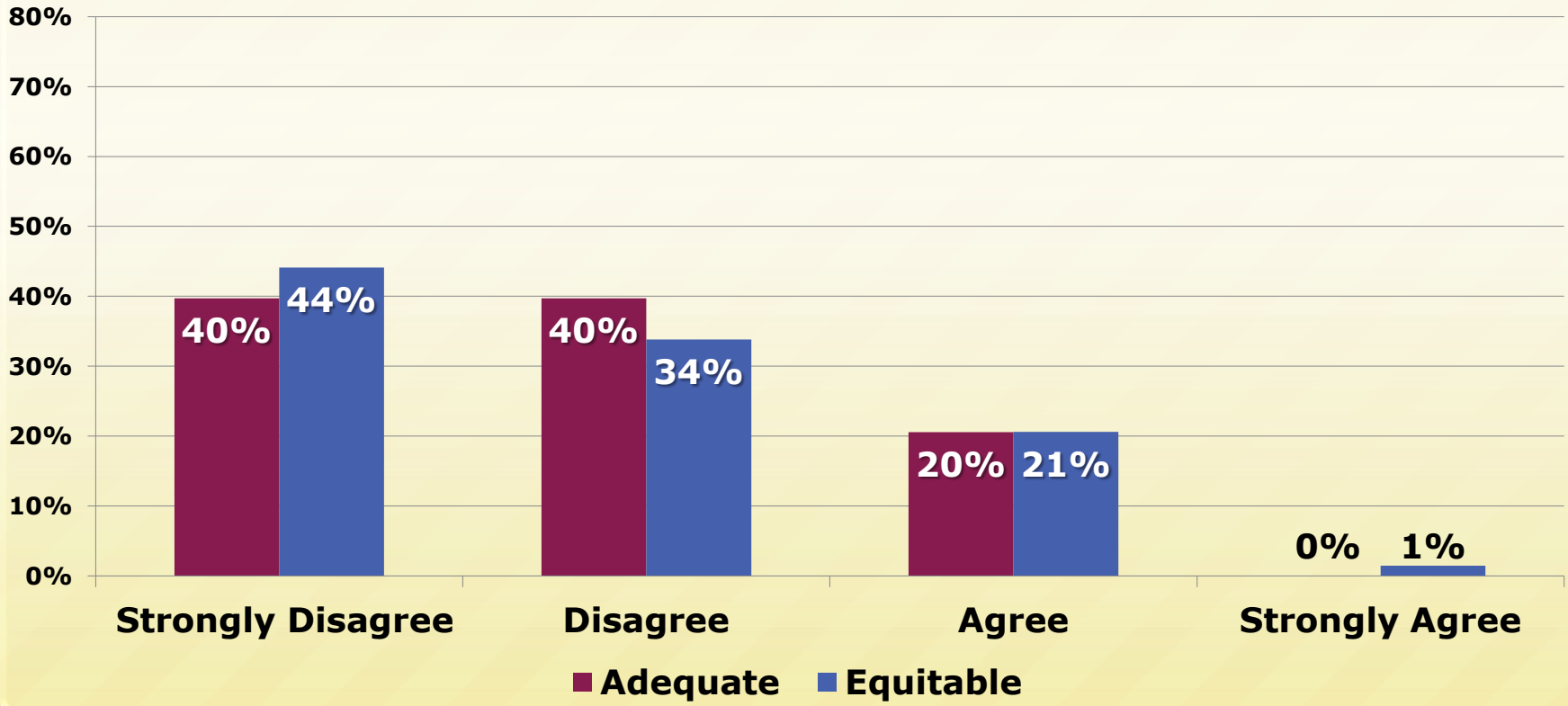
- 85% of the faculty respondents do not feel they have enough time to complete tasks and meet deadlines

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.

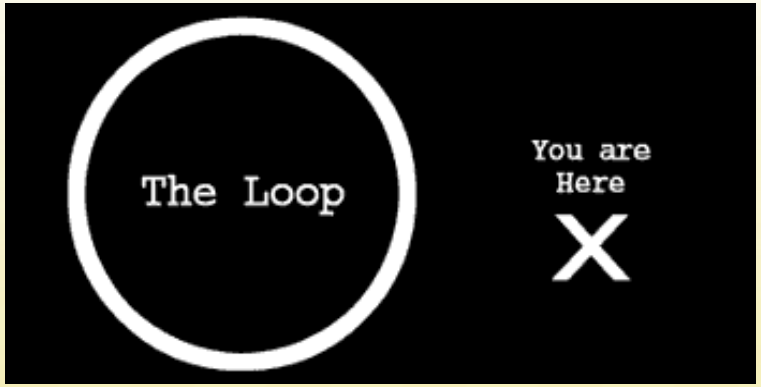
UNDERSTANDING THE PROCESS

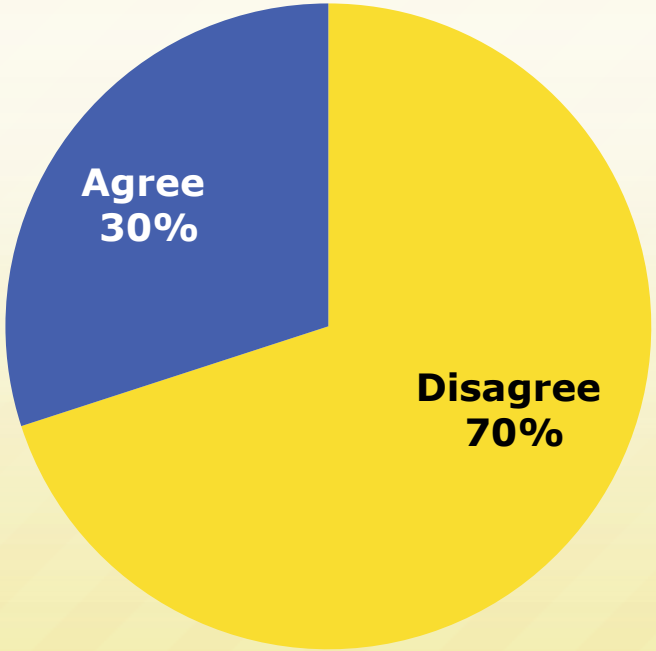
- 80% of faculty respondents do not find the annual process of prioritizing objectives easy to understand.

- 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.





