FULL 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: Please note that we made a few modifications to the raw data in this public document. We list them below, so that you understand our decision process.

1. Comments that said "N/A", "No Response", "None" etc. were deleted from the comments sections to reduce the size of the document.

2. We redacted, with a red box ██ , the name and/or title of any individual mentioned in a comment regardless of the valence (i.e., positive or negative). However, unredacted comments were sent to managers of each department.

3. We did not edit the content of any comment (i.e., correct grammar, spelling or clarity) except for the edits described in numbers 1 and 2 above.

TABLE OF CONTENTS

PARTICIPANT DEMOGRAPHICS

What is your primary function in the San Bernardino Community College District?
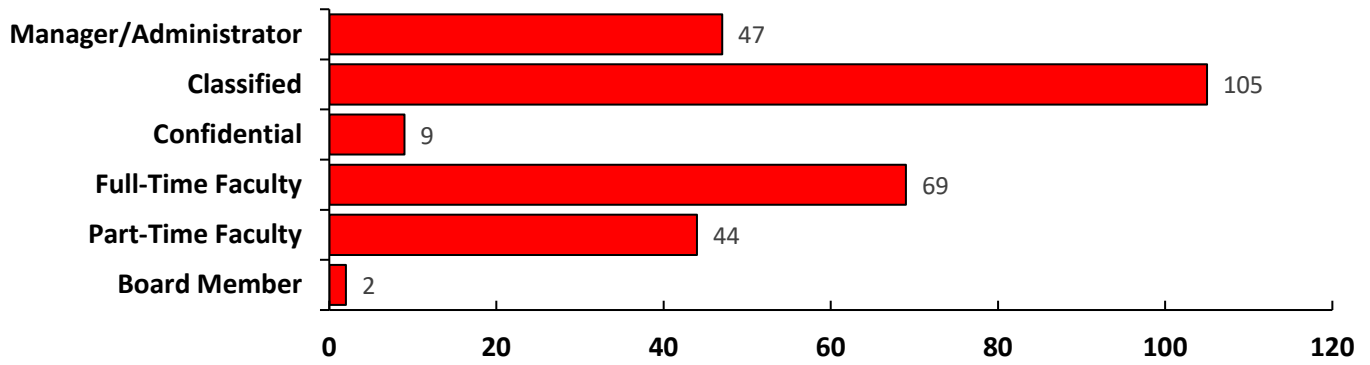
EMPLOYEE CATEGORY	PERCENT	COUNT
Manager/Administrator	17.03%	47
Classified	38.04%	105
Confidential	3.26%	9
Full-Time Faculty	25.00%	69
Part-Time Faculty	15.94%	44
Board Member	0.72%	2
Total	**100%**	**276**

At which location are you primarily assigned?
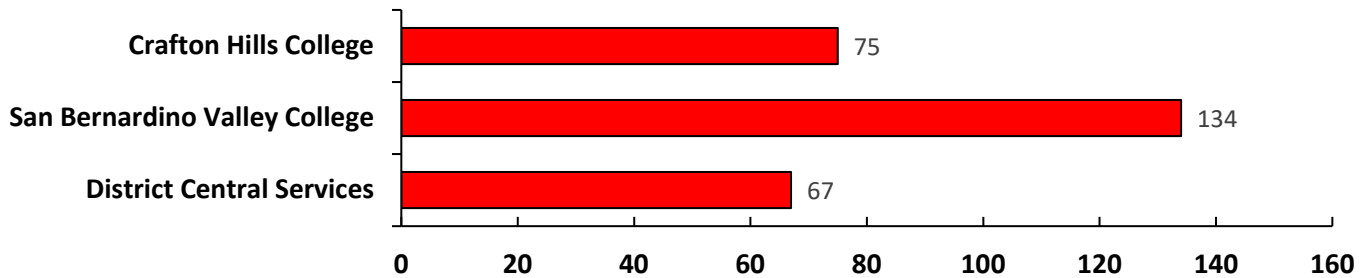
LOCATION	PERCENT	COUNT
Crafton Hills College	27.17%	75
San Bernardino Valley College	48.55%	134
District Central Services (i.e., TESS, EDCT, KVCR, ATTC)	24.28%	67
Total	**100%**	**276**

How many years have you been employed in the San Bernardino Community College District?

Years	Count (bar)
2 years or less	69
3-5 years	56
6-10 years	40
11-15 years	46
16-20 years	30
21 or more years	35
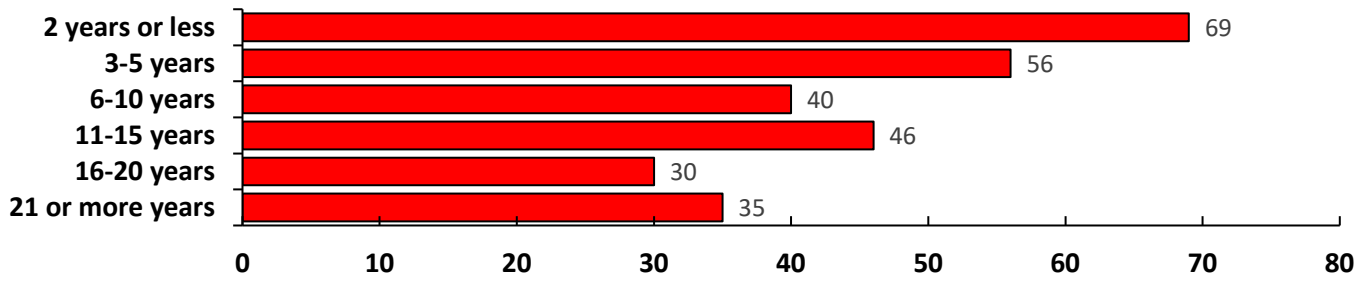
YEARS	PERCENT	COUNT
2 years or less	25.00%	69
3-5 years	20.29%	56
6-10 years	14.49%	40
11-15 years	16.67%	46
16-20 years	10.87%	30
21 or more years	12.68%	35
Total	**100%**	**276**

How many District/College collegial consultation committees did you serve on during academic year 2017–18? (Only groups with voting or consensus members representing more than one constituency.)

Number	Count (bar)
None	138
1	61
2	25
3	25
4	11
5	6
6	1
7 or more	9
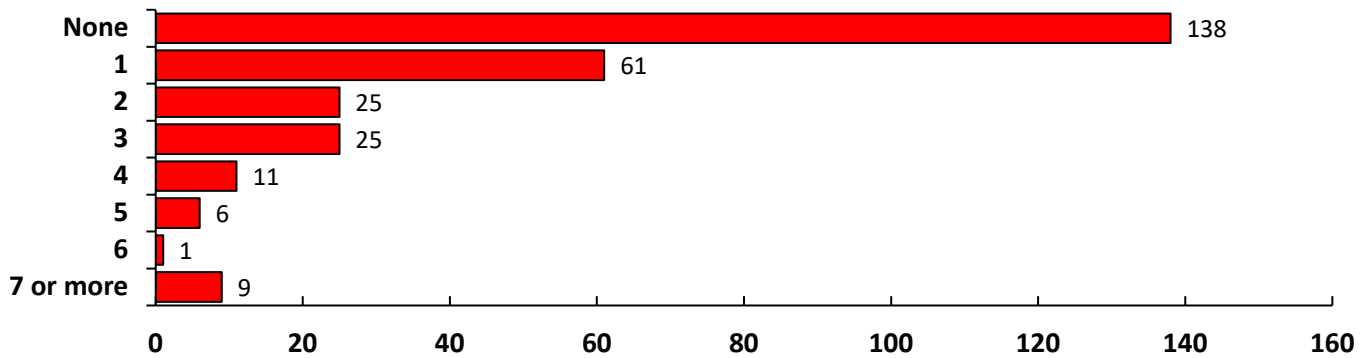
NUMBER OF COMMITTEES	PERCENT	COUNT
None	50.00%	138
1	22.10%	61
2	9.06%	25
3	9.06%	25
4	3.99%	11
5	2.17%	6
6	0.36%	1
7 or more	3.26%	9
Total	**100%**	**276**

CLIMATE SURVEY RESULTS:

OVERALL DISTRICT SATISFACTION

Overall, what is your satisfaction level toward the services provided by District Central Services?
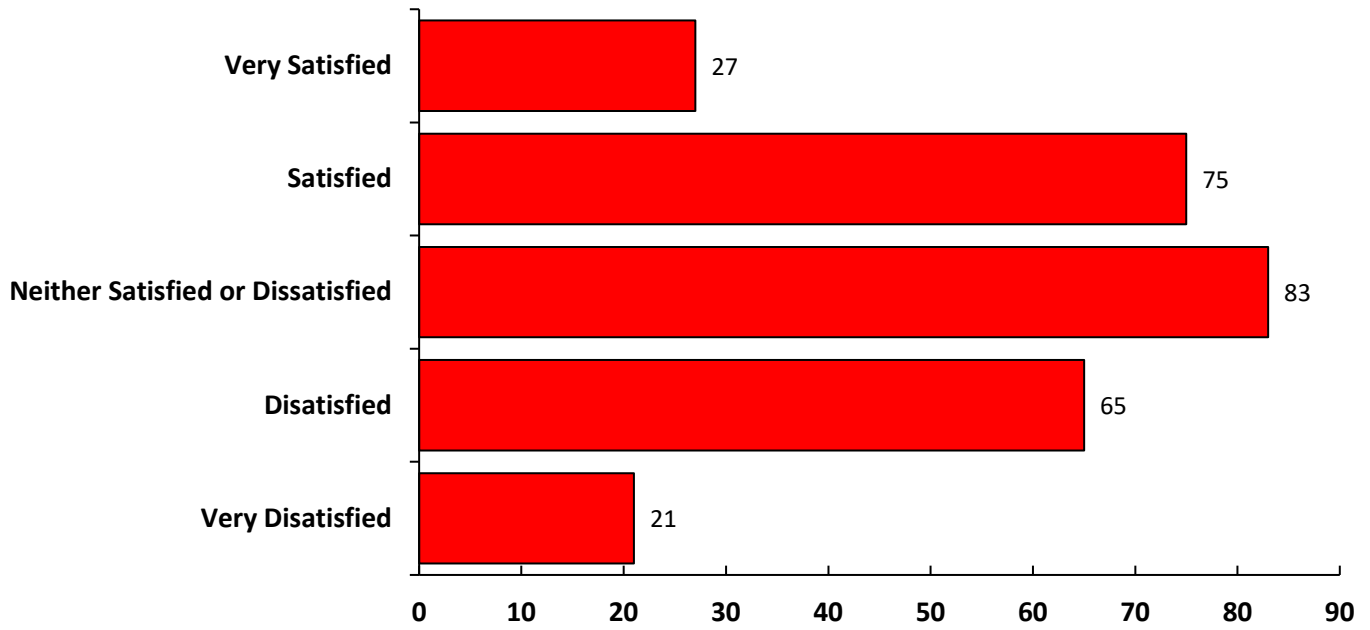
SATISFACTION	PERCENT	COUNT
Very Satisfied	9.96%	27
Satisfied	27.68%	75
Neither Satisfied or Dissatisfied	30.63%	83
Dissatisfied	23.99%	65
Very Dissatisfied	7.75%	21
Total	**100%**	**271**

CLIMATE SURVEY RESULTS:

SHARED GOVERNANCE AT THE DISTRICT

Please indicate the extent to which you agree or disagree with the following statements about shared governance at the district level (also known as collegial consultation):

District Shared Governance Climate Questions: Graph

1. Planning and decision-making processes at the district level are open and easy to understand.
2. I have the opportunity to participate meaningfully in decision-making at SBCCD.
3. My opinions are given appropriate weight in matters of institutional importance at SBCCD.
4. I am provided adequate opportunities to participate in important district level committees.
5. District committees operate and make decisions efficiently and effectively.
6. District committee constituents work in the best interest of the District as a whole.
7. Overall, planning and decision-making processes at SBCCD are collaborative.

	Strongly Agree	Somewhat Agree	Neither A nor DA	Somewhat Disagree	Strongly Disagree
Q1	17	57	49	69	54
Q2	29	63	48	58	52
Q3	29	46	57	61	49
Q4	40	67	53	46	46
Q5	20	49	63	59	46
Q6	25	66	50	47	50
Q7	22	56	57	54	53
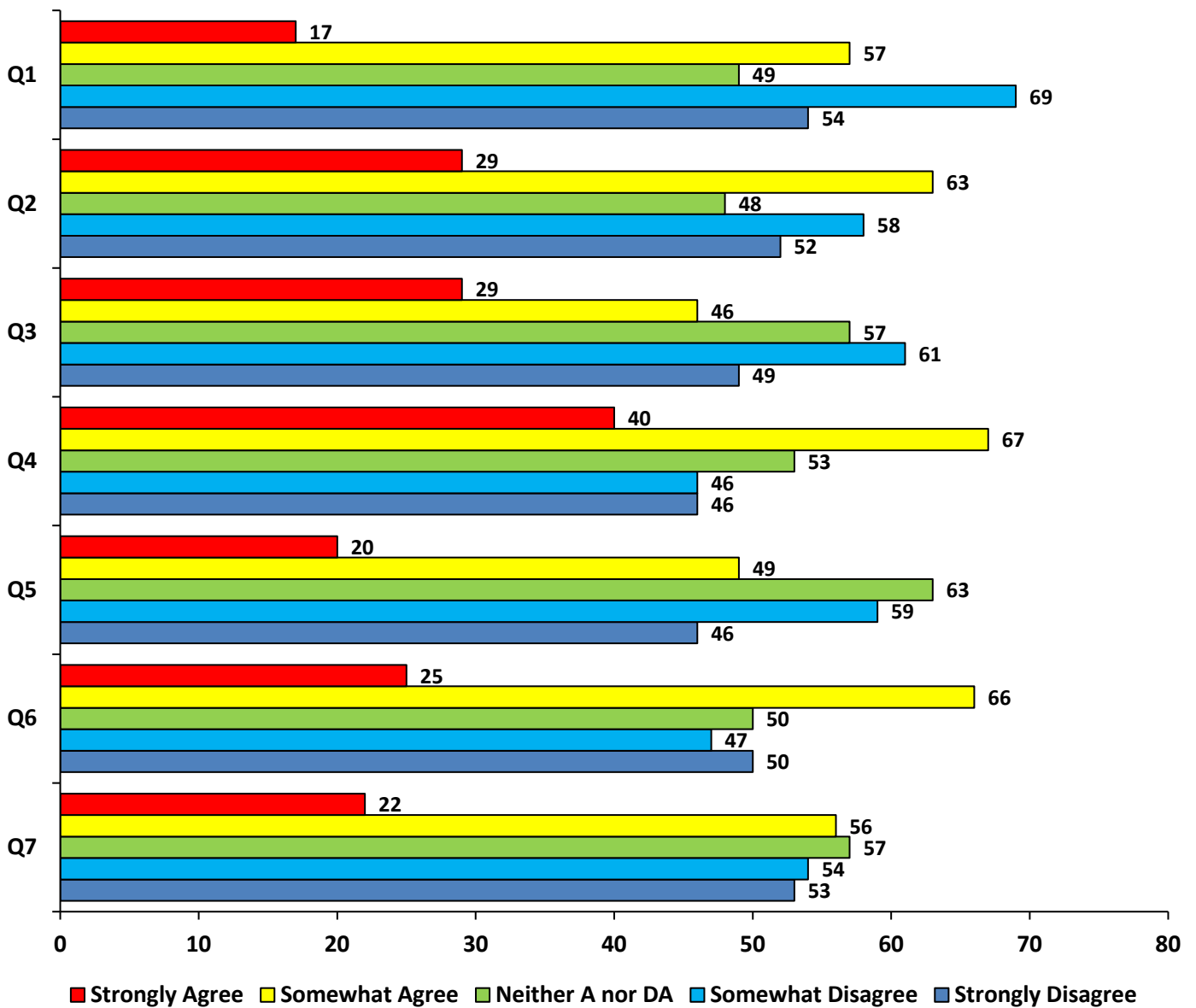
Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

District Shared Governance Climate Questions: Table

1. Planning and decision-making processes at the district level are open and easy to understand.
2. I have the opportunity to participate meaningfully in decision-making at SBCCD.
3. My opinions are given appropriate weight in matters of institutional importance at SBCCD.
4. I am provided adequate opportunities to participate in important district level committees.
5. District committees operate and make decisions efficiently and effectively.
6. District committee constituents work in the best interest of the District as a whole.
7. 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
Q1	17 (6.20%)	57 (20.80%)	49 (17.88%)	**69 (25.18%)**	54 (19.71%)	28 (10.22%)	274	74 (30.1%)	2.65
Q2	29 (10.70%)	**63 (23.25%)**	48 (17.71%)	58 (21.40%)	52 (19.19%)	21 (7.75%)	271	92 (36.8%)	2.84
Q3	29 (10.82%)	46 (17.16%)	57 (21.27%)	**61 (22.76%)**	49 (18.28%)	26 (9.70%)	268	75 (31.0%)	2.77
Q4	40 (14.93%)	**67 (25.00%)**	53 (19.78%)	46 (17.16%)	46 (17.16%)	16 (5.97%)	268	107 (42.5%)	3.04
Q5	20 (7.38%)	49 (18.08%)	**63 (23.25%)**	59 (21.77%)	46 (16.97%)	34 (12.55%)	271	69 (29.1%)	2.74
Q6	25 (9.29%)	**66 (24.54%)**	50 (18.59%)	47 (17.47%)	50 (18.59%)	31 (11.52%)	269	91 (38.2%)	2.87
Q7	22 (8.15%)	56 (20.74%)	**57 (21.11%)**	54 (20.00%)	53 (19.63%)	28 (10.37%)	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*
Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve shared governance at the district level, please state them here:

Would like to see fewer, more focused committees, which would allow for clearer purpose and more representation.

