



SUMMARY REPORT – MAY 2019

2018-19 Employee Climate Survey of District Central Services

Office of Research, Planning, and Institutional Effectiveness:

*Jeremiah A. Gilbert, Ph.D. – Executive Director
Christopher M. Crew, Ph.D. – Senior Research Analyst
Myung H. Koh, Ph.D. – Research Analyst*

Document Notes:

1. Responses to each question were optional, which resulted in varying response/total counts.
2. For complete results of the 2018-19 Employee Climate Survey of District Central Services, including comments, please refer to the “Full Report – May 2019” found at http://www.sbccd.edu/research/Climate_Survey

District employees were asked to rate several different services offered by the San Bernardino Community College District. The survey used a five-point Liked-type scale (ranging from 1= Strongly Disagree to 5= Strongly Agree) to indicate how they assessed the level of the District Central Services.

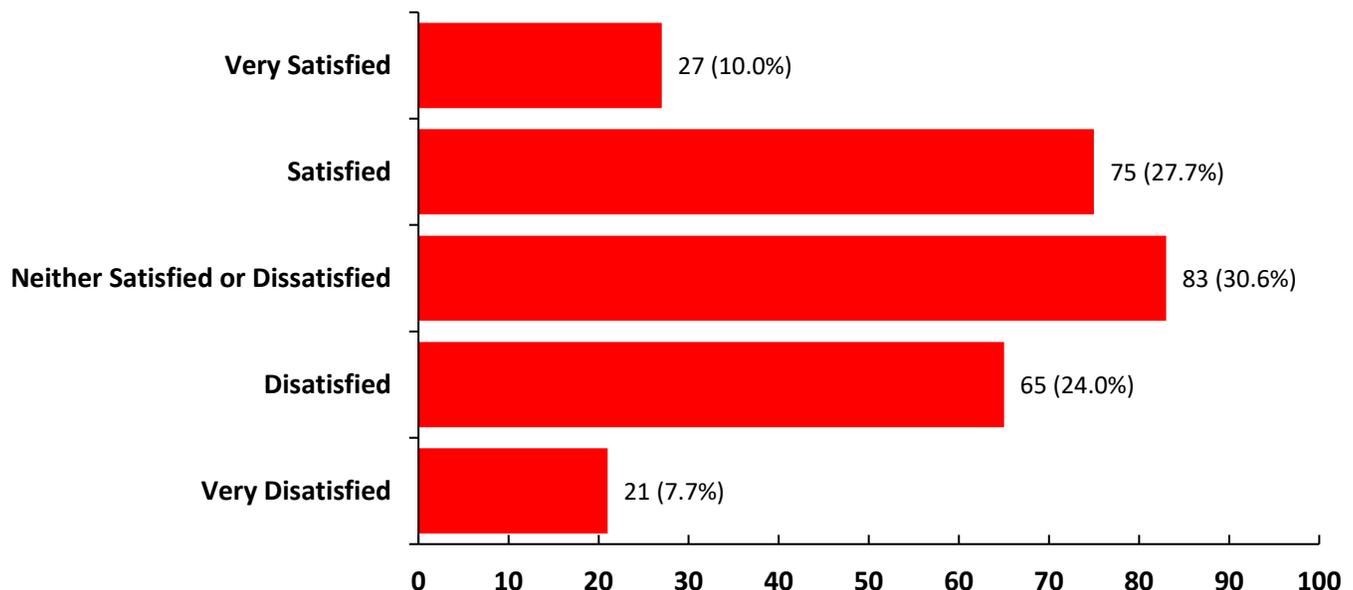
Overall, the 2018-19 District Employee Climate Survey had a response rate of approximately 20%, with 276 employees responding to the survey. The response rates for Crafton Hills College, San Bernardino Valley College, and District Central Services were 27.2%, 48.6%, and 24.3%, respectively.

With regards to overall satisfaction, the mean level of overall satisfaction was 2.96/5.00, which is closer to “Neither satisfied or Dissatisfied.” One hundred two out of 217 district employees (37.7%) were either “Very Satisfied” or “Satisfied” with the services provided by the District Central Services.