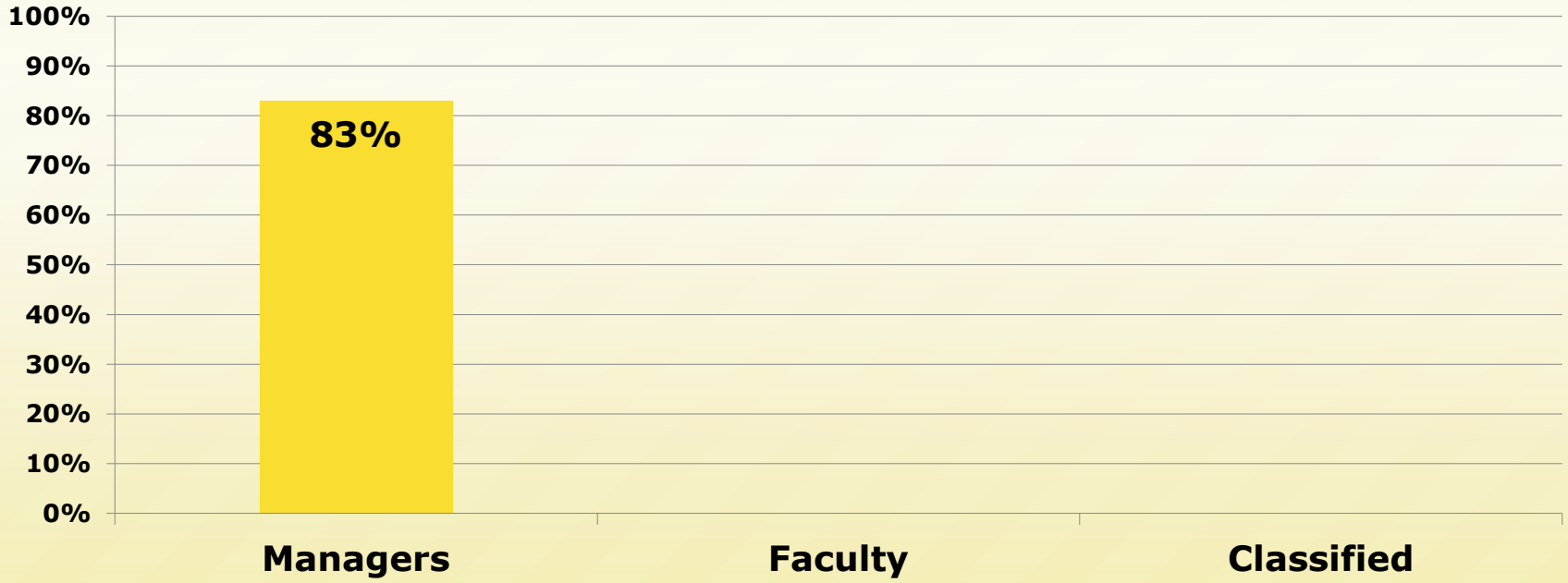
SATISFACTION WITH COMMITTEE COMMUNICATION