The only suggestion I have is communication with SBCCD employees regarding all changes / updates! There is no respect showing on our part as classified staff from the SBCCD in regards to the Accounts Payable Department (mainly).

Shared governance used to be our way of life (as stated in our mission) but over the years the quality has decreased and the quantity has increased. I sit on several committees but many of them rubber stamp and don't allow for innovation or direct problem solving. Many of the committees are over represented by admin & under represented by staff & students. To do true shared governance there must be equity & inclusion. If not, its just bureaucracy and we certainly don't need more of that. There was a commitment made by district admin to solve chronic purchasing issues through the contract task force, which met once and never met again. Sustainability also has not been meeting for the district nor the campus. Other issues were to be addressed through district assembly or HSI task force but those bodies have been watered down to the point of uselessness. Those of us who do take the time and energy to sit on committees that are productive still get criticism or "side eyed" for doing so without regard to the benefit to the college or the district for the work we put in on behalf of the institution.

THE DISTRICT MANAGEMENT NEEDS TO LET GO OF THE TOP DOWN MANAGEMENT STYLE AND MOVE INTO THE 21ST CENTURY WITH REGARDS TO POLICYS AND PROCEDURES BEFORE THE STATE AND/OR FEDERAL GOVERNMENT ARE MADE OF AWARE OF THE MISAPPROPRIATIONS AND MISUSE OF FUNDING.

District needs to speak with the campuses before implementing changes. We are mandated to do things before we even get a chance to provide input on certain things, rather than just receiving instruction on what to do without any collaborative planning.

The opinions and expertise of adjunct faculty mean next to nothing.

Be more transparent.

There seems little opportunity for input to make any difference.

Abolish the separate district sites. Bring the district to Valley & Crafton. Or, abolish the district and make Valley and Crafton separate districts, a la Mt. SAC. Or, host more important and necessary events during a common free time. Personal example - I will never be able o attend the health fair because my 45 minute window between classes doesn't leave a lot of time to drive to the district, participate, eat lunch, and drive back. Having the District located at several off-site places decreases transparency, obfuscates processes for new faculty, and adds a hurdle to participation that is hard to get over for folks who are new, disabled, have kids, etc. We want to participate more. We need a common time when everyone is available (a college hour or college afternoon).

Consulting all constituents when deciding meeting times and LOCATIONS. Halting meetings that do not have enough representation from BOTH of the colleges. Holding more seats specifically for faculty input.

Decisions tend to be made outside of the shared governance process. For example, the decision to contract with Oracle for our purchasing system was done without collegial consultation. I suggest sending major institutional decisions through the collegial consultation process so as to get the best product and buy-in from staff so the unrolling process goes smoothly

Managers need to encourage participation of classified in shared governance and processes.

Involve more employees in the development and planning stages.

Let classified staff make some final decisions. We are capable.

I worry that managers bring their own agendas to committees, and through intimidation or manipulation, force lower level employees to concede in favor of the manager's agenda. I also fear that shared governance is being confused with equal representation that does not allow for equal voices and ideas to be heard and considered, even dissenting voices and ideas. Their absolutely has to be a system of checks and balances that ensures shared governance.

District-level committees can be more collaborative by doing less information sharing and more problem solving. Committee members need to step out of their own interests and roles and look at what is best for the District. For many HR related changes, some fiscal changes, and business process changes the District office does not seek input into the process until after implementation. The management at the District would benefit from a campus perspective and campus management would benefit from having a district perspective.

Adjuncts could participate more in governance.

District assembly should not have say in any AP involving working conditions or evaluation of any groups including managers

It was difficult finding out how to get on a committee. Maybe this information could be provided at the new hire orientation. I would have liked to get on a committee sooner.

More frequent communication about upcoming discussion and decisions being made by shared governance at the district level.

Where everybody can choose where to participate equally. At District level the individuals that participate are chosen by the few and majority employees are blocked to serve in fair consensus and not informed. It all stays within the secretaries.

Part-time faculty should be part of shared governance (isn't that the whole point of shared governance?). The district makes top down decisions, and faculty are left to scramble to meet the needs of students while doing our jobs. If faculty were more involved, the district would have appropriate feedback to make more effective decisions.

There are too many committees and too difficult to find out who does what. There should be a central location where information is stored and disseminated.

include employees in more decisions that effect their respective areas

We need transparency, and not just one person should be in charge of an entire campus budget.

Put students front and center of all decision-making.

SBVC, CHC, and SBCCD need to do a better job of working together, not for their campuses' individual interests. Planning needs to be strategic and open, with input from classified professionals given the same weight as faculty.

You only listen when it's what you want to hear.

Open to creative ideas of collaboration among all interested groups and best interest of college institution.

Ask for input from end users. Plan new applications so there is adequate time for all users to be trained and gain some proficiency before piling on another new system. ADP, Oracle, Canvas, Office 365, Questica were all implimented within a short period and there are problems at all levels with these systems.

When rolling out major system changes such as ADP and Oracle, consult with the end-users of the system prior to contract and launch.

College promise for both colleges has been a challenge to implement at the pace expected from the top down. It's a clear example of the "Cart before the Horse".

I have been completing these surveys since my first year (2017SP) and have yet to see any real changes.

Shared governance is more than "just" listening to others. You actually have to value their ideas and implement their suggestions.

I believe the decisions are made by Supervisors who think they know and not the staff who dose the job.

Very little information is given in regards to the committee (ie. elections, meetings times/dates, minutes). Make that information more available.

CLIMATE SURVEY RESULTS:
INCLUSIVENESS AT THE DISTRICT

Please indicate the extent to which you agree or disagree with the following statements about inclusiveness at the district level:

Inclusiveness Questions: Graph

1. Communication from District Central Services is timely and accurate.
2. I know where to find SBCCD districtwide collegial consultation committee agendas and minutes.
3. If I need information about District Central Services, I know where to find it.
4. The District's procedures and practices clearly demonstrate commitment to issues of employee equity and diversity.
5. I am personally treated with respect in this District.

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Inclusiveness Questions: Graph

6. The SBCCD community is equally supportive of all genders.
7. The SBCCD community is equally supportive of all racial/ethnic groups.
8. The SBCCD community is equally supportive of all sexual-orientations.
9. Overall, I am satisfied with the level of inclusiveness at SBCCD.

Q6
- Strongly Agree: 93
- Somewhat Agree: 67
- Neither A nor DA: 48
- Somewhat Disagree: 18
- Strongly Disagree: 16

Q7
- Strongly Agree: 95
- Somewhat Agree: 59
- Neither A nor DA: 57
- Somewhat Disagree: 14
- Strongly Disagree: 17

Q8
- Strongly Agree: 95
- Somewhat Agree: 65
- Neither A nor DA: 54
- Somewhat Disagree: 10
- Strongly Disagree: 13

Q9
- Strongly Agree: 66
- Somewhat Agree: 79
- Neither A nor DA: 48
- Somewhat Disagree: 38
- Strongly Disagree: 29

Legend: ■ Strongly Agree ■ Somewhat Agree ■ Neither A nor DA ■ Somewhat Disagree ■ Strongly Disagree

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Inclusiveness Questions: Table

1. Communication from District Central Services is timely and accurate.
2. I know where to find SBCCD districtwide collegial consultation committee agendas and minutes.
3. If I need information about District Central Services, I know where to find it.
4. The District's procedures and practices clearly demonstrate commitment to issues of employee equity and diversity.
5. I am personally treated with respect in this District.
6. The SBCCD community is equally supportive of all genders.
7. The SBCCD community is equally supportive of all racial/ethnic groups.
8. The SBCCD community is equally supportive of all sexual-orientations.
9. Overall, I am satisfied with the level of inclusiveness at SBCCD.

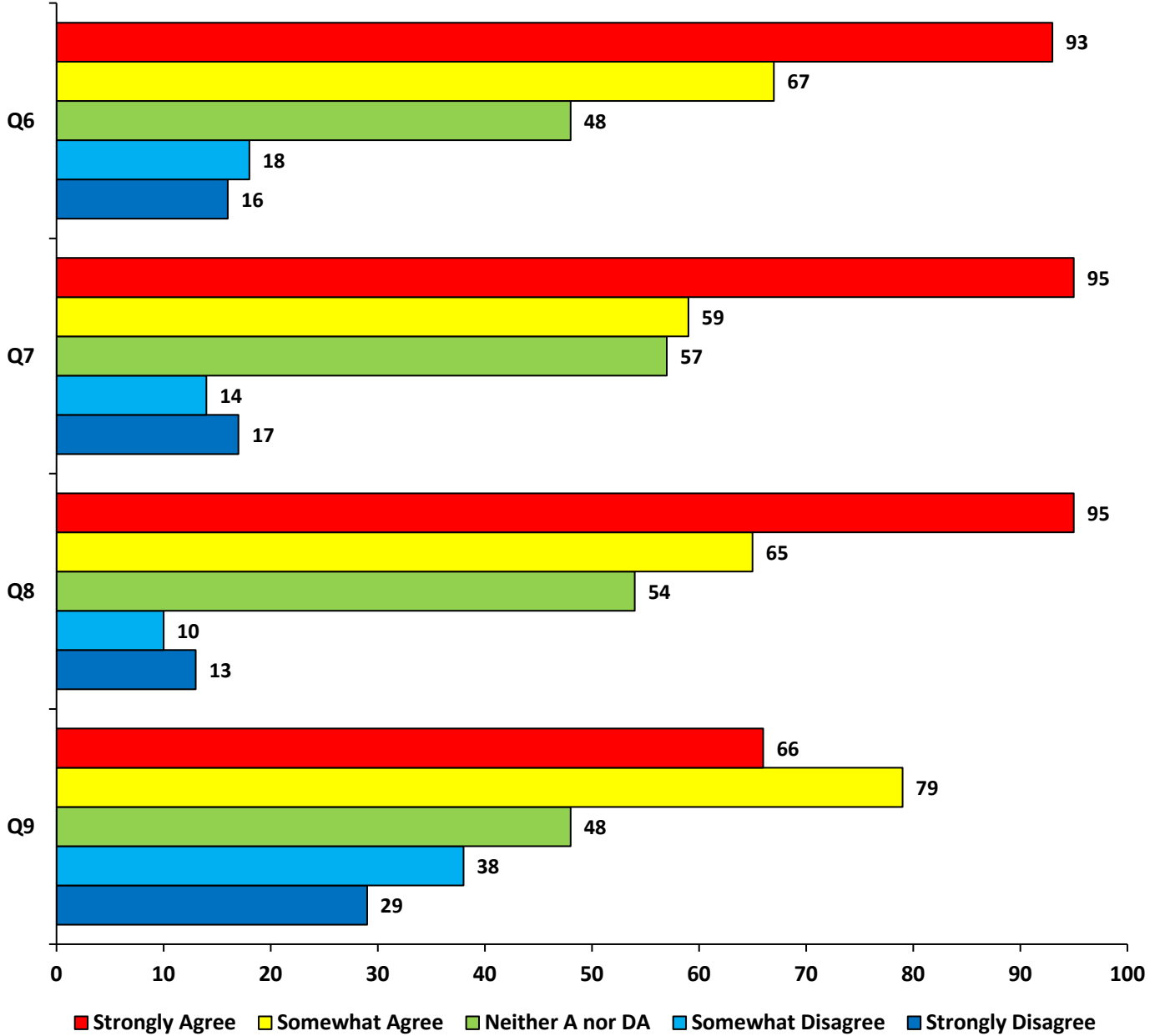| Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	30 (11.15%)	**70 (26.02%)**	55 (20.45%)	55 (20.45%)	43 (15.99%)	16 (5.95%)	269	100 (39.5%)	2.96
Q2	54 (20.22%)	**87 (32.58%)**	27 (10.11%)	45 (16.85%)	37 (13.86%)	17 (6.37%)	267	141 (56.4%)	3.30
Q3	51 (19.10%)	**74 (27.72%)**	32 (11.99%)	60 (22.47%)	39 (14.61%)	11 (4.12%)	267	125 (48.8%)	3.15
Q4	49 (18.35%)	54 (20.22%)	**61 (22.85%)**	39 (14.61%)	46 (17.23%)	18 (6.74%)	267	103 (41.4%)	3.08
Q5	**93 (34.57%)**	83 (30.86%)	41 (15.24%)	22 (8.18%)	25 (9.29%)	5 (1.86%)	269	176 (66.7%)	3.75
Q6	**93 (34.70%)**	67 (25.00%)	48 (17.91%)	18 (6.72%)	16 (5.97%)	26 (9.70%)	268	160 (66.1%)	3.84
Q7	**95 (35.58%)**	59 (22.10%)	57 (21.35%)	14 (5.24%)	17 (6.37%)	25 (9.36%)	267	154 (63.6%)	3.83
Q8	**95 (35.45%)**	65 (24.25%)	54 (20.15%)	10 (3.73%)	13 (4.85%)	31 (11.57%)	268	160 (67.5%)	3.92
Q9	66 (24.81%)	**79 (29.70%)**	48 (18.05%)	38 (14.29%)	29 (10.90%)	6 (2.26%)	266	145 (55.8%)	3.44

Note: Scale ranges from 1=" Strongly disagree" to 5=" Strongly agree. *All "NA/Don't know" responses were excluded
Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve inclusiveness at the District, please state them here:

Personally, have felt very welcomed and included at this district.

This is a big buzz word right now, but we are still seeing data that demonstrates we are not inclusive and have a lot of work to do. Our faculty ratio does not represent our community still, despite years of bringing this issue to light. Those of us who participate in Equity, Diversity and Inclusion are highly criticized for the amount of time it takes us away from our "real" jobs. There should be paid full time staff for these areas and release time for the chairs of these committees that equates to the actual workload. Managers need to support more participation in inclusive events, trainings & activities. If more people were encouraged to participate then some of us wouldn't have to be spread so thin trying to ensure some inclusion issues are addressed.

There is no commitment to diversity and inclusivity at this district. Women of color do not have a voice and are dismissed by predominantly white, straight, male directors and administrators. Worst climate for people of color of any place I've ever worked. Many colleagues of color agree, but we are all afraid to speak out for fear of retribution. Students even call Crafton "red neckie."

MEMBERS OF MANAGEMENT NEED TO RELEASE THE JIM CROW SLAVE MENTALITY THAT THEY DEMONSTRATE TOWARDS PEOPLE OF CERTAIN ETHNIC BACKGROUNDS.

What is "District Central Services"? I have never heard of it or seen in that I am aware of.

Input has to matter; decisions seem predetermined.

In several respects, the District and the campuses go beyond the minimum for our faculty and staff. I think the police and auxiliary CSUSB police need to be trained on inclusiveness, diversity, sensitivity, etc. In general, the District is mostly supportive. Maternity leave policies are treated as something that is an obligation, rather than something we're being proactive about. We should proactively be going beyond the minimum for our faculty and staff - always. In SB, we know there is a need to be the best we can be and I think increased proximity to the District and increased collegial interaction between the District and the campuses would go a long way toward making sure our initiatives and employees make the best progress possible toward inclusivity and for the success of our students and our community more generally.

The topics of gender and sexual orientation are "moving targets" for lack of a better term, and as such it is difficult to say with 100% certainty that all gender and sexual orientation groups would feel equally supported by the District. Not the District's fault, I just feel that it is a developing landscape that society is in the process of defining, learning, and understanding. That being said, I feel District's desire is to always be equally suppportive of all and that it will continue to improve it's ability to do so over time.

Maternity leave that does not require female employees eat up ALL (literally every day) of their sick pay for one. Preferred names that are consistent throughout ALL systems. Documentation that does not require a social security number. Events that do not require students and employees DRIVE to the district. Not everyone has a car.