EMPLOYEE CATEGORY	PERCENT	COUNT
Manager/Administrator	17.0%	47
Classified	38.0%	105
Confidential	3.3%	9
Full-Time Faculty	25.0%	69
Part-Time Faculty	15.9%	44
Board Member	0.7%	2
Total	100%	276

LOCATION	PERCENT	COUNT
Crafton Hills College	27.2%	75
San Bernardino Valley College	48.6%	134
District Central Services	24.3%	67
Total	100%	276

Overall, what is your satisfaction level toward the services (e.g., HR, TESS, KVCR, etc.) provided by the District Central Services?



Inclusiveness and District Shared Governance

The survey also included employees' opinions toward inclusiveness and shared governance at the District. For inclusiveness, the mean level of overall satisfaction with the level of inclusiveness was 3.44/5.00, which falls between "Neither Agree nor Disagree" and "Somewhat Agree." 55.8% of the respondents chose either "Strongly Agree" or "Somewhat Agree." For shared governance, 32.2% of respondents chose either "Strongly Agree" or "Somewhat Agree."

Sample Inclusiveness Questions:

- Q4. The District's procedures and practices clearly demonstrate commitment to issues of employee equity and diversity.
- Q5. I am personally treated with respect in this District.
- Q9. Overall, I am satisfied with the level of inclusiveness at SBCCD.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q4	49 (18.4%)	54 (20.2%)	61 (22.9%)	39 (14.6%)	46 (17.2%)	18 (6.7%)	267	103 (41.4%)	3.08
Q5	93 (34.6%)	83 (30.9%)	41 (15.2%)	22 (8.2%)	25 (9.3%)	5 (1.9%)	269	176 (66.7%)	3.75
Q9	66 (24.8%)	79 (29.7%)	48 (18.1%)	38 (14.3%)	29 (10.9%)	6 (2.3%)	260	145 (55.8%)	3.44

Note: Scale ranges from 1 = "Strongly disagree" to 5 = "Strongly agree." *All "NA/Don't know" responses were excluded.

Sample District Shared Governance Climate Questions:

- Q2. I have the opportunity to participate meaningfully in decision-making at SBCCD.
- Q3. My opinions are given appropriate weight in matters of institutional importance at SBCCD.
- Q7. Overall, planning and decision-making processes at SBCCD are collaborative.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q2	29 (10.7%)	63 (23.3%)	48 (17.7%)	58 (21.4%)	52 (19.2%)	21 (7.8%)	271	92 (36.8%)	2.84
Q3	29 (10.8%)	46 (17.2%)	57 (21.3%)	61 (22.8%)	49 (18.3%)	26 (9.7%)	268	75 (31.0%)	2.77
Q7	22 (7.9%)	56 (20.1%)	57 (20.4%)	54 (19.4%)	53 (19.0%)	28 (10.0%)	270	78 (32.2%)	2.75

Note: Scale ranges from 1 = "Strongly disagree" to 5 = "Strongly agree." *All "NA/Don't know" responses were excluded.

Business Services

During academic year 2018-19, 52.2% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.19/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat Agree.” 52.5% of respondents chose either “Strongly Agree” or “Somewhat Agree.”

Did you have contact with the Business Services (includes Purchasing, Contracts, and Warehouse) during academic year 2018-19?

ANSWER	PERCENT	COUNT
Yes	52.2%	142
No	47.8%	130
Total	100%	272

Sample Business Services Climate Questions:

- Q1. Business Services provides consistent policy interpretation and guidance specific to procurement.
- Q2. Business Services establishes, publishes, and adheres to written policies and procedures that are available for information and review.
- Q3. Overall, I am satisfied with the level of services provided by the Business Services office.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	30 (21.3%)	42 (29.8%)	11 (7.8%)	24 (17.0%)	26 (18.4%)	8 (5.7%)	141	72 (54.1%)	3.20
Q2	26 (18.4%)	42 (29.8%)	17 (12.1%)	22 (15.6%)	25 (17.7%)	9 (6.4%)	141	68 (51.5%)	3.17
Q3	33 (23.4%)	40 (28.4%)	12 (8.5%)	29 (20.6%)	25 (17.7%)	2 (1.4%)	141	73 (52.5%)	3.19

Note: Scale ranges from 1 = "Strongly disagree" to 5 = "Strongly agree." *All "NA/Don't know" responses were excluded.