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*

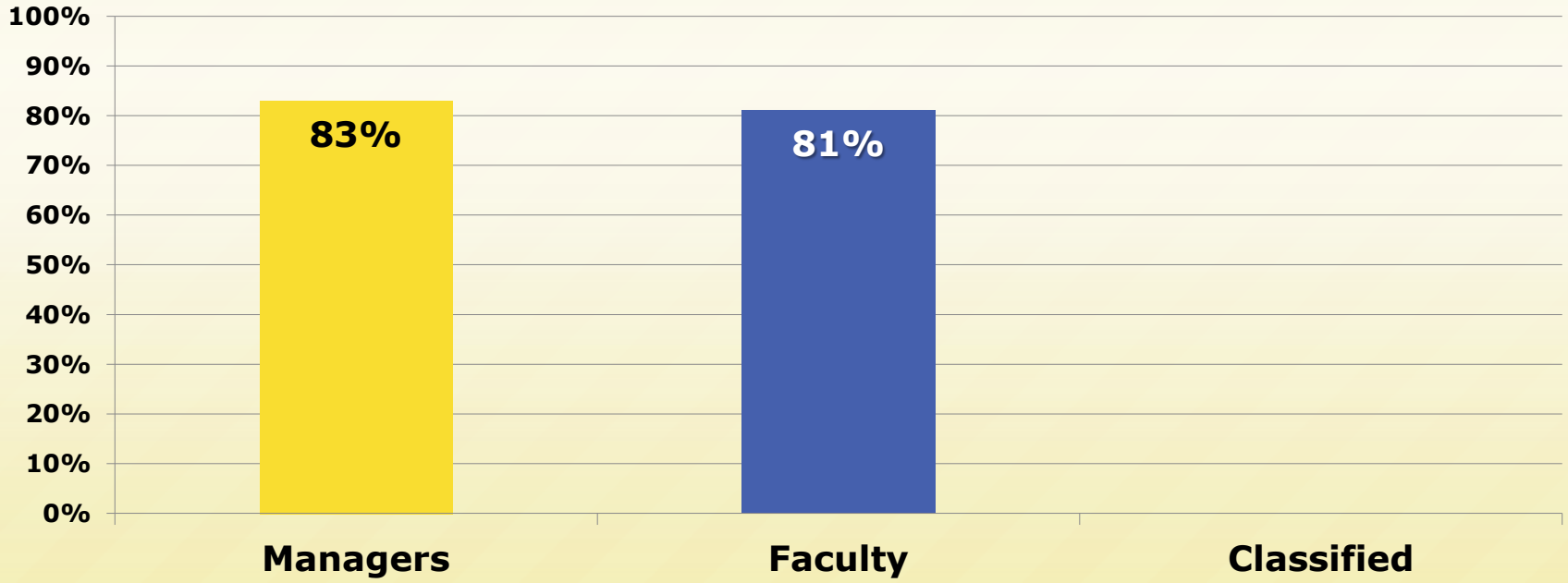
DECISION-MAKING

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



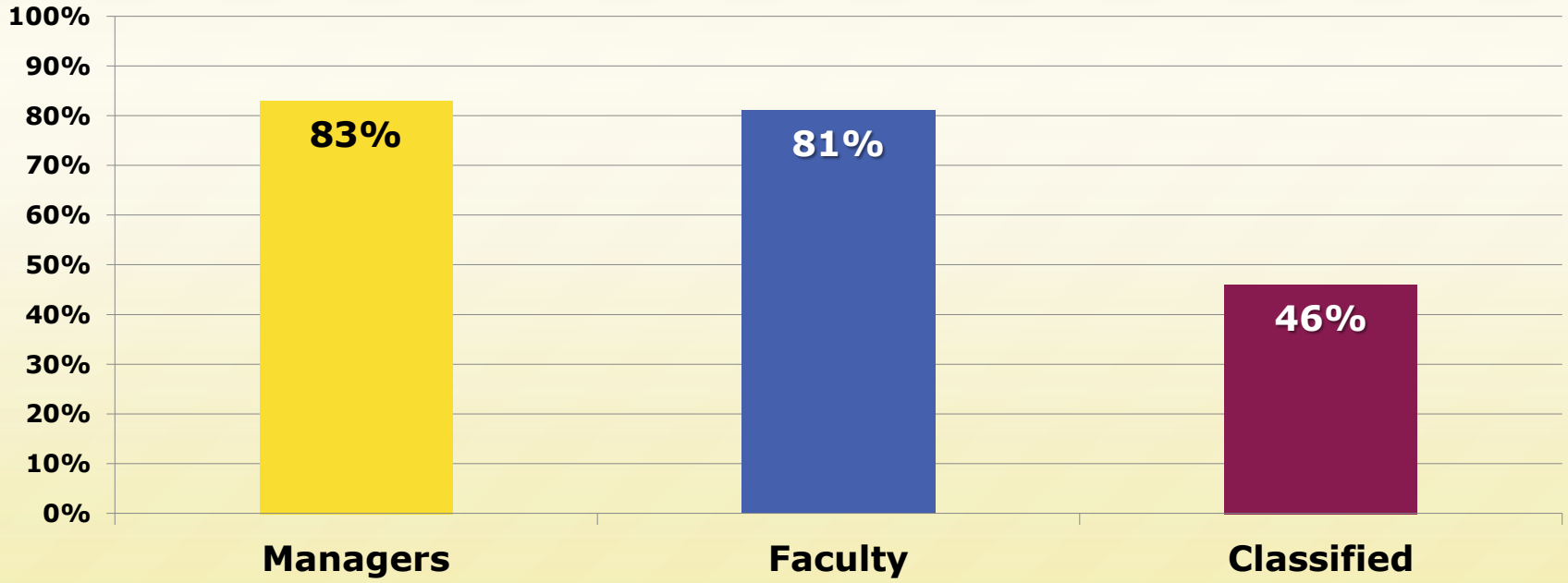
DECISION-MAKING

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



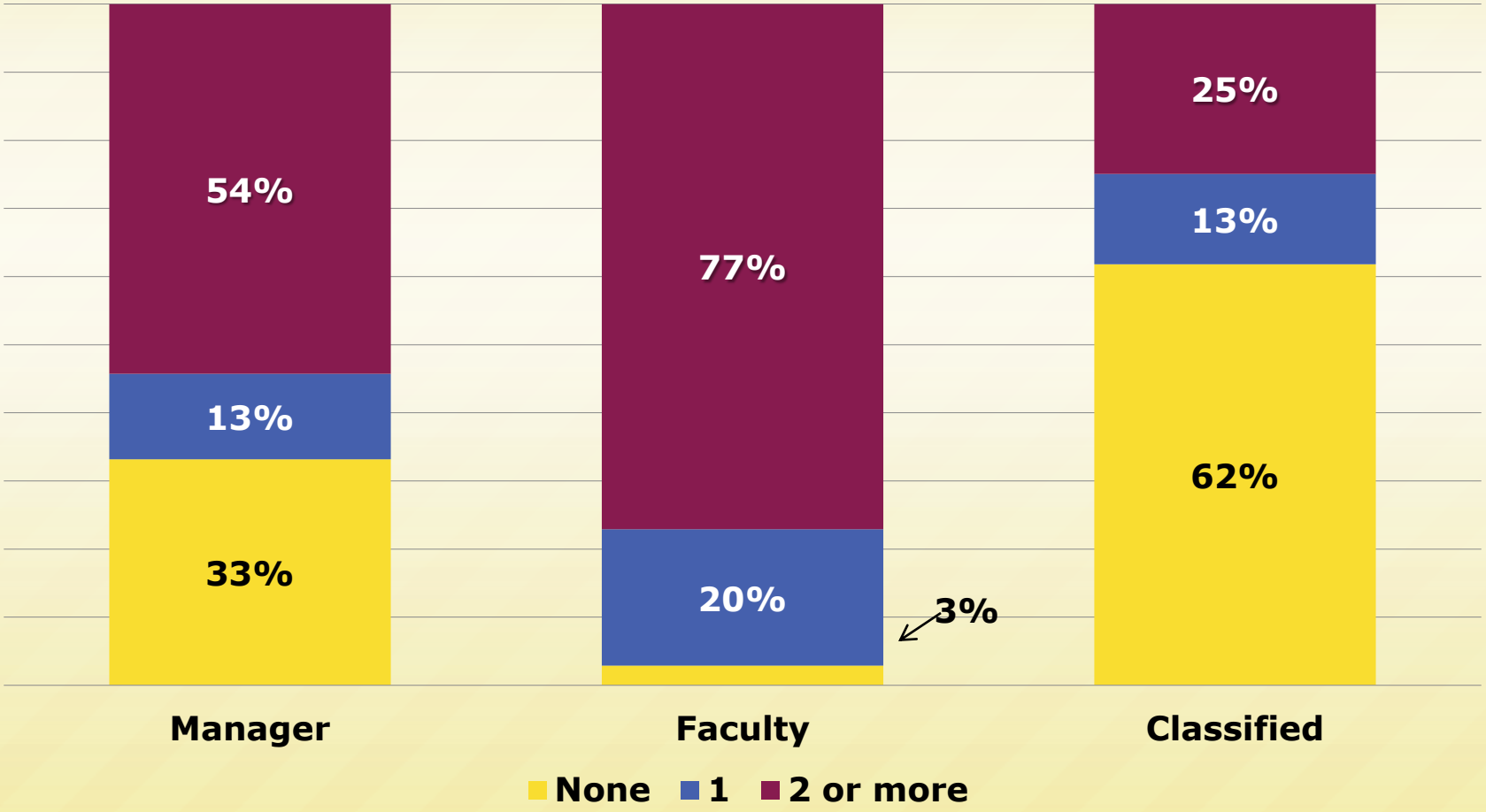
DECISION-MAKING

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

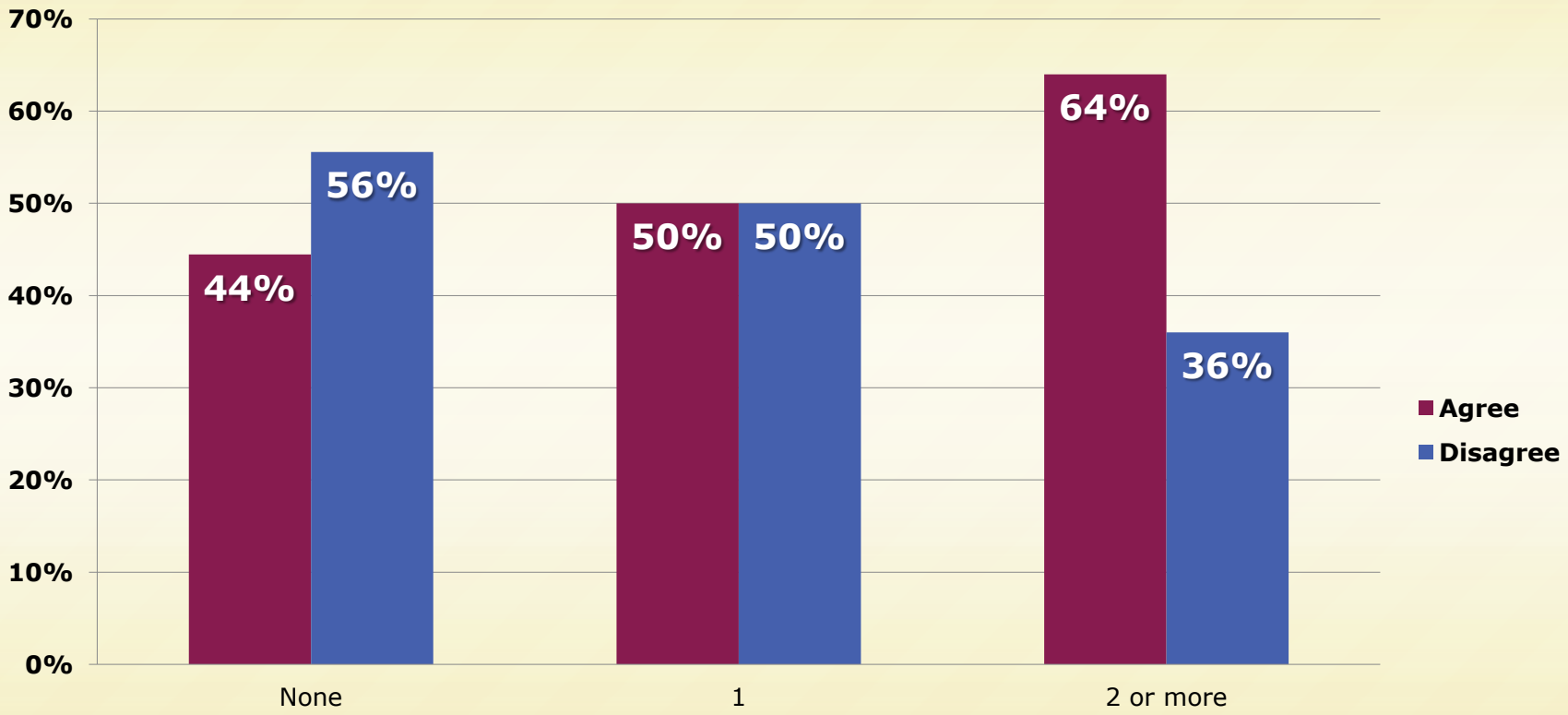