I would suggest ensuring that all constituency groups are included in the decision making process. For example, if the district would have consulted the staff of the fiscal services department before deciding on a new purchasing system, they would have at least warned management about the issues that will arise as a result of the new purchasing system.

we have a tendency to say one thing and do another. the actions are not matching our words

SBCCD needs to adopt an online community management system that is inclusive of all genders.

Allow SBCCD classified community to be involved in ALL decisions.

No communication regarding my supplier accounts. We find out when we try to purchase supplies only to be told our accounts are closed due to non-payment.

There is a difference between what a policy says and how it is carried out.

I believe that through "Academic Freedom," some managers, faculty, and staff are allowed to present information and ideas that are not inclusive, and at times segregating. There must be training put in place (workshops) that helps employees (including faculty) understand what diversity and inclusiveness actually means and what it looks like, a place where ALL races, sexes are included, respected, and treated fairly.

Sometimes in our efforts to be inclusive with underrepresented individuals and groups, we are exclusive of the majority.

SBVC and SBCCD have acted in racist and sexist ways for YEARS! This is ridiculous and needs to cease!

More information could be made available.

I answered these questions with the understanding District Central Services = District Support Services

A tutorial of where to find things on the website would have been helpful.

Inclusiveness means not to take from others their rights to fix other general trends. We all exist and everybody needs the same treatment. for example at SBVC they took away men and women bathrooms to make them all genders. Some of us have to run to other buildings to go to the bathroom. Where do the other constituents have the respect for their preferences.

Need more women in upper level management positions

great!

Socio-economic groups are largely ignored

I believe that the same group of classified people get put on many committees. Let me use ▬▬▬▬ as an example. She is on multiple committees while some classified members never get asked to be included.

Political views, Religious beliefs and ethnically white are excluded.

I genuinely feel supported. Thank you for creating a culture of respect and camaraderie.

Inclusiveness is only considered for popular minority groups. Even more so if you are a female (or gender X) who sexually identifies as anything but straight. Being any combination of Male or Straight or White will ultimately marginalize you at SBCCD. SBCCD is predominately focused on minority groups.

New employee orientation for all.

To achieve true equity, district policies should be examined for arbitrary and manufactured institutional barriers.

Decisions, practices from all levels at the district are a moving target. We at the campuses have a hard time keeping up with the ever-changing ways things are to be done. There is no consistency from the district level.

Too much emphasis and separation based on race, culture, gender and sexuality. This causes divisiveness to an already harmonious campus.

The districts procedure and practices may be clearly labeled and easy to find but they do not all practice inclusiveness in conjunction with their outlined objectives.

CLIMATE SURVEY RESULTS:
BUSINESS SERVICES

Did you have contact with Business Services (includes Purchasing, Contracts, and Warehouse) during academic year 2018-19?
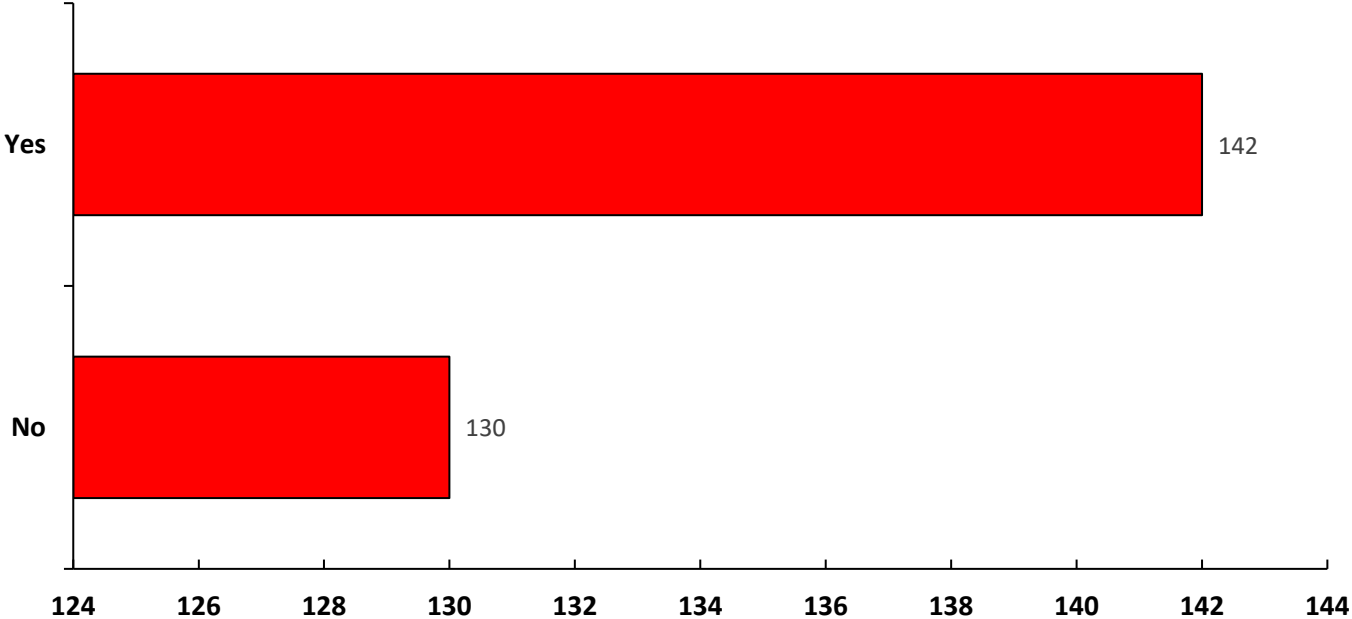
ANSWER	PERCENT	COUNT
Yes	52.21%	142
No	47.79%	130
Total	**100%**	**272**

Please indicate the extent to which you agree or disagree with the following statements about Business Services:

Business Services Climate Questions: Graph

1. Business Services provides consistent policy interpretation and guidance specific to procurement.
2. Business Services establishes, publishes, and adheres to written policies and procedures that are available for information and review.
3. Overall, I am satisfied with the level of services provided by the Business Services office during academic year 18-19.
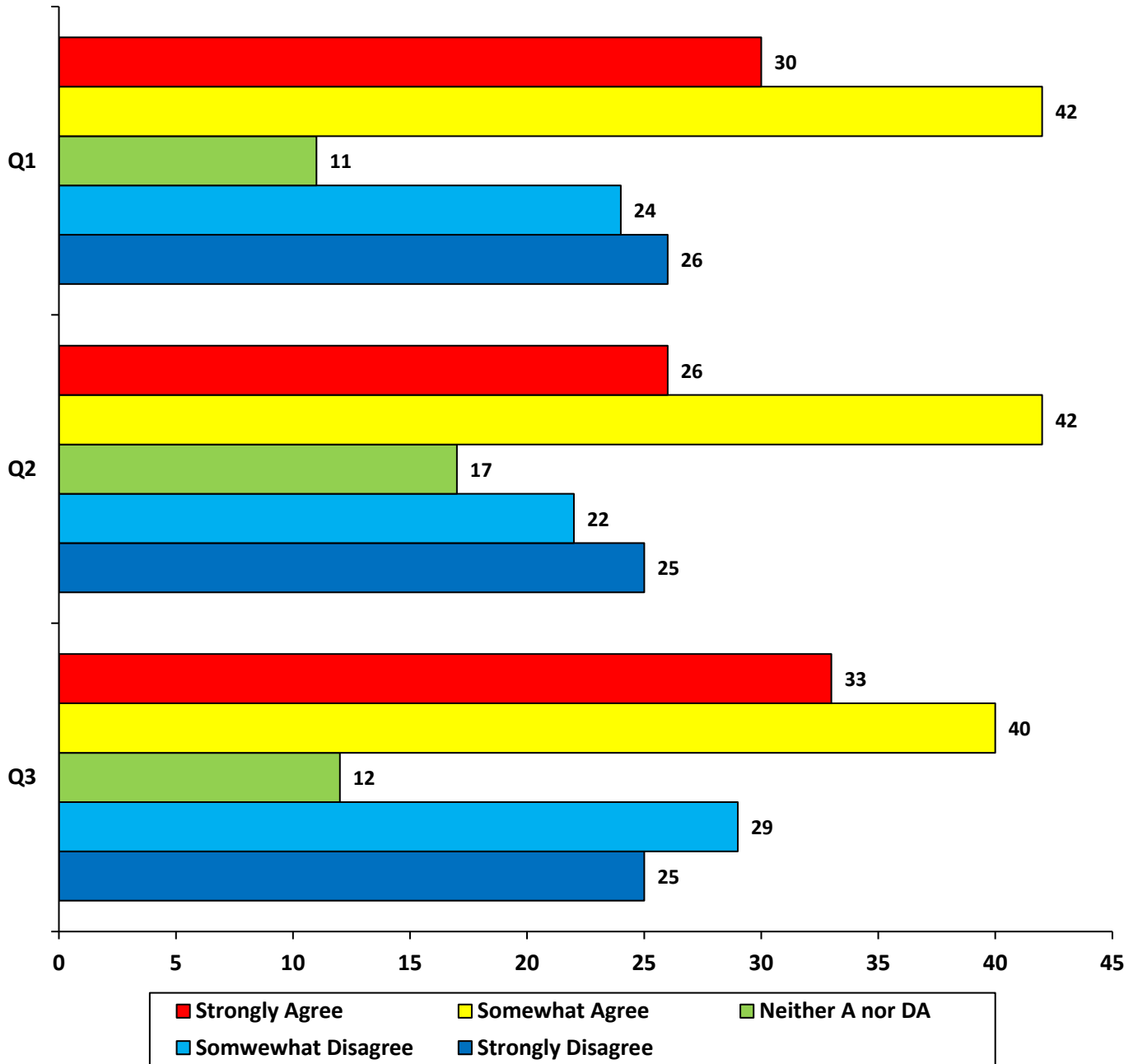
Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Business Services Climate Questions: Table

1. Business Services provides consistent policy interpretation and guidance specific to procurement.
2. Business Services establishes, publishes, and adheres to written policies and procedures that are available for information and review.
3. Overall, I am satisfied with the level of services provided by the Business Services office during academic year 18-19.

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 (21.28%)	**42** **(29.79%)**	11 (7.80%)	24 (17.02%)	26 (18.44%)	8 (5.67%)	141	72 (54.1%)	3.20
Q2	26 (18.44%)	**42** **(29.79%)**	17 (12.06%)	22 (15.60%)	25 (17.73%)	9 (6.38%)	141	68 (51.5%)	3.17
Q3	33 (23.40%)	**40** **(28.37%)**	12 (8.51%)	29 (20.57%)	25 (17.73%)	2 (1.42%)	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
Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve Business Services, please state them here:

Would like to see payments and contracts sped up and rely less on paper-based systems.

communication, not accusation. Need a class in customer (end user)service

The micro managing in this department exceeds all normal standards for AP & contracts at ANY other institution, especially higher education. This is not a best practice and has been a chronic problem for years. Instead of having just one person on contracts it should be distributed among several employees the way AP is done. Another Project Analyst is needed in this department, they are understaffed and implement an extreme amount of unnecessary red tape compared to other districts. We should only be requiring what is necessary by law, not what we think is necessary because one or two people want to create additional checks & balances beyond what is reasonable.

Pay us on time!

pay bills on time so supplies for programs can be purchased.

I don't know what services are provided

More training should be provided to the staff at Business Services and the entire District. There are significant challenges that continue to exist in Business Services and the District should hold someone accountable for not being able to correct or overcome the ongoing challenges.

Processes should be better defined. Additionally, when errors are made, Business Services needs to be more proactive.

Problem is that rules/instructions especially when it comes to Oracle procedures are not consistent Seems like every time you do something even if you did it the same way a 2nd time, it gets rejected. Or a PO get's rejected without explaining what is wrong and when you find out what they say is wrong, it was actually done right and they rejected it based on an assumption. What happened to calling someone to get clarify before just rejecting.

Working with business services has been a somewhat opaque and slow process. Everyone seems to have good intentions, but my guess is that we probably need more face-to-face and/or collegial interaction in order to understand the barriers to progress.

Trash Oracle and test the next purchasing product before implementing it.

A formal financial system training program (Oracle, Questica, Financial 2000) or the offering of mentoring opportunities, especially for newer employees with financial processing responsibilities.

I would suggest listening to the classified staff in the department. All of the issues with Oracle can be addressed if staff are brought in and provided adequate training and support for the many issues that have arisen over this fiscal year. The issue should improve with new leadership that listens.

The strongly disagree/disagree answers all pertain to Oracle and how Accounts Payable responds to policies and procedures. This is NOT directed towards Contracts, which gives outstanding service and follows all published policies and procedures.

Oracle and ADP are both a mess and not only creating frustration in staff but creating a distrust between our campuses and our vendors.

We have a great team. We just might need some consistency between all of them. Consistent/Uniform process and procedures.

Procedure for getting vendor contracts approved should be better. District needs to hire extra help for getting contracts approved faster. One person should not be responsible for expediting contracts whether they prefer it or not.

Communication via email would be great!

A procedure manual would be helpful for management and administrative support for routine business processes. An automated contract submission process that can be viewed by the submitter should be explored. The days of wet-signed copies and paper processes are over. This would improve efficiencies and reduce frustrations.

Have a better way to find them. Like a better link on the website and a better website. The current SBVC landing page is geared towards students. I have to click on something just to get more access that isn't student related.

Can't send out a FedEx package unless we go to the FedEx store directly. Is there a mail service for FedEx?

If there has been a change in the interpretation of the procedures previously followed, please inform us.

Get rid of Oracle, OR hire additional full-time classified employees specifically for Oracle rather than temps.

There are individuals in Business Services that are very helpful and easy to work with. There are also others that lack basic customer service skills and are often rude and disrespectful. Staff should be given customer service training. Sometimes it seems like staff are over burdened which results in poor treatment of employees. Training should be provided to new managers on policies and procedures to eliminate mistakes and increase efficiency

Oracle has been a nightmare. Information is given out after trying to search on your own. Cal Cards are not being paid and employees are not being reimbursed.

The system of using a central mailbox room at CHC has essentially shut down timely and safe mail delivery. District and college admin don't care, because we all use e-mail intercampus for most things, and admin have staff to do the daily work of checking their mail. The rest of us have to live with delayed or lost mail on a regular basis.

I think that the quickness to push blame onto other staff members in regards to Oracle use could be handled better. Many of us are just looking for the correct way to use the system and are trying to make sure vendors get paid on time so that we can purchase goods for our classes. We understand that it is new and there are bugs in the system, but lets work together on it and not place blame on others.

We need much clearer guidance on the procurement process. And more importantly, we need to figure out how to make sure our vendors get paid! Our vendors are going way too long without getting paid and some don't even accept POs from SBCCD anymore. +

The Department as a whole is accessible and will help you with any question or problem if the can. They are a great resource to the sites.

As a manager, I have been taken aback by the number of times I, and others around me, have been on the receiving end of rude customer service from a specific individual in this area. Rude attitudes seem to be ignored or tolerated. More professional development around the areas of customer service and collegial communication is needed for certain district employees.

Staff change the rules depending on their mood. There are hardly any written processes to speak of. An example would be the Cal Card. Processes are at the whim of staff, not even a manger.

Business Services is very unclear.

Use email to notify staff of packages arriving to specific college and department and expected date of drop off service.

Need more staff to assist the process.

Hire additional help to move contract through quicker. Have more board meetings or don't require board approval on simple no-money contracts. Permit electronic signatures and scanned signatures. The district accepts scanned signatures on other paperwork, why not on contracts?

New employee and employee training regarding policy and procedure. Step by Step instructions and where to find them, for example, "start to finish" instructions regard the contract process (PO's, invoices, etc.) A Table of Contents of sorts as to where to find information needed.

██████ NEEDS HELP!

The district is too too heavy. Hire more line level workers in the HR and AP, and Payroll department. They are overwhelmed, and behind on critical support functions.

Decisions are made by ██████, she acts more as the manager than the manager himself. Too much power given to ██████.

They often do not answer their phones, they do not reply email messages, they do not provide accurate information.

The purchasing department is wonderful! AP and Contracts needs significant improvement.

The person who handles contracts is well beyond her Use By date. She loses things (sometimes paperwork sits on her desk for weeks), does not clearly articulate what is needed to move paperwork forward, and is sometimes vindictive. Not a good business person.

The purchasing process is a nightmare with lack of training. The warehouse does not receive items anymore, leaving the person who orders the items to verify that they received everything (which includes hunting if there are any missing items). What is the point of a warehouse when all they do is forward items to purchaser. I mind as well just send it directly.

More Training on Oracle - the entire process. More communication on when bills are paid.