District Police Department

During academic year 2018-19, 60.7% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 4.36/5.00, which falls between “Somewhat Agree” and “Agree.” 88.1% of the respondents chose “Strongly Agree” or “Somewhat Agree.”

Did you have contact with the District Police Department during academic year 2018-19?

ANSWER	PERCENT	COUNT
Yes	60.7%	165
No	39.3%	107
Total	100%	272

Sample Police Department Climate Questions:

Q4. The District Police Department is professional during their daily contacts.

Q5. Overall, I am satisfied with the service provided by the District Police Department.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q4	113 (70.6%)	35 (21.9%)	6 (3.8%)	4 (2.5%)	2 (1.3%)	0 (0.0%)	160	148 (92.5%)	4.58
Q5	92 (57.1%)	49 (30.4%)	7 (4.4%)	9 (5.6%)	3 (1.9%)	1 (0.6%)	161	141 (88.1%)	4.36

Note: Scale ranges from 1 = “Strongly disagree” to 5 = “Strongly agree.” *All “NA/Don’t know” responses were excluded.

Economic Development & Corporate Training (EDCT)

During academic year 2018-19, 35.3% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.61/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat Agree.” 57.6% of respondents chose “Strongly Agree” or “Somewhat Agree.”

Did you have contact with Economic Development & Corporate Training (EDCT) during academic year 2018-19?

ANSWER	PERCENT	COUNT
Yes	35.3%	96
No	64.7%	176
Total	100%	272

Sample EDCT Climate Questions:

Q2. The community & business partnerships created by EDCT are valuable to the SBCCD.

Q4. Overall, I am satisfied with the service provided by EDCT.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q2	37 (39.0%)	23 (24.2%)	15 (15.8%)	8 (8.4%)	6 (6.3%)	6 (6.3%)	95	60 (67.4%)	3.87
Q4	33 (34.7%)	20 (21.1%)	17 (17.9%)	14 (14.7%)	8 (8.4%)	3 (3.2%)	95	53 (57.6%)	3.61

Note: Scale ranges from 1 = “Strongly disagree” to 5 = “Strongly agree.” *All “NA/Don’t know” responses were excluded.

Facilities Planning & Construction

During academic year 2018-19, 39.2% of the respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.77/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat Agree.” 69.1% of respondents chose “Strongly Agree” or “Somewhat Agree.”

Did you have contact with Facilities Planning & Construction (includes facilities, equipment, land and other assets at the district level) during academic year 2018-19?

ANSWER	PERCENT	COUNT
Yes	39.2%	107
No	60.8%	166
Total	100%	273

Sample Facilities Climate Questions:

Q2. District Support Services uses its physical resources effectively to support the programs and services at the Colleges and other District entities.

Q7. The District Facilities Planning & Construction Department provides accurate information.

Q8. Overall, I am satisfied with the level of service provided by Facilities Planning & Construction.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q2	28 (27.5%)	25 (24.5%)	12 (11.8%)	14 (13.7%)	8 (7.8%)	15 (14.7%)	102	53 (60.9%)	3.59
Q7	38 (37.3%)	23 (22.6%)	15 (14.7%)	8 (7.8%)	6 (5.9%)	12 (11.8%)	102	61 (67.8%)	3.88
Q8	32 (31.4%)	33 (32.4%)	11 (10.8%)	11 (10.8%)	7 (6.9%)	8 (7.8%)	102	65 (69.1%)	3.77

Note: Scale ranges from 1 = "Strongly disagree" to 5 = "Strongly agree." *All "NA/Don't know" responses were excluded.

Fiscal Services

During academic year 2018-19, 69.6% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 2.33/5.00, which falls between “Somewhat Disagree” and “Neither Agree nor Disagree.” 23.6% of respondents chose either “Strongly Agree” or “Somewhat Agree.”