SHARED GOVERNANCE PARTICIPATION

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"

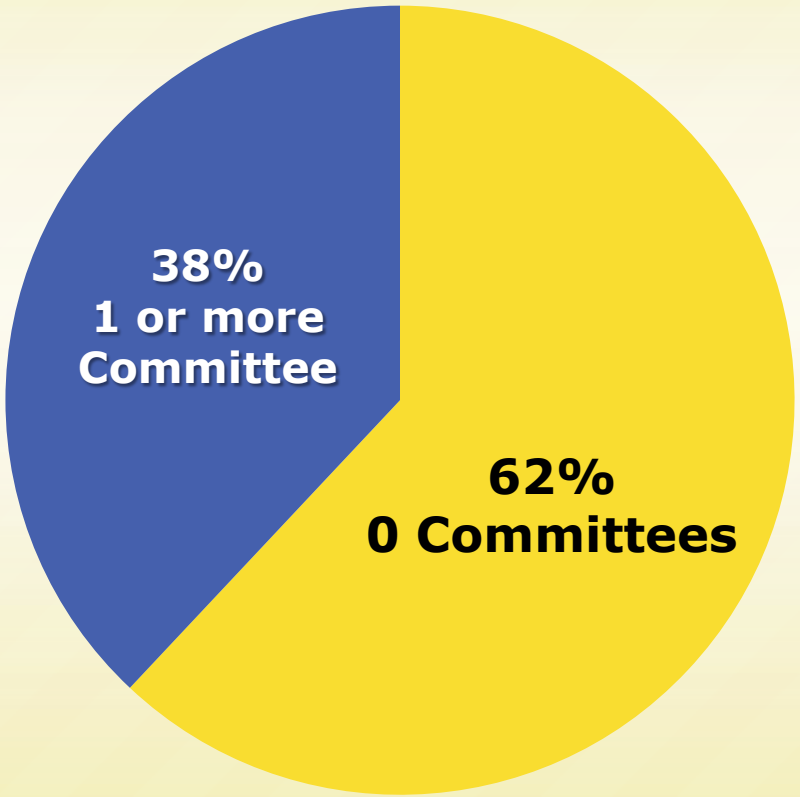
"No one really works together even though we go to committees out of requirement"

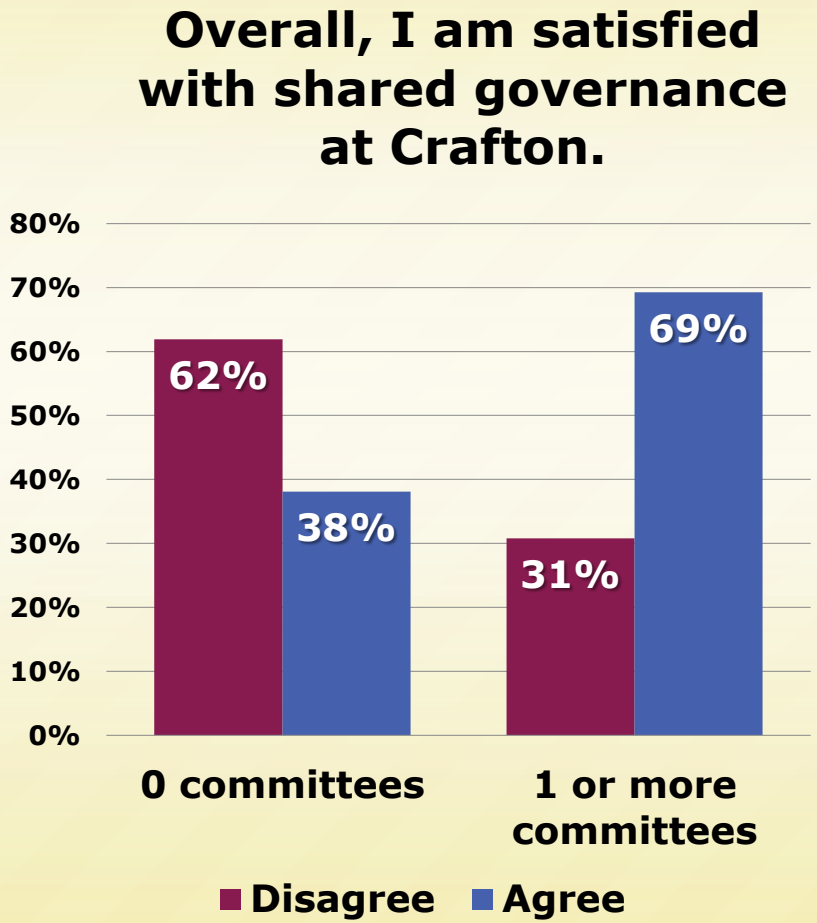
"While (managers) have made opportunities for classified staff to participate and sit on committees, many are unable to do so because of workloads and/or schedules"