CLIMATE SURVEY RESULTS:

ECONOMIC DEVELOPMENT AND CORPORATE TRAINING

Were you aware of EDCT's role in providing Economic Development & Corporate Training services to marginalized members of the community such as parolees and high school dropouts in addition to incumbent workers during academic year 2018-19?
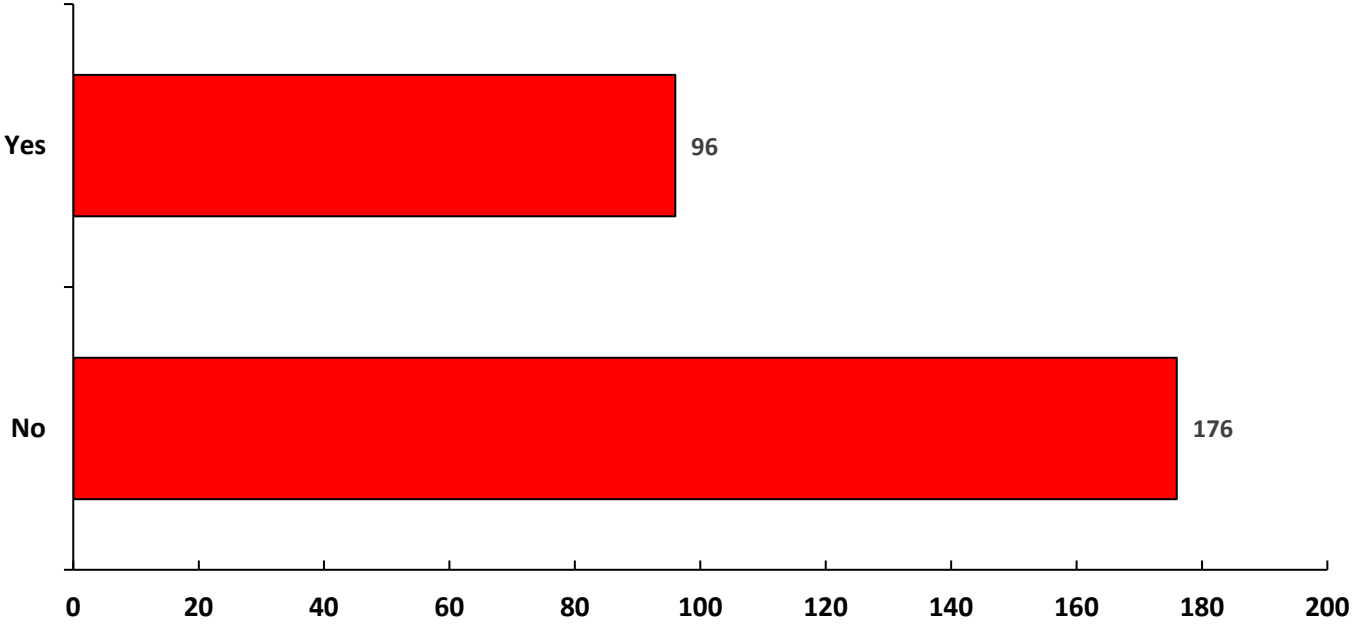
ANSWER	PERCENT	COUNT
Yes	35.29%	96
No	64.71%	176
Total	**100%**	**272**

Please indicate the extent to which you agree or disagree with the following statements about EDCT:

EDCT Climate Questions: Graph

1. EDCT is a vital resource that provides customized and short-term job training solutions to the regional work force.
2. The community and business partnerships created by EDCT are valuable to the San Bernardino Community College District.
3. EDCT is sufficiently integrated and works well with the colleges and the District.
4. Overall, I am satisfied with the service provided by EDCT.
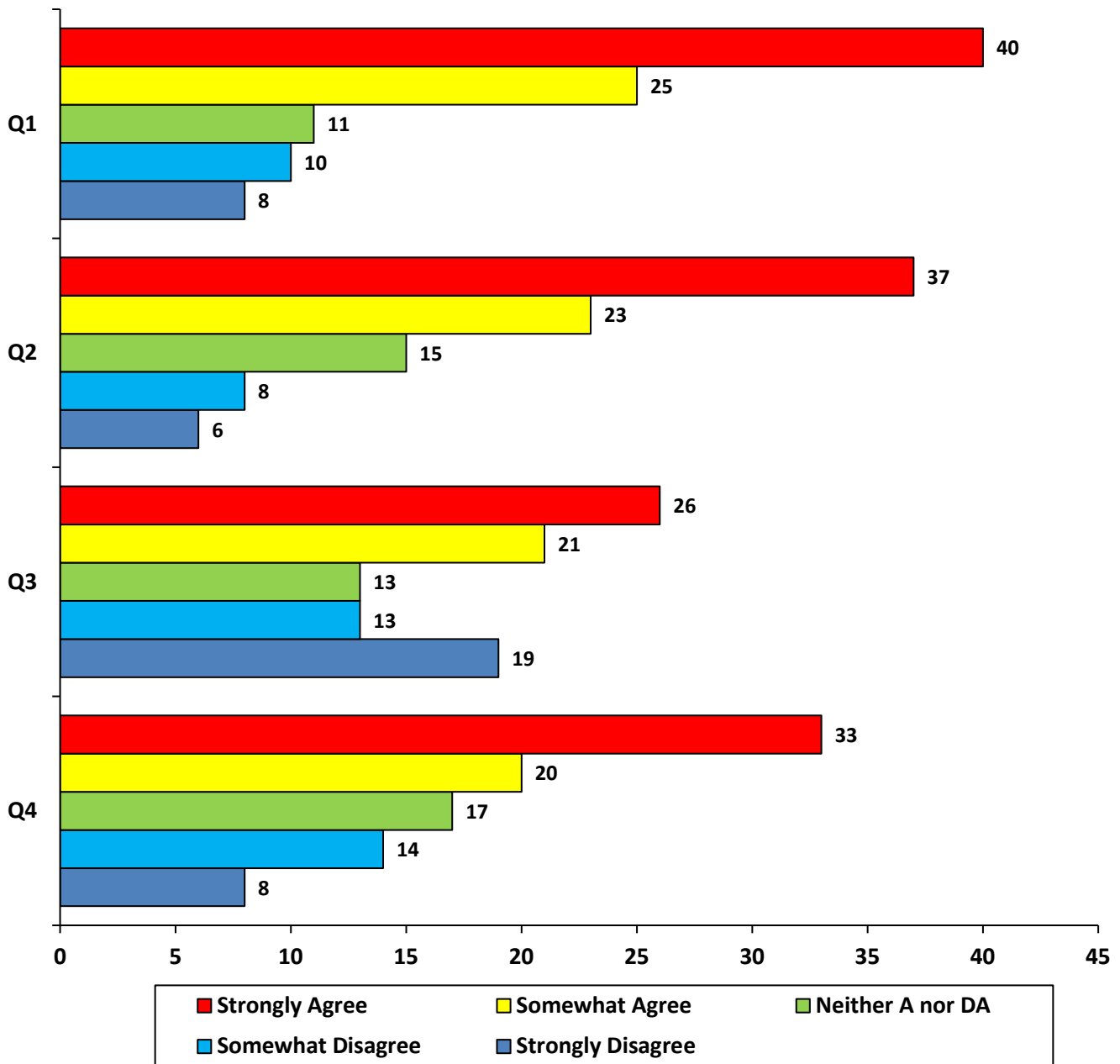
Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

EDCT Climate Questions: Table

1. EDCT is a vital resource that provides customized and short-term job training solutions to the regional work force.
2. The community and business partnerships created by EDCT are valuable to the San Bernardino Community College District.
3. EDCT is sufficiently integrated and works well with the colleges and the District.
4. 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
Q1	**40** **(41.67%)**	25 (26.04%)	11 (11.46%)	10 (10.42%)	8 (8.33%)	2 (2.08%)	96	65 (69.1%)	3.84
Q2	**37** **(38.95%)**	23 (24.21%)	15 (15.79%)	8 (8.42%)	6 (6.32%)	6 (6.32%)	95	60 (67.4%)	3.87
Q3	26 (27.37%)	21 (22.11%)	13 (13.68%)	13 (13.68%)	**19** **(20.00%)**	3 (3.16%)	95	47 (51.1%)	3.24
Q4	**33** **(34.74%)**	20 (21.05%)	17 (17.89%)	14 (14.74%)	8 (8.42%)	3 (3.16%)	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*
Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve EDCT, please state them here:

What EDCT does and it's role in the community and district needs to be better articulated. This is not a center with a director but rather a division of the district overseen by a Vice Chancellor. The campuses seem to always need to justify themselves to the Board through reports and Study Sessions, but where is the same scrutiny for EDCT?

Provides unreliable/inaccurate information relative to relationship and support to the colleges.

EDCT needs to be integrated with programs on campus to help the district meet mutual goals... for example Internships & partnerships with Sustainability committees on campus/district & CTE training to promote/create Zero Emission Green Jobs. Collaboration with the Library to allow EDCT participants access to training modules, professional development skills building & testing prep materials. Working with the SBVC campus on re-building a Re-Entry center for training of older, returning students/employees who seek additional job skills, or new careers.

What do they do?

EDCT should consider hiring more permanent employees as opposed to Professional Experts in part-time positions in order to retain and/or keep their pool of talented employees.

A better balance needs to exist between EDCT and the College's course offerings. Unhealthy competition need not exists between the two entities.

It has been difficult to find out what EDCT does, aside from some news from the district side. It would be great to see integration with EDCT on more than opening day.

Continue on their path to incorporate education and training that will keep pace with the future of the workplace within our surrounding inland community – the aerospace and aviation fields, emerging technology-based curriculum (i.e. "maker space" opportunities), growing local electronic content development/creation/distribution opportunities.

the staff is great but there needs to be a better collaboration between the center and the campuses. the campuses should encourage a relationship between the center and their professional development programs and encourage synergy between the two rather than discouraging the campuses to be apart of the center and their staff

Be concerned with your lower lever classified staff and treat them equally and with respect. Reclassify ██████ ██████. She does more work than is required. She is professional, proficient in all she does, as well as EFFICIENT. She deserves the title and pay to match it! I've worked with her. I know what she does.

I have never hear of them they also should have better links on the website.

Maybe speak about this office during new hire orientation.

Although no longer working on the SBVC campus, was aware of issues surrounding EDCT curriculum not being properly approved. Believe EDCT does not properly communicate with the campuses.

Improve communication with other departments.

EDCT is a team of highly talented individuals who provide excellent services and training to our community.

You have to make your purpose and activities more transparent. A Vice Chancellor should be much more visible and active. We don't really know what you do, how you do it and how it benefits the district.

There is not information provided by EDCT through the district. Their web site literally has no useful information.

EDCT needs to regularly communicate with the rest of the District. That means talking with, tapping the expertise, or otherwise involving the staff and faculty at District and campuses in EDCT initiatives.

Would like more visibility to showcase the benefits to the business community

We don't really know what you do. Seem like there is potential for great impact on the campuses but outreach is poor.

The team is very mission-oriented, keep up the great work!

This department does not follow SBCCD procedures or Board Policies. The work really hard to find way to not following any SBCCD rules. guidelines or processed. The are always asking for exceptions.

Create a video of upcoming events to showcase services to campus community. Include in electronic newsletter.

Provide more information about these services on both campuses.

Greater recognition for their valuable work.

I think the EDCT should work on a collegial basis with faculty to develop curriculum.

You can have all the pretty flyers and announcements about the EDCT's services but then we fine out how little they actually serve those they claim they serve and how many of those they claim they serve find appropriate employment or better schooling.

CLIMATE SURVEY RESULTS:

FACILITIES, PLANNING AND CONSTRUCTION

Did you have contact with Facilities, Planning and Construction (includes facilities, equipment, land and other assets at the district level) during academic year 2018-19?
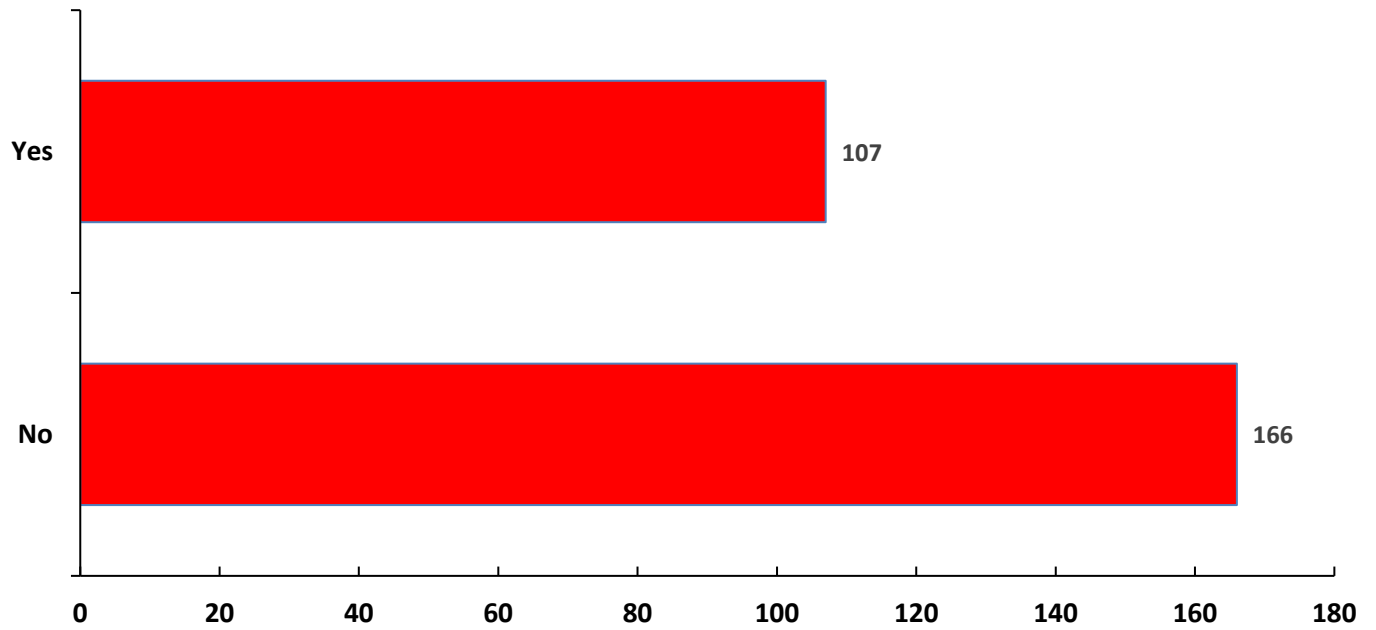
ANSWER	PERCENT	COUNT
Yes	39.19%	107
No	60.81%	166
Total	**100%**	**273**

Please indicate the extent to which you agree or disagree with the following statements about Facilities, Planning and Construction:

Facilities, Planning and Construction Climate Questions: Graph

1. Planning for physical resources is integrated with the colleges' Education Master Plans.

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

3. District Support Services plans for the future and maintains its physical resources' access, safety, and healthy learning environment in order to support the colleges and other SBCCD entities.

4. District Support Services uses data to evaluate its district level facilities and equipment on a regular basis to ensure that it can support programs and services districtwide.

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Facilities, Planning and Construction Climate Questions: Graph

5. Procedures in the District Facilities, Planning & Construction Department are clear and consistent.

6. The District Facilities, Planning & Construction Department responds to your requests in a timely fashion.

7. The District Facilities, Planning & Construction Department provides accurate information.

8. Overall, I am satisfied with the level of service provided by Facilities, Planning & Construction during academic year 2018-19.

	Strongly Agree	Somewhat Agree	Neither A nor DA	Somewhat Disagree	Strongly Disagree
Q5	26	24	19	10	9
Q6	36	28	12	8	9
Q7	38	23	15	8	6
Q8	32	33	11	11	7

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Facilities, Planning and Construction Climate Questions: Table

1. Planning for physical resources is integrated with the colleges' Education Master Plans.

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

3. District Support Services plans for the future and maintains its physical resources' access, safety, and healthy learning environment in order to support the colleges and other SBCCD entities.

4. District Support Services uses data to evaluate its district level facilities and equipment on a regular basis to ensure that it can support programs and services districtwide.