Did you have contact with Fiscal Services during academic year 2018-19?

ANSWER	PERCENT	COUNT
Yes	69.6%	188
No	30.4%	82
Total	100%	270

Sample Fiscal Services Climate Questions:

- Q3. Fiscal Services provides clear guidance on developmental budgeting.
- Q4. Fiscal Services provides clear guidance and consistent interpretation of procedures for reimbursement and vendor payments.
- Q7. Overall, I am satisfied with the level of services provided by Fiscal Services.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	% Responding Strongly agree or Somewhat agree	Mean
Q3	18 (9.9%)	21 (11.5%)	42 (23.1%)	33 (18.1%)	32 (17.6%)	36 (19.8%)	182	39 (26.7%)	2.73
Q4	10 (5.5%)	20 (11.0%)	24 (13.2%)	38 (20.9%)	79 (43.4%)	11 (6.0%)	182	30 (17.5%)	2.09
Q7	14 (7.7%)	28 (15.4%)	29 (15.9%)	38 (20.9%)	69 (37.9%)	4 (2.2%)	182	42 (23.6%)	2.33

Note: Scale ranges from 1 = “Strongly disagree” to 5 = “Strongly agree.” *All “NA/Don’t know” responses were excluded.

Human Resources

During academic year 2018-19, 75.1% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.25/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat Agree.” 51.8% of respondents chose either “Strongly Agree” or “Somewhat Agree.”

Did you have contact with Human Resources during academic year 2018-19?

ANSWER	PERCENT	COUNT
Yes	75.1%	202
No	24.9%	67
Total	100%	269

Sample Human Resources Climate Questions:

- Q5. Human Resources provides consistent policy interpretation and guidance specific to human resources.
- Q9. The Human Resources team provides consistent and accurate information.
- Q10. Overall, I am satisfied with the level of services provided by the Human Resources office.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q5	38 (19.3%)	47 (23.9%)	35 (17.8%)	27 (13.7%)	32 (16.2%)	18 (9.1%)	197	85 (47.5%)	3.18
Q9	40 (20.3%)	46 (23.4%)	29 (14.7%)	33 (16.8%)	38 (19.3%)	11 (5.6%)	197	86 (46.2%)	3.09
Q10	41 (20.8%)	60 (30.5%)	32 (16.2%)	31 (15.7%)	31 (15.7%)	2 (1.0%)	197	101 (51.8%)	3.25

Note: Scale ranges from 1 = “Strongly disagree” to 5 = “Strongly agree.” *All “NA/Don’t know” responses were excluded.

KVCR

During academic year 2018-19, 33.1% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 4.16/5.00, which falls between “Somewhat agree” and “Strongly agree.” 76.5% of respondents chose either “Strongly Agree” or “Somewhat Agree.”

Did you have contact with KVCR during academic year 2018-19?

ANSWER	PERCENT	COUNT
Yes	33.1%	88
No	66.9%	178
Total	100%	266

Sample KVCR Climate Questions:

Q3. I am satisfied with the tours provided by KVCR for student orientation groups, business chambers, school groups, and scouting organizations.

Q4. Overall, KVCR is a valuable asset to the San Bernardino Community College District.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q3	41 (46.6%)	21 (23.9%)	9 (10.2%)	6 (6.8%)	5 (5.7%)	6 (6.8%)	88	62 (75.6%)	4.06
Q4	49 (55.7%)	16 (18.2%)	10 (11.4%)	5 (5.7%)	5 (5.7%)	3 (3.4%)	88	65 (76.5%)	4.16

Note: Scale ranges from 1 = “Strongly disagree” to 5 = “Strongly agree.” *All “NA/Don’t know” responses were excluded.

Technology & Educational Support Services (TESS)

During academic year 2018-19, 69.9% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.97/5.00, which is closer to “Somewhat Agree.” 72.5% of respondents chose either “Strongly Agree” or “Somewhat Agree.”

Did you have contact with Technology & Educational Support Services (TESS) during academic year 2018-19?