"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"

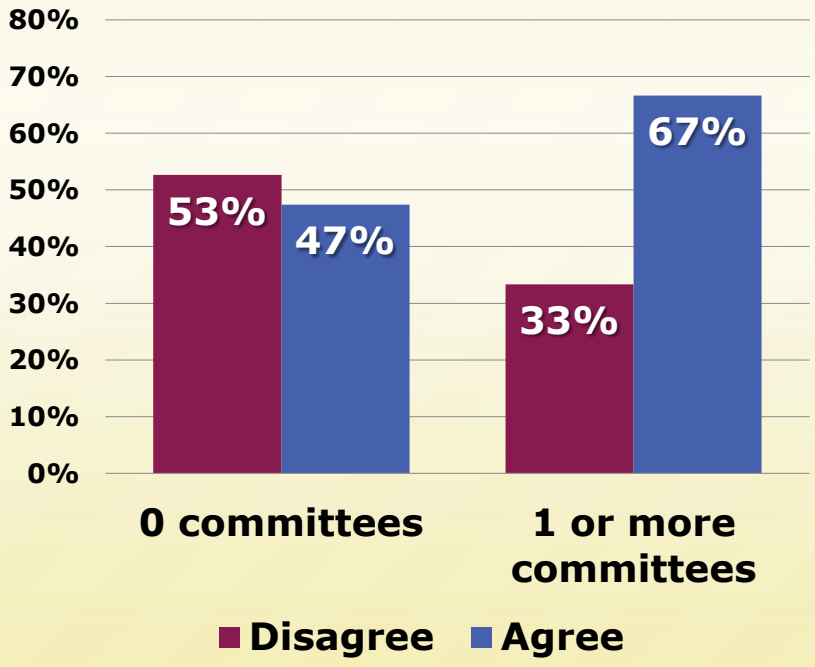
CLASSIFIED STAFF WHO SERVE ON SHARED-GOVERNANCE COMMITTEES



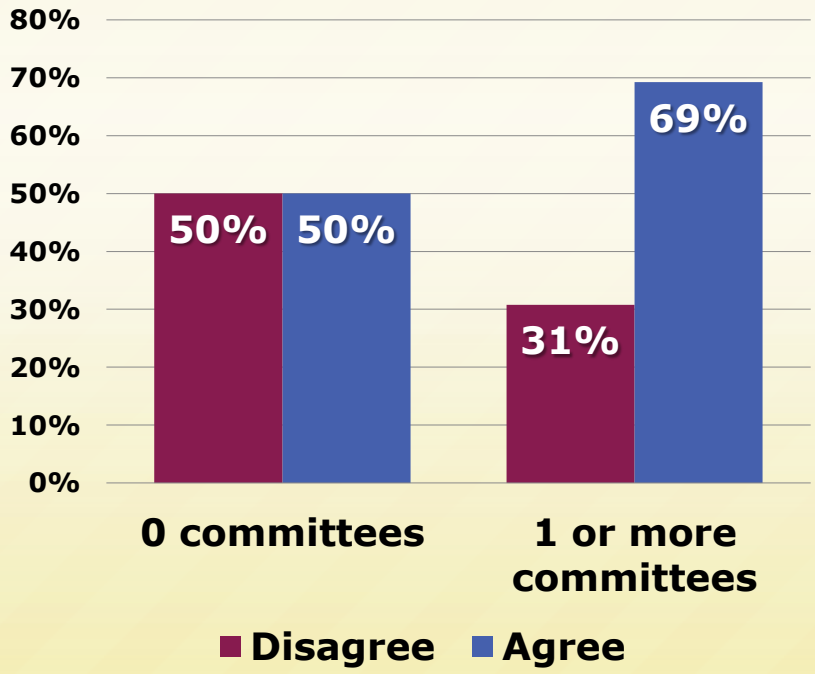


CLASSIFIED STAFF WHO SERVE ON SHARED-GOVERNANCE COMMITTEES

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

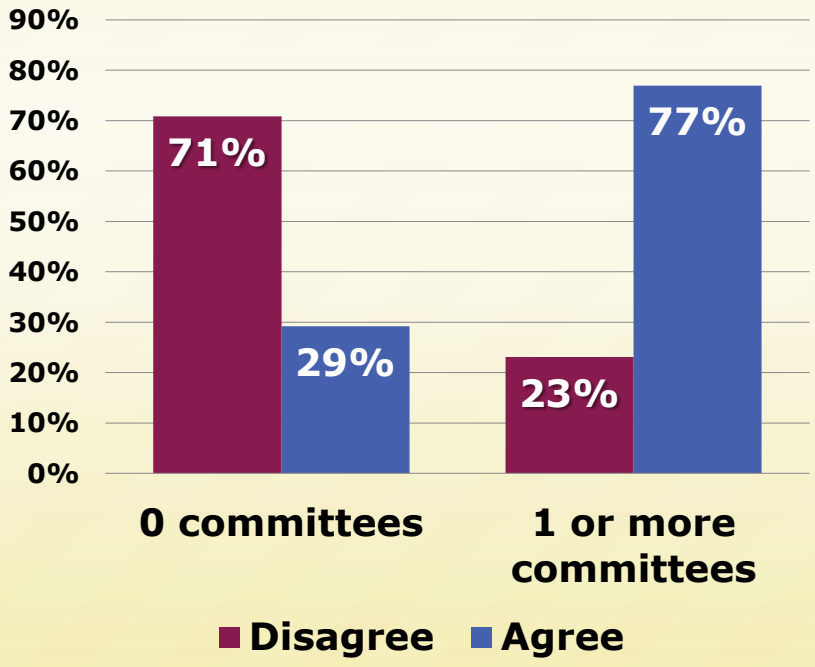


Overall, I am satisfied with the planning and decision-making processes at Crafton.