5. Procedures in the District Facilities Planning & Construction Department are clear and consistent.

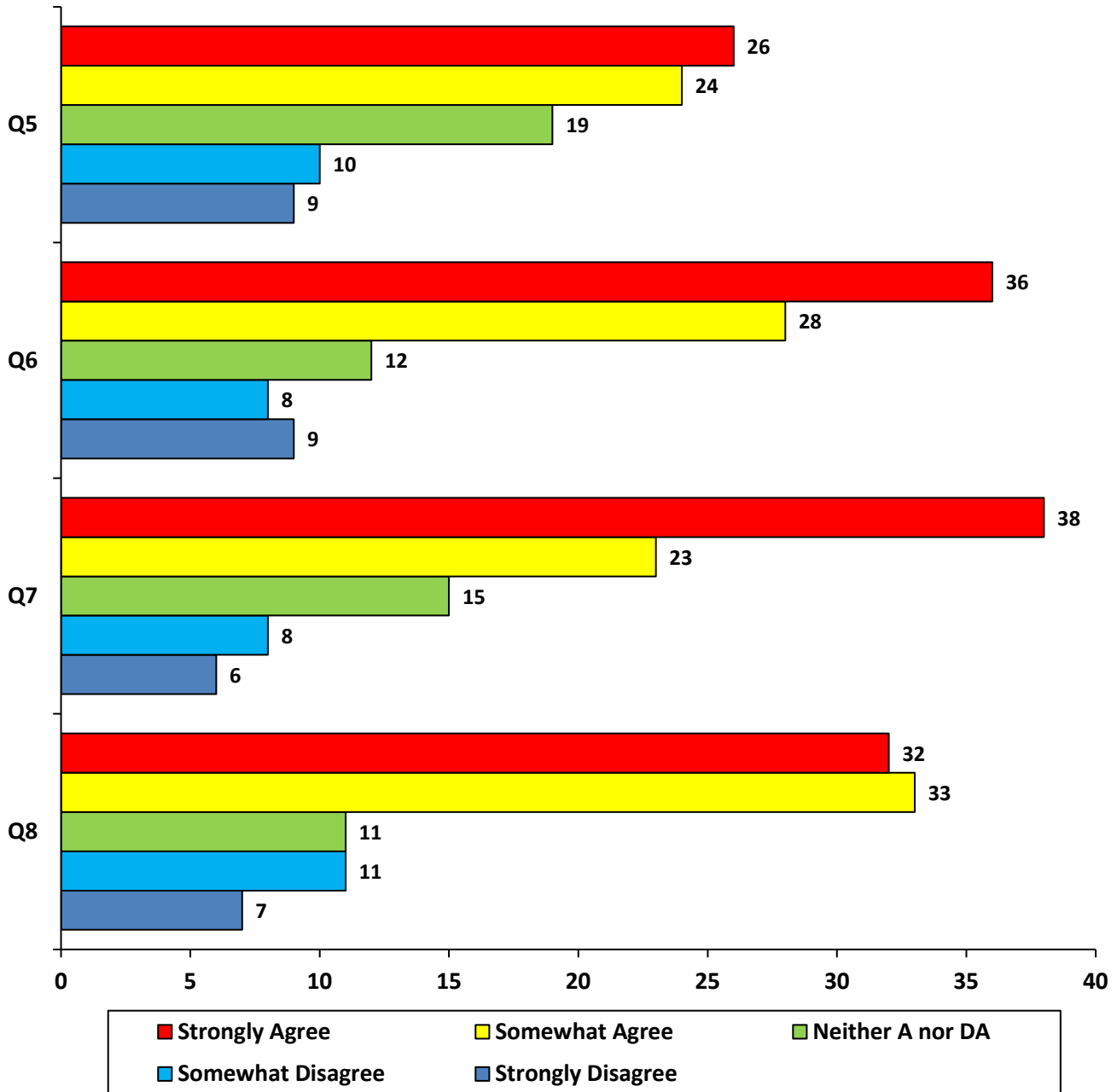6. The District Facilities, Planning & Construction Department responds to your requests in a timely fashion.

7. The District Facilities, Planning & Construction Department provides accurate information.

8. Overall, I am satisfied with the level of service provided by Facilities, Planning & Construction during academic year 2018-19.

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	**29** **(28.16%)**	26 (25.24%)	15 (14.56%)	8 (7.77%)	5 (4.85%)	20 (19.42%)	103	55 (66.3%)	3.80
Q2	**28** **(27.45%)**	25 (24.51%)	12 (11.76%)	14 (13.73%)	8 (7.84%)	15 (14.71%)	102	53 (60.9%)	6.59
Q3	27 (26.47%)	**31** **(30.39%)**	13 (12.75%)	8 (7.84%)	9 (8.82%)	14 (13.73%)	102	58 (65.9%)	3.67
Q4	22 (21.57%)	**27** **(26.47%)**	17 (16.67%)	7 (6.86%)	8 (7.84%)	21 (20.59%)	102	49 (60.5%)	3.59
Q5	**26** **(25.49%)**	24 (23.53%)	19 (18.63%)	10 (9.80%)	9 (8.82%)	14 (13.73%)	102	50 (56.8%)	3.55
Q6	**36** **(35.29%)**	28 (27.45%)	12 (11.76%)	8 (7.84%)	9 (8.82%)	9 (8.82%)	102	64 (68.8%)	3.80
Q7	**38** **(37.25%)**	23 (22.55%)	15 (14.71%)	8 (7.84%)	6 (5.88%)	12 (11.76%)	102	61 (67.8%)	3.88
Q8	32 (31.37%)	**33** **(32.35%)**	11 (10.78%)	11 (10.78%)	7 (6.86%)	8 (7.84%)	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*
Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve Facilities, Planning & Construction, please state them here:

If you have any suggestions to improve Facilities Planning & Construction, please share them here:

Worst facilities manager I've ever encountered XXXXXXXXXX. He is rude and dismissive of women. He treats his custodians, the women, horribly. Has a big ego and thinks he runs the show. He only has a college degree and is not qualified for the position. Needs some serious training. The worst ever.

None since the major challenge within Facilities Planning and Construction just resigned to go to another Community College District!

Cheaper is NOT better; for example, no soundproofing or insulation in walls is major problem.

Would like to see a more proactive focus on sustainability, but otherwise I think Facilities, Planning, and Construction is working well. Hopefully sustainability will be a key focus of our construction projects over the next decade and into the future.

They need to hire another ▮▮▮▮▮▮▮, having one dedicated to Valley, and the other for Crafton and the District. He is spread too thin and cannot help quick enough.

this should be in place rather than the separate college facilities managers. the districts resources do not atiquately suppart the older buildings on both campuses and needs a centralized program to help better support the needs of both campuses rather than each campus fighting for crumbs

District is always clean when I visit.

Classrooms are stuffy and it affects students. Rain affected classrooms drastically. Plus items such as clocks go unfixed for entire semesters despite numerous maintenance requests.

Well organized and great people leading this department

They should build more parking lots/ parking structure because during prime weeks (first weeks and finals) there is no parking anywhere. Some students park with their hazards on blocking the flow of many parking lots causing a jam in the lots. The landscaping is lovely though.

Take into consideration the work environment of departments that are not properly equipped, for example, no heating and air and actually work towards a solution and not push us aside. Also the "courier" service is lacking. It is concentrated on the District office and therefore our services are delayed and it affects our work.

yes, this committee should let the campus as a whole know what is happening and when their meetings are taking place.

Facilities team is such a pleasure to work with. They can be consistently relied upon to find solutions...absolute team players and professionals!

The EH&S department is completely overwhelmed and lacking support. Safety is not a priority to our district but simply a check in the box. The administrator obviously needs support and staff. SBCCD should be more proactive with Safety and simply reactive.

They are a great team.

My strong satisfaction rating is for the District-wide courier, I've had no contact with any of the other departments in this category; Always courteous, professional, and has a quick smile for everyone; exemplifies good "customer service" in attending to his duties and inter-acting with staff on campus; he represents the District well. (I know you can't, but you should give him a raise!)

We find out from the custodians and the maintenance crew the pathetic system of finding accounts to pay for things that need to be corrected or repaired. Also, CHC always manages to hire individuals for various positions though they service 1/3 of the staff and students at SBVC yet when we request a position to be filled, we are told there are not sufficient funds in whatever account is responsible for the position. The leadership at Administrative Services is insipid. I do give much credit to the custodians and maintenance crew for doing the best they can under the pathetic leadership they have from ███████.

CLIMATE SURVEY RESULTS:
FISCAL SERVICES

Did you have contact with Fiscal Services (includes Accounting, Accounts Payable, and Payroll) during academic year 2018-19?
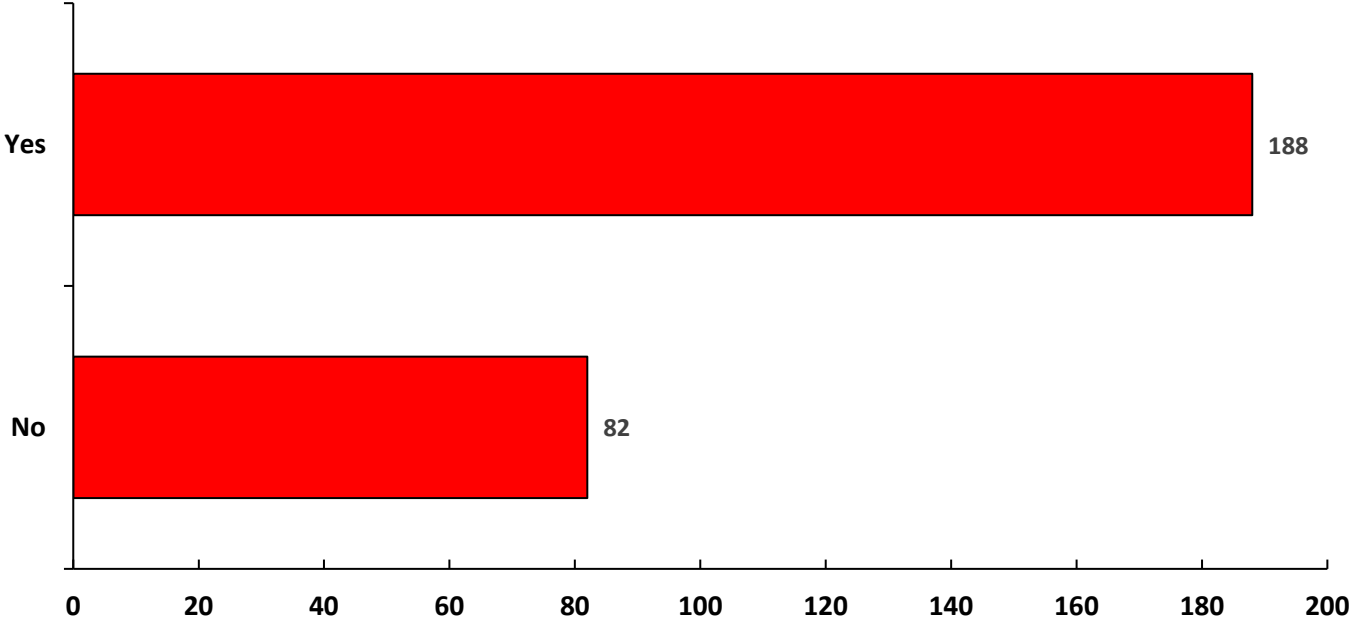
ANSWER	PERCENT	COUNT
Yes	69.63%	188
No	30.37%	82
Total	**100%**	**270**

Please indicate the extent to which you agree or disagree with the following statements about Fiscal Services:

Fiscal Services Climate Questions: Graph

1. The District Resource Allocation Model is open and easy to understand.

2. SBCCD follows the Resource Allocation model.

3. Fiscal Services provides clear guidance on developmental budgeting.

4. Fiscal Services provides clear guidance and consistent interpretation of procedures for reimbursement and vendor payments.

5. I received sufficient training on how to use Oracle.

6. I would like to receive additional Oracle training.

7. Overall, I am satisfied with the level of services provided by Fiscal Services during academic year 2018-19.
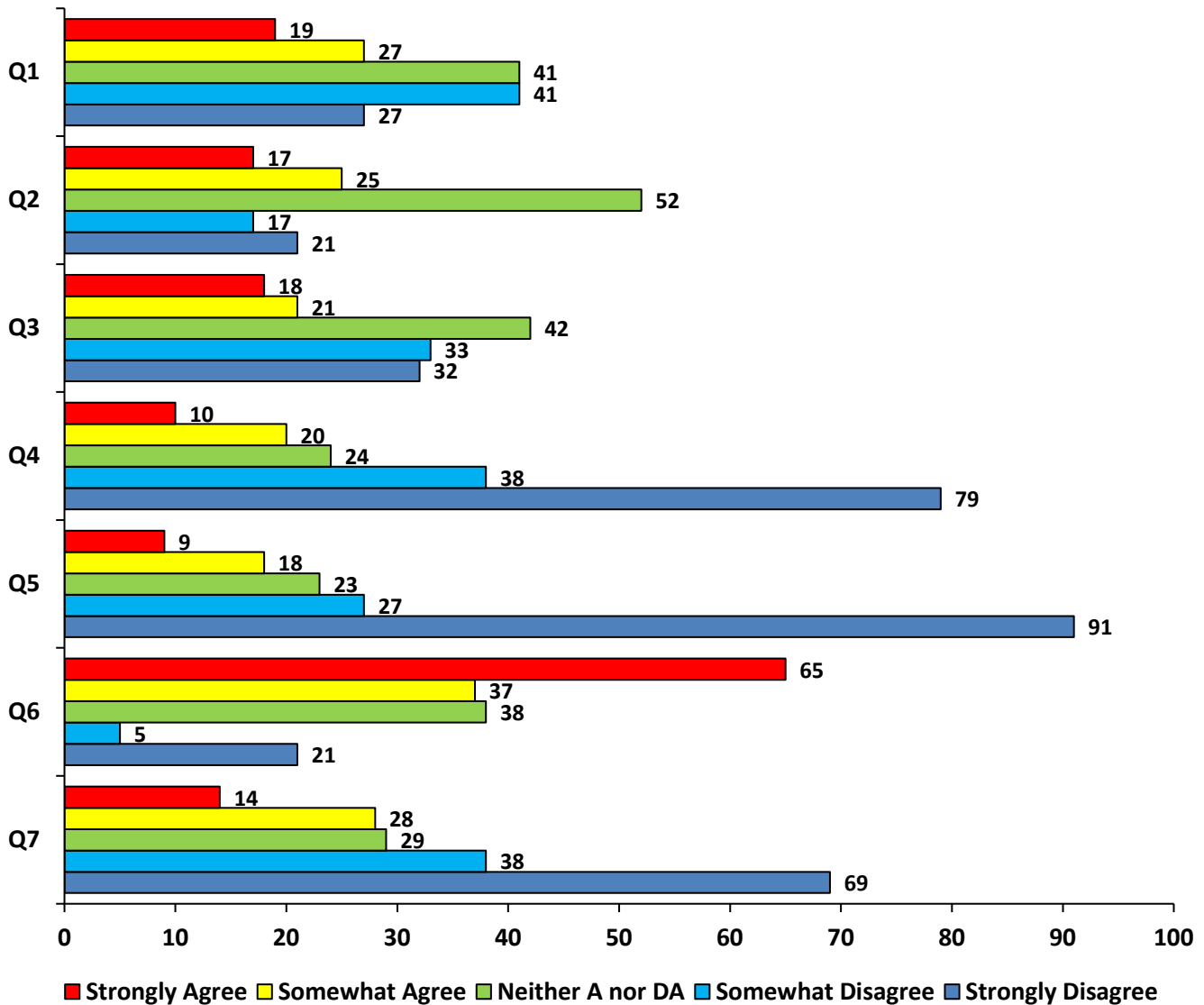
Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Fiscal Services Climate Questions: Table

1. The District Resource Allocation Model is open and easy to understand.

2. SBCCD follows the Resource Allocation model.

3. Fiscal Services provides clear guidance on developmental budgeting.

4. Fiscal Services provides clear guidance and consistent interpretation of procedures for reimbursement and vendor payments.

5. I received sufficient training on how to use Oracle.

6. I would like to receive additional Oracle training.

7. Overall, I am satisfied with the level of services provided by Fiscal Services during academic year 2018-19.

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	19 (10.44%)	27 (14.84%)	**41 (22.53%)**	**41 (22.53%)**	27 (14.84%)	27 (14.84%)	182	46 (29.7%)	2.81
Q2	17 (9.39%)	25 (13.81%)	**52 (28.73%)**	17 (9.39%)	21 (11.60%)	49 (27.07%)	181	42 (31.8%)	3.00
Q3	18 (9.89%)	21 (11.54%)	**42 (23.08%)**	33 (18.13%)	32 (17.58%)	36 (19.78%)	182	39 (26.7%)	2.73
Q4	10 (5.49%)	20 (10.99%)	24 (13.19%)	38 (20.88%)	**79 (43.41%)**	11 (6.04%)	182	30 (17.5%)	2.09
Q5	9 (4.95%)	18 (9.89%)	23 (12.64%)	27 (14.84%)	**91 (50.00%)**	14 (7.69%)	182	27 (16.1%)	1.97
Q6	**65 (35.91%)**	37 (20.44%)	38 (20.99%)	5 (2.76%)	21 (11.60%)	15 (8.29%)	181	102 (61.4%)	3.72
Q7	14 (7.69%)	28 (15.38%)	29 (15.93%)	38 (20.88%)	**69 (37.91%)**	4 (2.20%)	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*
Note: Numbers in () represent the percent of respondents

Comments Fiscal Services - If you have any suggestions to improve Fiscal Services, please state them here:

Answer phones, return calls, refer to appropriate records, apologize when you make mistakes.