ANSWER	PERCENT	COUNT
Yes	69.9%	186
No	30.1%	80
Total	100%	286

Sample TESS Climate Questions:

Q1. The process to receive help from TESS is clear and consistent.

Q2. When I contact TESS staff for help, they are very helpful.

Q3. TESS staff follow through with providing help in a timely fashion.

Q13. Overall, I am satisfied with the level of services provided by TESS.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	68 (37.4%)	56 (30.8%)	17 (9.3%)	25 (13.7%)	14 (7.7%)	2 (1.1%)	182	124 (68.9%)	3.77
Q2	100 (55.3%)	47 (26.0%)	12 (6.6%)	11 (6.1%)	8 (4.4%)	3 (1.7%)	181	147 (82.6%)	4.24
Q3	84 (46.4%)	54 (29.8%)	19 (10.5%)	9 (5.0%)	10 (5.5%)	5 (2.8%)	181	138 (78.4%)	4.10
Q13	71 (39.7%)	58 (32.4%)	26 (14.5%)	18 (10.1%)	5 (2.8%)	1 (0.6%)	179	129 (72.5%)	3.97

Note: Scale ranges from 1 = “Strongly disagree” to 5 = “Strongly agree.” *All “NA/Don’t know” responses were excluded.

SUMMARY OF THEMES AND DEPARTMENT-SPECIFIC FEEDBACK
2018-2019 DISTRICT-WIDE EMPLOYEE CLIMATE SURVEY
 SBCCD – MAY 2019

Human Resources: Feedback

- ✚ Consistency in policy/procedural interpretation
- ✚ Information on resources and district plans
- ✚ Better coordination of hiring process
- ✚ Return phone calls or emails
- ✚ Customer service training
- ✚ Reduce turnover in HR

Shared Governance: Feedback

- ✚ Communicate with campuses before changes
- ✚ Committee influence is given to a select few
- ✚ Equal representation does not mean equal
- ✚ Classified staff and adjuncts feel ignored

Police Department: Feedback

- ✚ More officers and greater campus presence
- ✚ Be sensitive to vulnerable populations
- ✚ Ticket students that park in staff lots
- ✚ Easy to contact and approachable
- ✚ Do more campus outreach
- ✚ Resume unlocking rooms

TESS: Feedback

- ✚ Improve helpdesk prioritization process
- ✚ Project request process is inefficient
- ✚ Printing services is excellent

REOCCURRING THEMES FOR SBCCD:

- ✚ Improve communication about policies & changes
- ✚ District managers should visit the campuses more
- ✚ Decrease the turn-over rate in Human Resources
- ✚ Handbook of policies and procedures is needed
- ✚ More professional development opportunities
- ✚ In general, Central Services needs more staff
- ✚ Fiscal services does not pay bills on time
- ✚ Customer service needs to be improved
- ✚ Measure all activities against our mission
- ✚ More transparency in decision-making

Facilities and Construction: Feedback

- ✚ Focus on long-term sustainability
- ✚ More Centralized services/programs
- ✚ Need more parking structures

KVCR: Feedback

- ✚ Promote college academic programs
- ✚ Community relevant Programming
- ✚ SBCCD-related advertising

EDCT: Feedback

- ✚ Coordinate curriculum with campuses
- ✚ Clearer connection to the campuses
- ✚ Clearer articulation of services

Business Services: Feedback

- ✚ Procedures should be defined in a handbook
- ✚ Improve contract process & pay bills on time
- ✚ Clearer guidance on procurement process
- ✚ Be more proactive in fixing problems
- ✚ Need customer service training
- ✚ Need more staff

Inclusiveness: Feedback

- ✚ Need better maternity leave policies
- ✚ Support all groups equally (e.g., gender, SES)
- ✚ Add links to policies and procedures on website
- ✚ Include all groups in decision-making process

Fiscal Services: Feedback

- ✚ Vendors have stopped accepting our PO's
- ✚ Oracle is confusing and training was poor
- ✚ Accounts payable is disorganized
- ✚ Don't return calls or emails
- ✚ Poor customer service
- ✚ Pay bills on time