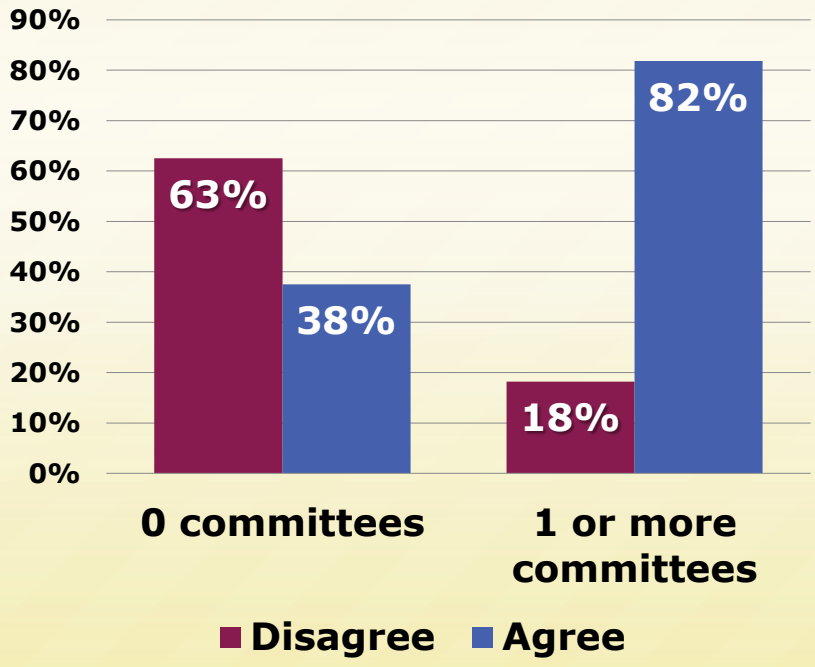


CLASSIFIED STAFF WHO SERVE ON SHARED-GOVERNANCE COMMITTEES

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.