No one in payroll/hr knows what on earth they are doing.

Feel very unsure of budget development as everyone seems to assume everyone outside of Fiscal knows the process. Have never had any Oracle training, though was able to figure out how to use it through trial-and-error.

I think Fiscal needs to get on the same page. I always hear different explanations from different people. Also Fiscal need to answer their phones more often. I can only count on 2 people in fiscal to always answer. Everyone else just ignores your calls or emails. Not very good customer service.

Fiscal Services takes a long time to pay invoices, making difficult to submit accurate reports. It takes multiple emails and phone calls in order to get answers.

The questions on this survey do not get at Oracle or Accounts Payable, the 2 significant issues at hand. Oracle has reduced productivity and effectiveness at the college significantly because of the dramatic increase of time and effort required to perform what used to be the simplest of tasks. Oracle has major gaps in what it is capable of, that if not solved, leaves the campus with limited ability to manage our finances. Accounts Payable has struggled with Oracle and the result continues to put the college in an precarious position with the community of vendors and interferes/interrupts our ability to operate.

communication. someone answer a phone, resource persons to answer a question. Pay accounts in a timely manner.

Oracle was a disaster. We started PR's in September that have still not been paid today, April Fools Day! Who ever signed us up to go with Oracle did not make a good choice and did not put in the research, legwork and preparation sufficiently before implementation. I believe if a classified staff person had messed up this badly having made such a decision that impacts so many of our departments & functioning as a campus, they would have been fired immediately. The consequences of this bad choice, impacts our frontline staff more than anyone else & many of us have been in tears at the thought of having to deal with the Oracle mess. There are grave concerns that departments will be penalized for not spending funds on time this year and this will impact next years budgets. Also promises by fiscal services that we would not have to do audit exceptions for Oracle issues that were not our fault did not follow through and we as staff are being penalized for this disaster of a program that does not deliver what it promised.

They take forever to reimburse us for conferences, tuition, and things like that. They are lazy and rude.

NEEDS A COMPLETE OVERHAUL

Accounts Payable - not sure what we can do, but the services are way behind and we can't get answers on things that need to be paid.

Implementing software that is required as a part of daily business, such as Oracle or ADP over the summer seems stupid, frankly, since faculty are not present and return in fall to an condescending atmosphere because we don't know how to operate the new system but for some reason were expected to.

Accounts payable needs assistance. Invoices are over 8 months past due and expenses from 17-18 are being paid out of 18-19. This creates hardships and confusion when managing our budgets. Also, there is a long delay in receiving advances. Our department doesn't receive them in a reasonable timeframe.

It is recommended that Fiscal Services be completely disbanded and restructure from the ground up (new management, supervisors, etc.) Unfortunately, there are significant challenges in this Department and someone should be held accountable

for its ongoing problems and deficiencies. The District must get a handle on how it processes POs, pays bills, and process vendor invoices because it is shameful how it is currently being done. Specifically, it takes nearly a year to pay most POs for simple purchases.

Provide better training for new product roll outs.

Stop making more work with incompetent computer programs.

Vendors not getting paid in a timely manner is a HUGE issue. Also receiving continuous emails from new staff or temps telling me to receive in tax on PO's that are based on Qty are a big issue. I've forwarded all info to the supervisor who is an absolute waste of time. Responses of I don't know since your screen is different is not an OK . Supervisor needs to go if they are not training staff properly.

We might get more done if Board Approval didn't take so long and if the spending deadline were not so early in the academic year. I think we need personalized orientations for new faculty and staff who are responsible for spending money. Fewer things should need Board oversight. There has to be a better way. Some things seem to be approved five times in different ways and a lot of work goes into ultimately unsuccessful purchases for those of us who are newer or who are working with folks in administrative positions with high turnover. It is unclear why Oracle is so much more of a frustration on this campus compared to other campuses that use it. I think things are getting ironed out now and that deserves some praise. Besides the issues with faculty getting reimbursed for travel or being able to make purchases, it seems there is difficulty integrating modern software on this campus. I think we need strong leadership that can bring us the best software and implement personalized trainings, which is where we've headed with Oracle. In general, it would be great to see a strong message from the District supporting the use of algorithms and technology to streamline processes.

When calling accounts payable I never get a response, call or email back. My vendors still are not paid from the previous FY, it takes a LONG time for vendors to get paid and Oracle is a joke. We are doing 5000x more work, my approval path for anything I put in is wrong it never goes to the right person and it takes a while for that one approval path to change and then it goes back to the wrong person. We do not know when POs are paid or not then we have to call Accounts payable to find out which is a joke because if we are under a letter of ████████ she NEVER answers NEVER I have complained to ████████ and she still will not answer or email back. She is HORRIBLE.

Over the last 5 years I have had 3 MAJOR mistakes with my paycheck. Which in turn affected my ability to pay my monthly bills. The manner in which the payroll department staff handled theses situations was unprofessional; instead of accepting blame, apologizing, and correcting the issue ASAP, they tried to place blame on other campus personnel, even though proof pointed that the errors were made by payroll personnel. This behavior is unacceptable, especially when it comes to employee's pay.

More training for District and campuses on Oracle.

Please consider my written response in the Business Services section as applicable to Fiscal Services as well.

The Accounts Payable department is THE WORST!!! Our open PO's are constantly being frozen, disrupting the campus' ability to operate. And it's been like this for going on 2 years!!!! TWO YEARS!!!! In every department on campus, i have heard the same thing over and over - we can't complete this project because the account is temporarily closed - AGAIN!!! I can only imagine what our reputation is to other vendors!

I would suggest listening to the classified staff in the department. The leadership in accounts payable did not listen to their staff when they were warned about the major issues with the Oracle purchasing system, but refused to listen. As a result, we have lost so many vendors for non-payment that we are forced to use our CalCards for purchases.

Oracle...

one word. ORACLE

The RAM is not effective when one college has a structural deficit and 92% of the college's budget is for staff. The RAM needs to be revised to address the structural deficit.

Oracle is horrible. Oracle cannot meet the needs if SBCCD. Oracle is for large private companies. It's unfortunate that District purchased a program that District themselves cannot use efficiently, nor can they properly train all users. GET RID OF ORACLE, QUICKLY! It's causing stress in all departments. (except for the decision makers who probably don't even use it).

Three years and more ago, checks to contractors were cut in a timely fashion, but for the past two years, I heard that contractors were getting their checks at a much later time despite the contracts being approved in advance. Is there a way that checks can be cut at a more efficient rate or to hire more staff? Perhaps an internal review would be helpful.

reevaluate the purchase of Oracle and consider returning back to the previous software. it causes me hours at a time having to try and navigate its use.

Pay my account(s) bills/invoices!!

The dark cloud over Fiscal services is the extremely slow payment to the vendors. This causes an increase in phone calls to A/P and many times they don't respond until upper management gets involved. Upper management has been great at making things happen, but it's unfortunate that it gets to that point. The Oracle implementation has been very difficult for all involved. The slow payments (some beyond 6 months, some over a year, is unacceptable. In fact, we are starting to get calls from collection agencies. SBCCD is viewed very poorly by our vendors. We are lucky many of them are still willing to do business with us. This has to be remedied ASAP.

The department needs to continue to imporve. Communication is still sub par but has gotten better. There are a couple of people there that are helpful while others are definitely in need of more training.

Unfortunately, I always have a delay/errors on conference reimbursements. How can this be resolved?

I feel people with bachelor's degrees don't get respect or paid according. With a Bachelor's degree people should be making more money than HS grads and people with Associates degree. I feel I am being somewhat forced to get a master's degree to get more respect. They are efficient with the payroll. I get paid when I expect to be paid.

Oracle training does not belong with fiscal services - Oracle is a system and its day to day back end, updates and training should live in TESS-- Fiscal Services are only the front end users of Oracle, they are not systems technology staff, nor should they have been put in that position. Not housing Oracle with TESS like all of our other computer systems has created a huge program that will take several years to repair. The district should house people and systems in the right places from the start- now employees in fiscal services are doing the work of TESS- and we are losing good people through the mess.

We are known as the District who takes forever to pay companies and vendors. Directly controlled by fiscal services.

Make sure all district staff know processes, procedures and policies. There is conflicting information given about the same question depending on who you ask.

Oracle still has too many issues. We have provided lists of things we need, these have still not been resolved. Contacting employees has improved somewhat but responses are still very slow.

We have experienced numerous problems with our vendors getting paid in a timely fashion to the point that one of them has refused to accept our purchase orders until out outstanding balance is paid. When we make contact with Accounts Payable, the response (when they answer the phone or respond to e-mails) is generally something like "Well, we're busy. We'll get to it when

we can. Over the past year and especially after the implementing or Oracle, services from the District such as accounts payable have been unprofessional and unresponsive. It seems ludicrous to me that there is a policy requiring faculty/staff to submit their AC-10s within 30 days but District can take as long as it wants to reimburse us for travel expenses, etc. Unfortunately, I have not been keeping track of these occurrences but I can tell you that we have had problems with getting Channing-Bete (our American Heart Association Vendor) paid and have suspended as a client on two separate occasions. The invoices took 6 to 7 months to be paid. This is not just an inconvenience, this means that we are unable to purchase American Heart Association Certifications for only only our students but several training partners that conduct their American Heart Association classes through us as a Training Center. When we can't order product, we put Emergency Services Personnel at risk for being suspended from their jobs as Emergency Responders which in turn can have an impact on the larger communities that they serve. Based on all of this frustration, if it were up to me, I would vote to outsource most of what District does.

More communication with end users when initiating new programs such as Oracle. Better knowledge of bargaining agreements that may bring issues with new systems.

Additional district wide oracle training is necessary. This is a challenging time and I am very happy that we are pursuing fiscal independence. We will get there if everyone is properly trained.

Hire.

Fiscal services are often slow. I work with grants and work with a variety of community partners and vendors. In my experience, vendor payment is slow, nd communication is almost non-existent. I often inquire about that status of payment and rarely receive a response or explanation. Personally, I have waited months for travel reimbursements. I traveled in Jan and Feb of this year and still have not received reimbursement for expenses I incurred doing district business. The worst part is that there is no communication regarding delays - even when I initiate inquiries. There a few people that can be helpful and will provide information. However, staff turn-over seems to be an issue and these people are often moved around into different roles. So once you get someone you can work with and get information, they seem to move to a different position or leave the District. If the staff workloads are too high to provide timely vendor payments, reimbursements, etc, the Dept should hire additional staff.

Oracle is a nightmare and accounts payable needs more training for the permanent staff and temp workers. Poor planning on the District for implementing this program without sufficient testing.

Get rid of Oracle. Total waste.

The people providing the Oracle training do not understand how the system works on on end. They only understand how they use it on a daily basis.

reimbursement policies are not carried out

Return phone calls and e-mails.

Get all the kinks out of a program before you launch it to the campuses.

Accounts Payable seems to be consistently behind in payment of invoices/accounts due.

Oracle is a good system, I just think that everyone needs to cooperate together and not blame others when things are not working or if questions are asked. Answering phones or emails in accounts payable would go a long way with our vendors that are looking for payment, as they end up calling the people that put in the PRs and we have no way to pay them or do not get answers to our phone calls or emails of a status. Understanding that we are receipting goods when the invoice gets uploaded to Oracle or receipting goods by quantity just as the instructions specify on the wiki, if they need to be done differently then the wiki needs updating.

It would be nice to have our paychecks direct deposited into more than one account.

Answer phones and respond to emails. If that's too hard, then create a FAQ link on the website and develop a policies and procedures handbook that is publicly available. IMPROVE CUSTOMER SERVICE!

I have had many issues with AP. They are not up to date on Vendor payment. All of my invoices are receipted the day that product is received, however, the AP staff cannot seem to locate receipts, and I have had to send may screen shots to provide them with receipt numbers in hopes to get invoices paid.

WE NEED TO FIX THE PROCESS TO GET OUR VENDORS PAID ASAP!!!

AP needs to alert the program when they take moneys from funding to pay past invoices. They need to pay invoices in a timely manner. The AP department as a whole needs to be helpful instead of accusatory when it comes to paying invoices. The AP department needs to learn how to use Oracle properly.

Oracle is a disaster. Either offer more robust training on it, or get rid of it altogether.

Pay our vendors on time, it's embarassing. We are losing vendors. Nothing is paid on time. It's ridiculous. Oracle is a mess, A/P is a mess, no one can see what anyone else is doing or looking at. A ridiculous mess!!!

Keep in mind that there are real people being directly impacted by their service and lack of service and insensitivity. Provide access to in person communication to avoid lengthy delays, miss communication, and extreme stress to internal customers. Carefully read communication, invoices, receipts, etc. provided to accounts payable so payments are not delayed waiting for information that has already been clearly provided. Make sure people on both sides of the process have the necessary training for the needed processes (hours and days have been spent trying to learn what was needed to complete important process in this new system without support from the district. It appeared that no one was prepared to use this system effectively. (The personnel cost in dollars has been in the thousands for lost productivity alone and the stress on employees will have a lasting impact for years to come.) Confidence of the community and internal customers regarding our fiscal viability has been negatively impacted by our poor handling of our financial obligations. It feels like the financial integrity of our system is in doubt when bills are not paid some even from the previous fiscal year, other obligations are paid more than once, and money set aside to pay bills in previous fiscal year that was not utilized to pay those obligations is no longer available to pay those still unpaid bills.

AP has been rough. Oracle has not been an easy transition

Payments are constantly late, no training for processes regarding accounts payable/receivable.

Oracle is a disaster--a complete disaster! A true nightmare!

Fiscal Services needs a vast improvement in regards to services such as pay advances, reimbursements and Oracle. I, as well as other teaching faculty, have attended several conferences at the beginning of the academic year and have yet to be reimbursed. The timeliness of pay advances and reimbursements is irresponsible and insulting to employees. There needs to be a better system in place so that we are seamlessly reimbursed without taking hits to our credit cards. Faculty members are now turning down conferences and trainings for professional development because they do not want to pay hundreds to thousands of dollars out of pocket only to get reimbursed close to a year later.

Training, training, training. And consistent support, as needed.

Fiscal services is causing vendors to leave our district. The fact that we are still paying bills from one year ago is ridiculous! what we are doing is committing fraud and we are in breech of contracts leaving us open to law suits. The accounting staff does not know how to work oracle, and these temps that were hired are causing more problems than solutions.

Oracle should not have been launched without end-user consultation, mock runs, proper training of fiscal service staff.

The few times I had to contact Payroll, I had very pleasant experiences, and received quick solutions to the problems.

Pay vendors in a timely manner. The delay has caused loss of business or loss of trust from our business partners.

I am unable to attend training's for Oracle because of the times that it is held. My manager doesn't allow us to go to all training's if we don't have the proper coverage.

Oracle is one of the most stupid software products instituted by Fiscal Services. Fiscal Services is well known to make many mistakes and rarely anything is done to address this. They just plod along and plod along. When I encounter a problem with Oracle, I play around with it until I get "it right" or I will contact another secretary and ask her how to took care of the same problem. Fiscal Services hired a number of temp workers due to the backlog from the Oracle software system. I guess no one class this "waste."

Oracle has been a nightmare to work with. I feel that it was rolled out too soon and there have been additional fees (late fees) that could have been avoided if the new program was transitioned in rather than just thrown out to use without any real-life training for how it would apply to users throughout the District. I also don't believe that it was worth the loss/damage to vendor relationships that occurred because of the late payments and lack of training to both end users and those who are processing requests at the District level. I hope to see a Contact List for who does what in the department so that I know who to contact for various issues and questions during the processing of payment requests.

Clean house with the Accounts Payable staff. No call backs, no emails answered, negative attitude among certain members of the AP staff, 2 in particular. Their motto is that it is not their job to offer a helping hand to campus staff. Too much talking and laughing in this department and nothing gets done. Then you wonder why we are on credit hold with so many vendors. It starts in the AP department. It is pretty sad when you have to spend district money to hire 10 temps to help out accounts payable processing payments when the permanent staff does nothing.

Reimbursement checks for millage, conferences, etc, should be mailed out within 30 days of turning in the appropriate paperwork. Being reimbursed 9 months later is not acceptable. In addition, we received no training on Oracle. The Oracle process is time consuming and difficult to self learn. There is no clear instructions on what material, or wording to use when trying to fill it out with the correct information.

Accounts payable is a horrid. It take numerous notifications to pay/received before the PO is paid (normally a half a year). PO are not paid using funds of the current year, even though items have been purchased and received in the current year. There is no accountability or responsibility for the people who are responsible for these issues. The accounting department does not answer their phones. ▆▆▆▆▆▆ has not done anything to resolve this issue.

More Training on Oracle... ▆▆▆▆▆▆, ▆▆▆▆▆▆, ▆▆▆▆▆▆, and ▆▆▆▆▆▆ have been instrumental in my training for Oracle.

CLIMATE SURVEY RESULTS:
HUMAN RESOURCES

Did you have contact with Human Resources during academic year 2018-19?
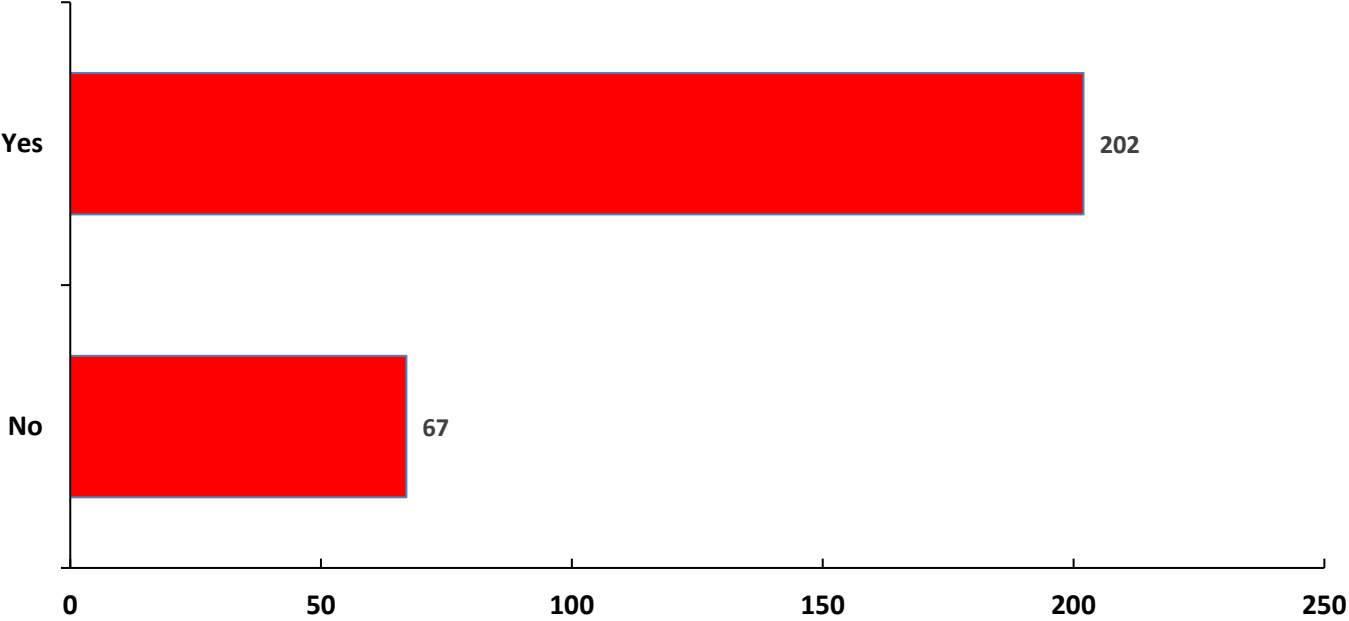
ANSWER	PERCENT	COUNT
Yes	75.09%	202
No	24.91%	67
Total	**100%**	**269**

Please indicate the extent to which you agree or disagree with the following statements about Human Resources:

Human Resources Climate Questions: Graph

1. Human Resources supports the planning process as outlined in the District Strategic Plan.
2. Human Resources supports and encourages collaboration between managers, faculty and classified staff.
3. Human Resources offers trainings and support to encourage diversity and equality throughout the district.
4. The Human Resources team has been present and available during the 2018-19 academic year.
5. Human Resources provides consistent policy interpretation and guidance specific to human resources.

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Human Resources Climate Questions (Continued): Graph

6. Human Resources establishes, publishes, and adheres to written personnel policies and procedures that are available for information and review.
7. Human Resources has made progress in updating policies and procedures to ensure fairness and equity.
8. The Human Resources team is courteous and helpful.
9. The Human Resources team provides consistent and accurate information.
10. Overall, I am satisfied with the level of services provided by the Human Resources office during academic year 2018-19.

Q6
- Strongly Agree: 35
- Somewhat Agree: 48
- Neither A nor DA: 33
- Somewhat Disagree: 28
- Strongly Disagree: 30

Q7
- Strongly Agree: 30
- Somewhat Agree: 49
- Neither A nor DA: 33
- Somewhat Disagree: 20
- Strongly Disagree: 33

Q8
- Strongly Agree: 70
- Somewhat Agree: 71
- Neither A nor DA: 20
- Somewhat Disagree: 13
- Strongly Disagree: 20

Q9
- Strongly Agree: 40
- Somewhat Agree: 46
- Neither A nor DA: 29
- Somewhat Disagree: 33
- Strongly Disagree: 38

Q10
- Strongly Agree: 41
- Somewhat Agree: 60
- Neither A nor DA: 32
- Somewhat Disagree: 31
- Strongly Disagree: 31

Legend: ■ Strongly Agree ■ Somewhat Agree ■ Neither A nor DA ■ Somewhat Disagree ■ Strongly Disagree

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"
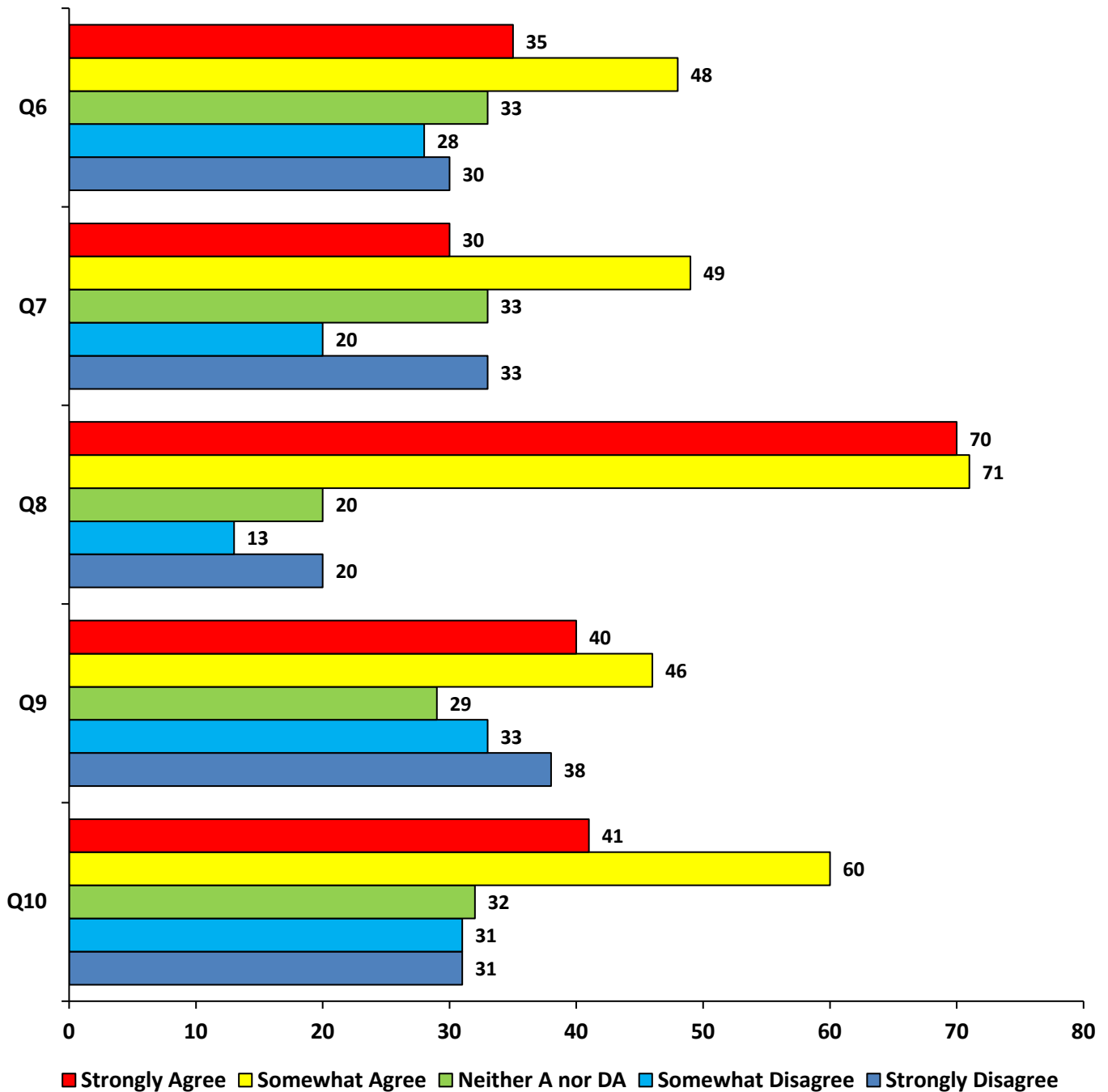
Human Resources Climate Questions: Table

1. Human Resources supports the planning process as outlined in the District Strategic Plan.
2. Human Resources supports and encourages collaboration between managers, faculty and classified staff.
3. Human Resources offers trainings and support to encourage diversity and equality throughout the district.
4. The Human Resources team has been present and available during the 2018-19 academic year.
5. Human Resources provides consistent policy interpretation and guidance specific to human resources.
6. Human Resources establishes, publishes, and adheres to written personnel policies and procedures that are available for information and review.
7. Human Resources has made progress in updating policies and procedures to ensure fairness and equity.
8. The Human Resources team is courteous and helpful.
9. The Human Resources team provides consistent and accurate information.
10. Overall, I am satisfied with the level of services provided by the Human Resources office during academic year 2018-19.

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	35 (17.68%)	**50 (25.25%)**	44 (22.22%)	9 (4.55%)	19 (9.60%)	41 (20.71%)	198	85 (54.1%)	3.46
Q2	41 (20.71%)	**47 (23.74%)**	30 (15.15%)	30 (15.15%)	29 (14.65%)	21 (10.61%)	198	88 (49.7%)	3.23
Q3	38 (19.19%)	**54 (27.27%)**	31 (15.66%)	27 (13.64%)	25 (12.63%)	23 (11.62%)	198	92 (52.6%)	3.30
Q4	**61 (30.81%)**	54 (27.27%)	33 (16.67%)	22 (11.11%)	25 (12.63%)	3 (1.52%)	198	115 (59.0%)	3.53
Q5	38 (19.29%)	**47 (23.86%)**	35 (17.77%)	27 (13.71%)	32 (16.24%)	18 (9.14%)	197	85 (47.5%)	3.18
Q6	35 (17.77%)	**48 (24.37%)**	33 (16.75%)	28 (14.21%)	30 (15.23%)	23 (11.68%)	197	83 (47.7%)	3.17
Q7	30 (15.38%)	**49 (25.13%)**	33 (16.92%)	20 (10.26%)	33 (16.92%)	30 (15.38%)	195	79 (47.9%)	3.14
Q8	70 (35.53%)	**71 (36.04%)**	20 (10.15%)	13 (6.60%)	20 (10.15%)	3 (1.52%)	197	141 (72.7%)	3.81
Q9	40 (20.30%)	**46 (23.35%)**	29 (14.72%)	33 (16.75%)	38 (19.29%)	11 (5.58%)	197	86 (46.2%)	3.09
10	41 (20.81%)	**60 (30.46%)**	32 (16.24%)	31 (15.74%)	31 (15.74%)	2 (1.02%)	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*
Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve Human Resources, please state them here:

They are one if the reasons we almost lost our accreditation

Individually, have always found the HR team to be friendly and professional. As a whole, however, communication could use a lot of work and am still waiting on the Staffing Plan promised after the last accreditation visit (2014). Also, very troubled that EDCT et al has a Vice Chancellor while HR has an Exec. Dir. who reports to a Exec. Vic. Chancellor. HR should be its own division, Business & Fiscal should go back to being a separate division under a VC, and EDCT should be under a Director.

Since I've been at Crafton, I have constantly had problems with Human Resources. The staff (including supervisors) rarely respond to emails. Every time I have needed assistance from HR, I was let down. I would expect an HR department to want to help employees. ADP has not worked properly for almost a year and a half now. Most of the HR staff is not very helpful. I have had to send multiple follow up emails because I don't get a response. They are not very eager to help. They do enough to get the job done, but never take it a step further to actually help SBCCD employees. In order to improve HR, all HR staff need to go through training. They need to be more efficient and actually want to help. They need to change their attitudes from 'sorry we can't help you' to 'let's see what we can do to help'. They also need to take employee issues seriously and answer their phones and emails. They must also offer guidance when it comes to paperwork because most of us get lost in the business processes. Most of us feel very underappreciated and disrespected when we need HR for help and we can't even get our calls or emailed answered. Almost everyone I work with has a problem with HR, in specific, the representatives currently residing at CHC.

Easier to be reached/contacted with. Almost always have issues in actually contacting personnel in HR.

While it has just recently started to improve a bit, HR does not provide timely feedback/reporting to the college on hiring status. This severely impedes our ability to plan and budget effectively. For at least the last year or more, the employee relations side of the house has been utterly ineffective; providing poor support if any at all to managers and many times working directly against them. HR has always struggled to provide effective support to the college, but in the last year or 2 has fallen to a new low.

Some training opportunity was provided to address equity issues but much more needs to be done in this area. The leadership has been open to ideas and willing to help support funding for certain things, which is appreciated. Hiring practices have gotten slightly better but more needs to be done to shorten the timeline on hiring and filling positions, especially around outreach & retention of good employees, with diversity and inclusion in mind.

Majorily incompetent staff. ▮▮▮▮▮▮ is the worst. HR was cited by Accreditation Team for their incompetence I understand and they need a major overhaul. The worst I've encountered anywhere. When I got hired I was told "You're hired, depending on your references feedback." So I'm supposed to take a job I don't even know I have? ▮▮▮▮▮ is extremely rude and incompetent. The whole bunch needs to go. Start over from scratch.

With no disrespect, the current HR personnel are not very helpful or polite compared with previous personnel.

It would be nice to get a return call when a message is left. I have tried to contact some one 3 times to get federal taxes taken out but have never received a call back or an e-mail. Also when first applying my application was lost for about 3 months because of change over of staff, and took almost 6 months to get processed.

The Human Resources Department does a terrible job coordinating with departments on matters of hiring and has botched several hiring attempts. There is little to no leadership or oversight with HR. Either an effective manager needs to be hired there or the department needs to be gutted and start over. They are terrible.

Reduce the turn over of HR personnel and allow HR generalist to remain with a particular campus or Department for at least 3 years before reassigning them to another campus or Department.

Share hiring timelines and important dates more consistently with the colleges regarding the hiring of employees.

Fix programs; stop making faculty do their jobs!

Keep the person who is at the top now. She gave a great presentation on hiring committees and bolstered my faith in the District & HR. The higher level positions that have been difficult to fill or have had high turnover make things difficult and I hope a lot of attention goes to recruiting and then filling and supporting those positions. I'd support more training for new faculty, staff, and management.

Besides our accounts payable department HR is probably the worst department we have, they are rude not friendly and very unprofessional. I had and incident with a few HR people who didn't like me so I was put on the outs and was not taken seriously and false claims were made about me from ████████. Also ████████ came up to ,me at an event and was making rude comments to me in front of people I was very embarrassed and what's more embarrassing is he is apart of HR. My personal information was leaked amongst those who didn't like me..... VERY UNPROFESSIONAL.

ADP needs to be reliable

At this point, it is not clearly understood who now works in HR and what they do.

Human resources needs more support staff, better management, more training, and consistent staffing.

It is difficult to decide which is worse: HR or AP! With a huge exception for ████████, Valley has received zero help with disciplinary issues. The running joke is: HR must get approval for any discipline steps (or anything for that matter) from the unions before proceeding. AND - even if we do hear something, it is completely non-supportive of management. Management will get investigated for trying to discipline an employee, even when we are following the contract!! What an absurd department. But I'm sure the unions are happy! Neck and neck with accounts payable...

Keep doing what you are doing

How difficult is it to keep employees???

Decrease turnover rate, do something to provide incentive for HR employees to remain at District. Higher pay?

Human Resources need customer service training as well as Human Resources training and knowledge. They seem distant, unconcerned, and unfriendly. Why??