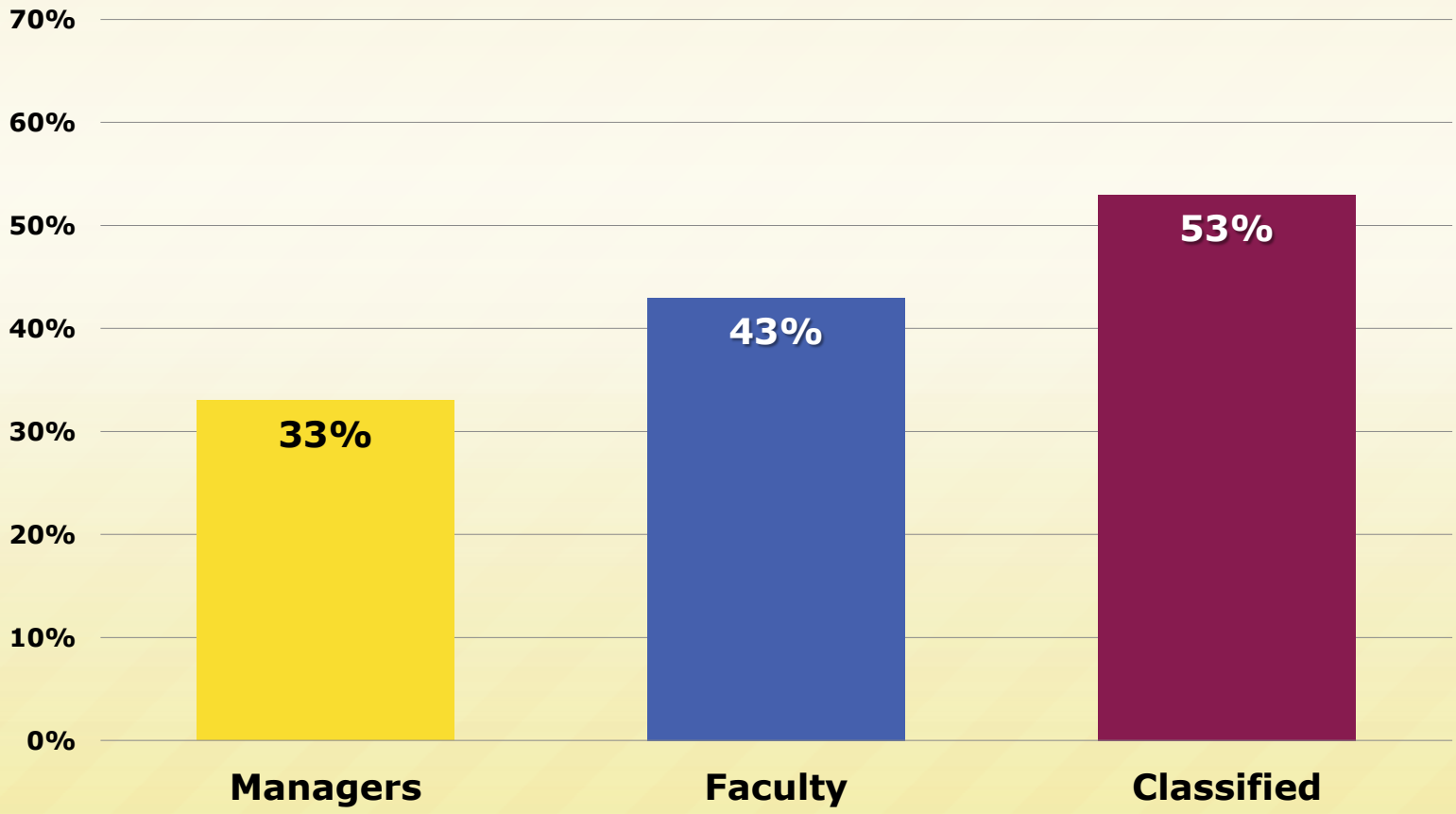
TELL US WHAT YOU THINK…

- Additional questions/ comments
- Thoughts
- Suggestions for improvement

CONVERSATION

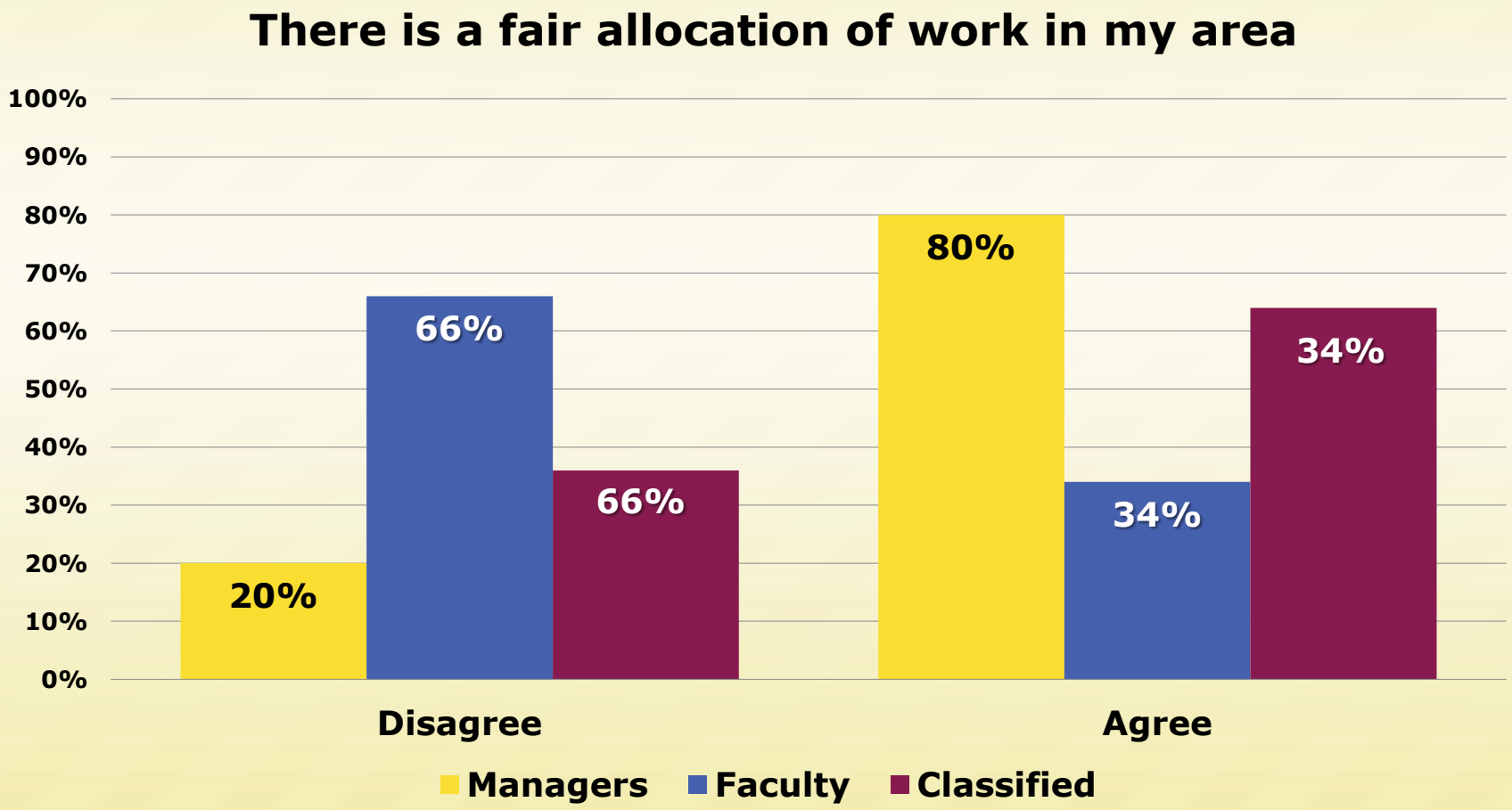
RECOGNITION

Do not receive appropriate recognition for good work



CONVERSATION

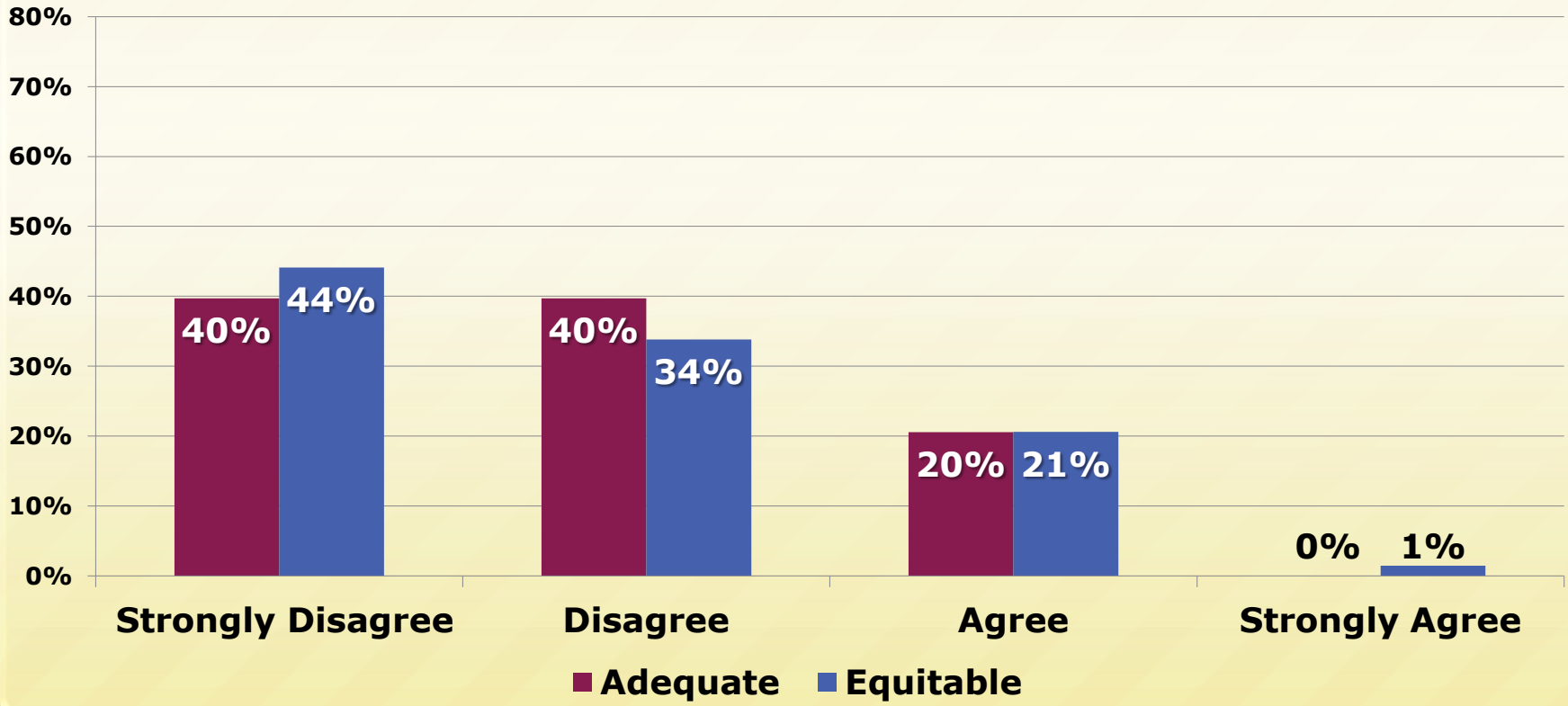
WORKLOAD



CONVERSATION

RESOURCE ALLOCATION

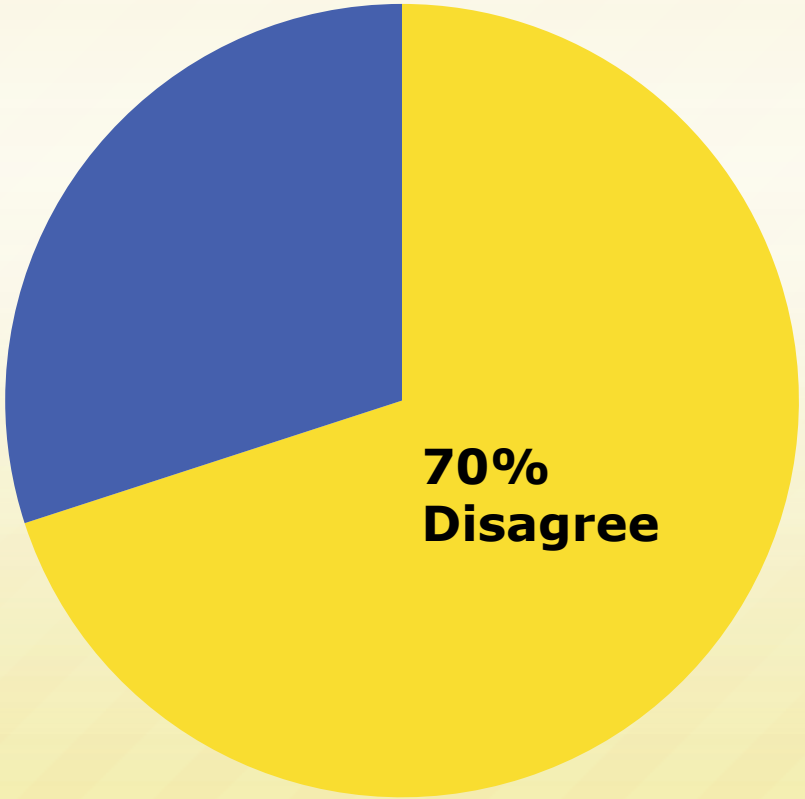
- ✓ **From the District to Crafton is adequate (20%)**
- ✓ **From the District to Crafton is equitable (22%)**

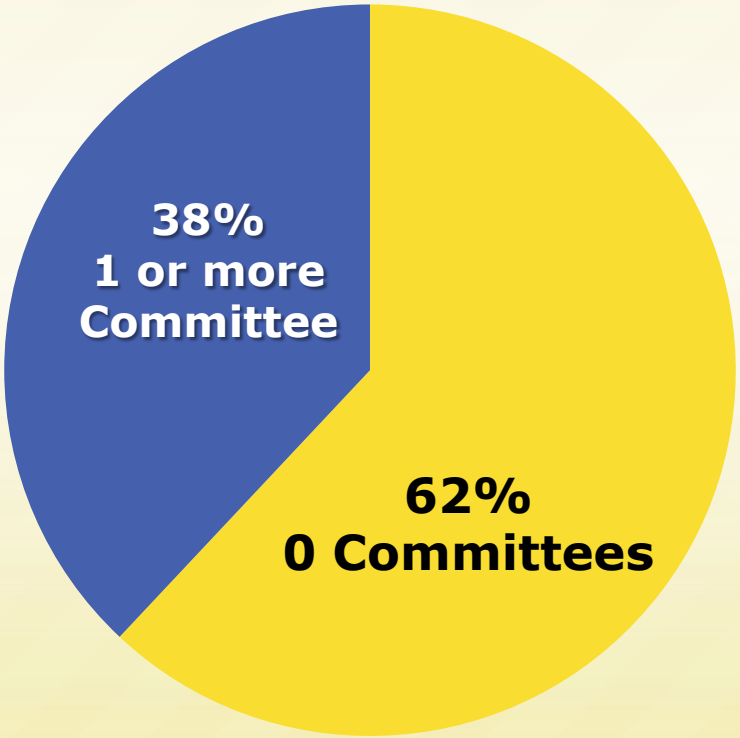
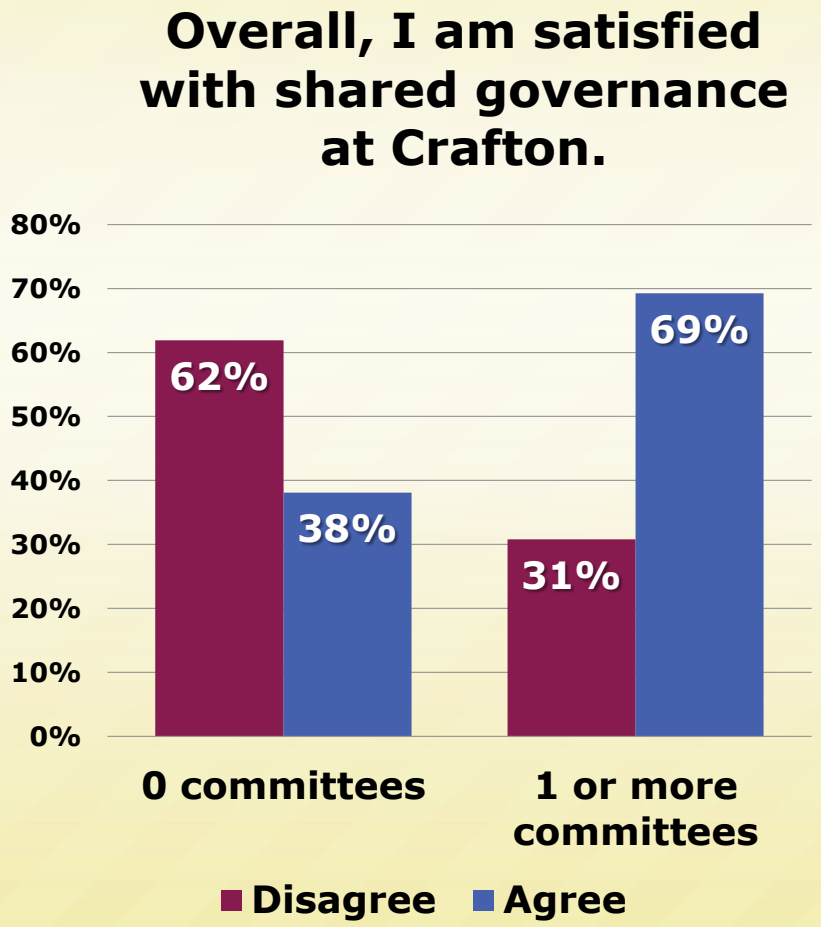


CONVERSATION

COMMUNICATION

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



CONVERSATION

SHARED GOVERNANCE