District needs to properly staff HR. There are not enough employees, which puts a phenomenal amount of work on the desk of the few who are here. As a result, HR has been a revolving door of employees, coming and going.

there have been several complaints this past year and when the district creates a response to the complaint the tendency is to not resolve the issue but to water it down and hope that it goes away. the forms or decisions rendered by the compliance rep are constantly changing and have no consistency. its hard to tell if the district is supporting the complainant or putting the blame on the complainant or even taking the complainants concerns into consideration.

There needs to be more consistency with hiring committee procedures on the generalist's side. They allow committees to show favoritism to internal candidates by discussing items outside of the actual interview that would only be known because of prior knowledge.

Human resources is working on a management handbook but is stuck somewhere in the process. This is unfortunate. The managers need a handbook for routine procedures. The handbook should receive input from management and those that are involved in the processes on a daily basis, not just from District Assembly. We are consistently running into new interpretations of AP's that are being implemented as "the way it is done;" but many times that is not the case. For example, the hiring and screening committee processes seem to be the most inconsistent. Also, HR needs to make sure bargaining agreement clauses are not conflicting with management rights.

This area is a three ring circus! MUCH HELP AND TRAINING IS NEEDED.

I have great experiences contacting HR and them getting back to me with clear answers to my questions.

Please have more links for cool stuff. The website is hard to use. I can't find anything on how to use certain items like zoom. The training sessions do not fit my busy schedule.

While I have had limited contact with Human Resources over the last year, I have found there is frequently confusion about policies with differences in what is stated by HR personnel and the actual policies/procedures.

I do not know the district strategic plan. More information about resources and plans for the district would be great during the new hire orientation.

The only person I have had personally been able to speak to this year has been ▮▮▮▮▮. Very personable and professional.

Substantial turnover has led to a lot of inconsistency in this department. College staff don't know who to call as personnel changes aren't published.

Human resources needs to be on top for our salary range. We are underpaid with less than 30% than other districts around us. We work very hard and support our District. Fair pay needs to happen.

Staff is rude and aggressive. Staff is not always knowledgeable. On boarding process is disorganized. The level of help you receive is based on if they like you (so it seems).

Anytime a subject is revisited, all the rules and procedures have changed, and HR staff acts surprised that we are not experts in HR policy.

HR is the same as other Depts, there are some people that are very knowledgeable, responsive and professional. However, there are many that lack basic customer service skills and seem to lack training. HR managers need to remember that District/College staff are their customers. They should ensure staff are treated with kindness and respect. Recruitments should be handled in a timely manner. It does seem like things are getting better since early 2019 and the Dept is running more efficiently. Communication to employees should be ongoing, clear and consistent.

ADP is a mess. Still having to deal with paper work reports because ADP does not work correctly. Fiscal services should have spent their money in a better way.

new staff are placed on hiring teams without proper training

Constant changing staff doesn't allow for consistency in processes

Attitudes are bad, patience low, VERY slow to respond to correspondences or phone calls (if at all). The same issues seem to exist from year to year but the same people are still in place.

This is just a note of thanks for ████████, who is always courteous and helpful.

This department has been very disorganized for quite some time.

Professionals with a smile. I enjoy working with each of them!

The people I work with in HR have all been great. They are fantastic to speak with, try to be helpful, and answer my questions always. The problem I run into is the inconsistency in responses when I talk to different people. And if there is an HR manual, I have never seen it.

I have seen great strides for improvement and District-wide relationships with the addition of ████████. She is an excellent leader whose integrity is high and treats all employees with respect.

Morale is a mess because some jobs were reclassed and others doing the same exact work were not. There have been reclasses that just shouldn't have happened because the employee isn't doing the same work as others in the position. I really think HR doesn't know what it's doing. What a mess.

Human Resources is obviously biased towards classified personnel. They do whatever is in the best interest of management therefore becoming unapproachable.

Hire wisely for long term stability.

Communication and access has improved this academic year so it seems the department is on the right track to correcting some of the previous issues with consistency and communication.

ADP is a joke. Let's help HR help the rest of the campuses by providing them with an adequate system. ADP is not right for the district. We are causing more issues for our HR and Payroll departments by having this system.

There is a strong lack of communication from district to campus in changes of positions within HR. There has been a significant turn over rate and we at campuses are not made aware of when positions have been changed and who to contact about various items.

More accessibility. Information provided in a more timely manner.

Too much turn over; it was like rats leaving a sinking ship, and became kind of a joke. Stability in HR would be nice. 2019: Satisfactory so far!

Fast Track employees. Allow new hires to start ASAP, perhaps provisionally pending livescan.   Be consistent in your practices. Back up managers i.e., allow managers to determine who the accept or not from internal transfers. Get on the same message; different messages depending on who one talks to.

There has been a high turnover in Human Resources for many years. They have been under investigation but this goes nowhere.

Actual HR administrator needed.

I had contact for multiple months with ██████ when I was on leave and she was very helpful and always prompt when it came to what I needed. That is the only contact I had with HR this year.

HR is very relaxed on implementation of board rules and policy.

Certain Personnel are excellent - others are quite difficult and inconsistent.

CLIMATE SURVEY RESULTS:
KVCR

Did you watch KVCR or listen to KVCR radio during academic year 2018-19?
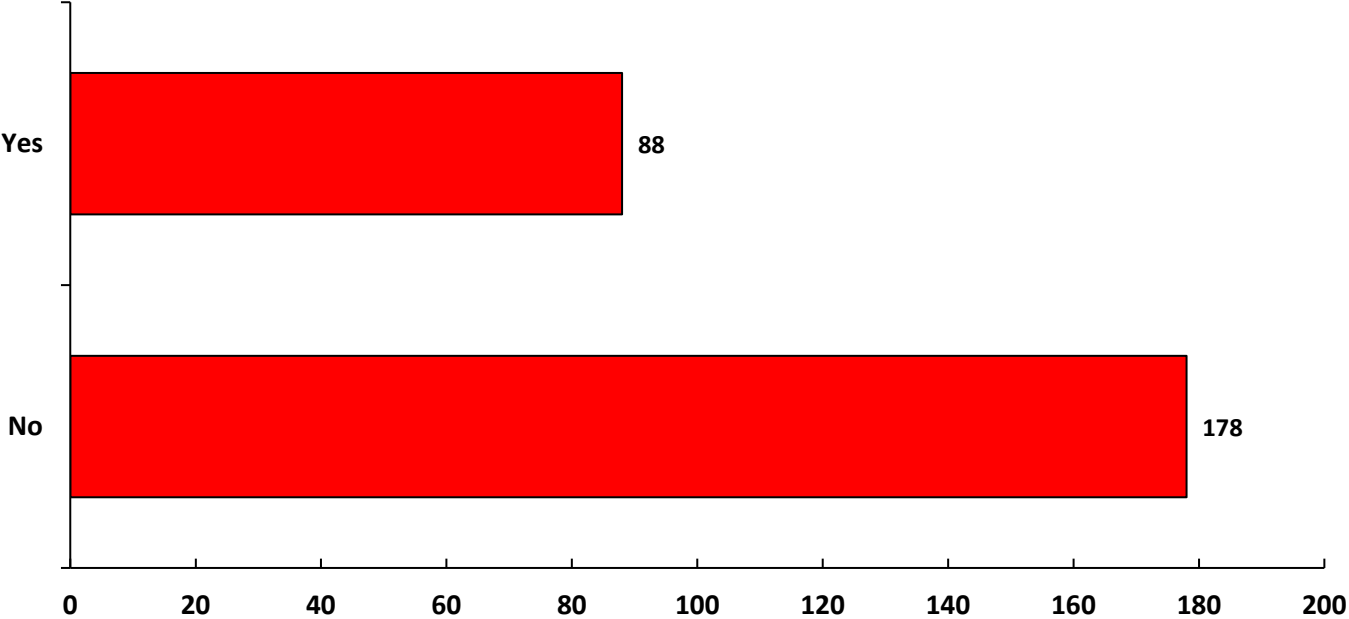
Answer	Percent	Count
Yes	33.08%	88
No	66.92%	178
Total	**100%**	**266**

Please indicate the extent to which you agree or disagree with the following statements about KVCR:

KVCR Climate Questions: Graph

1. KVCR's programming (television, radio, or online) is relevant to me.
2. KVCR promotes SBCCD's colleges and programs.
3. KVCR benefits the colleges and the District.
4. Overall, KVCR is a valuable asset to the San Bernardino Community College District.
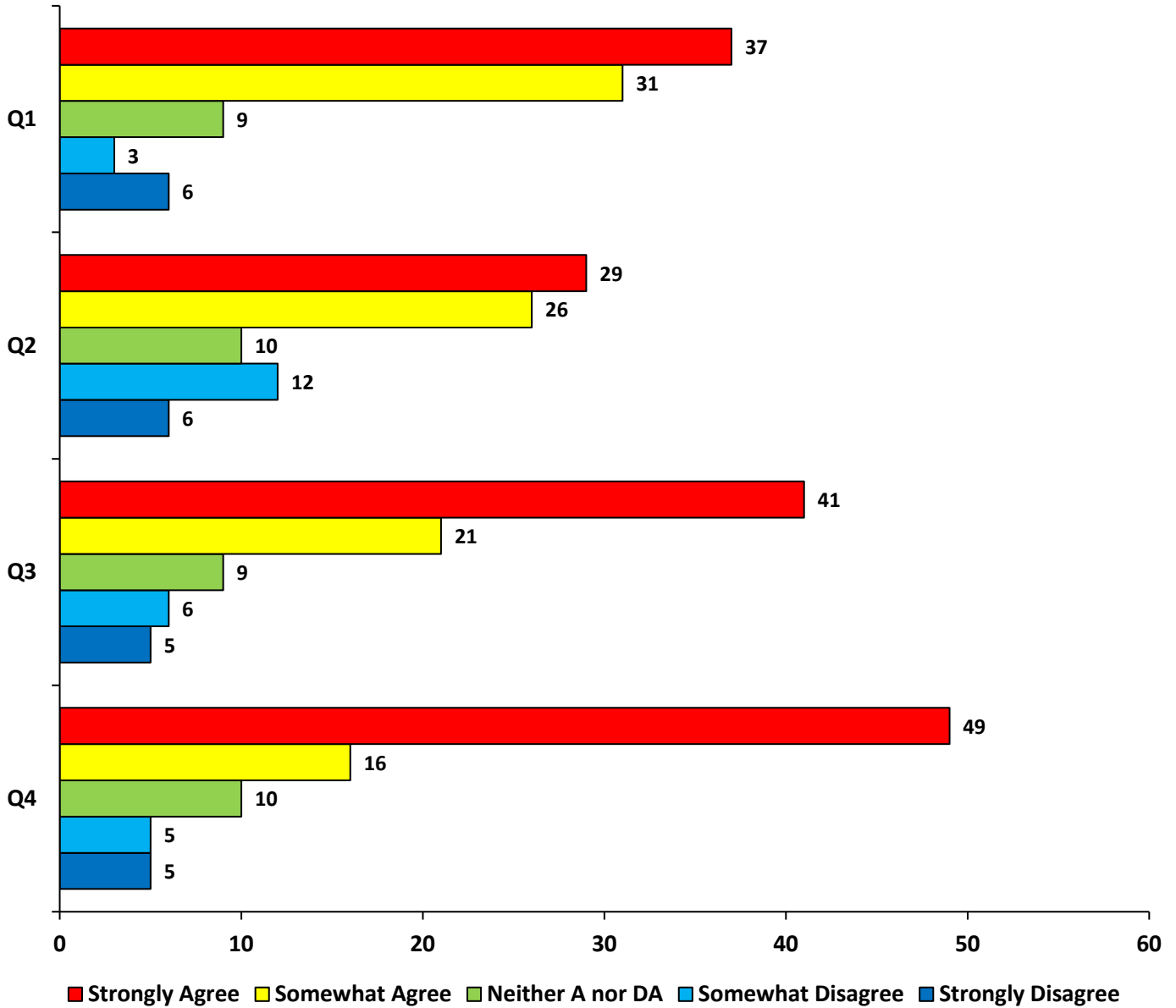
Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

KVCR Climate Questions: Table

1. KVCR's programming (television, radio, or online) is relevant to me.
2. KVCR promotes SBCCD's colleges and programs.
3. KVCR benefits the colleges and the District.
4. 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
Q1	37 (42.05%)	31 (35.23%)	9 (10.23%)	3 (3.41%)	6 (6.82%)	2 (2.27%)	88	68 (79.1%)	4.05
Q2	29 (32.95%)	26 (29.55%)	10 (11.36%)	12 (13.64%)	6 (6.82%)	5 (5.68%)	88	55 (66.3%)	3.72
Q3	41 (46.59%)	21 (23.86%)	9 (10.23%)	6 (6.82%)	5 (5.68%)	6 (6.82%)	88	62 (75.6%)	4.06
Q4	49 (55.68%)	16 (18.18%)	10 (11.36%)	5 (5.68%)	5 (5.68%)	3 (3.41%)	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*
Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve KVCR, please state them here:

All they do is hog reserved parking on campus.

Other than being located at SBVC, have never really felt a connection between KVCR and the colleges. Limited original programming that I can also watch on KCET, KOCE, or KLCS. As for radio, often listen to the same programming on KPCC as the signal is clearer; and where are the student-run shows? Even UCR's radio used to have student and faculty run programs. They were odd, but distinct.

KVCR TV/Radio is nothing like it was in the distant past, 1960's, 1970's (when I attended "Valley", which no longer exists). I quit watching and listening due to KVCR just broadcasting outsiders programming. VERY SAD! But matches the opportunity for basic courses (Math, Engineering, Physics, etc.) being replaced with ART courses (over 7 pages of ART course offerings in Class Schedule booklets, semester after semester. Why not just rename SBVC to SBVAI (San Bernardino Valley Art Institution)?

This is a strong asset but is underutilized by campus programs and departments. There needs to be a stronger collaboration effort to ensure that the campus is more in the loop on KVCR events and activities and that they aren't treated like the "step child" and included in SBVC activities especially since the location is on the SBVC campus. More communication & more leadership that promotes a stronger link is needed.

How about Craft get some of that money

Keep up the great work that KVCR does.

There is little to no diversity.

Need to hire permanent qualified staff and develop programs to benefit SBVC and CHC students, not just baby boomers.

I would like to see KVCR be more interested and involved in faculty projects and what goes on in the classroom. I think they should highlight more of what goes on at SBVC beyond those of us who know the right people. Like a good administrator, KVCR should be proactive in getting to know everyone and using their muscle to promote our programs. We know they do it and it is great, it would just be great to see more of it.

I feel KVCR could be much more valuable by shifting its core service of being a basic TV and radio station, to being a media creation and distribution engine in the Inland Region. Today's model of Television and Radio are so far away from the business models of 20 or even 10 years ago. Always present content availability via phones, tablets, laptops, and desktops via streaming, time-shifting, cord-cutting will, or should, force KVCR to make broad changes in order to function as a modern media centric business and the economic engine it could be.

They should budget for their own custodian. The level of cleanliness in that building is unacceptable. The night custodial crew does not have sufficient manpower to cover the building.

there needs to be better collaboration between the services and the colleges. both colleges should have the opportunity to offer classes in the area of television and have the support from KVCR. they cannot be soley about their programming and expect to have the support from the campuses. they need to be more integrated with the campuses for them to survive.

My Inland Empire? Can that be re-vamped to be more relevant?

I appreciate KVCR's increased support for the campuses.

███████ is a great asset to KVCR!

What channel is it? I don't recognize the call letters.

Keep up the good work!

Donate time for Colleges to market themselves and programs and activities

KVCR should be utilized more to cross-promote Valley, Crafton, and EDCT programs and initiatives. The potential of KVCR's service reach is not being exploited fully.

I'm a regular listener and love the NPR programming. But I'd like to see the station present itself more as a college station, not just an NPR outlet. I applaud the programming where students interview local businesses and services, and I think that should be expanded. At the very least, we should be making use of the programming to mention college events that are open to the public, to put together advertisements that would draw new students in general or promote specific programs.

A gem for the community, KVCR has so much potential and I can't wait to see more emphasis on local news and the launch of the new media academy.

Create video clip electronic newsletter for campus community to learn more about KVCR.

Additional marketing and information to employees of SBCCD.

The only people I know who even know about KVCR are boomers. not in tune with younger generations. KVCR needs to be more accessible to each campus, mainly CHC

I have been a big supporter of KVCR (Inland Empire) for many years even though the Chancellor appointed one of his cronies to a key position and there is a husband/wife team who slid in. I don't know if they are still there.

KVCR needs to run more programming relevant to our community. Rarely see any advertisements about our colleges or programs that we provide.

CLIMATE SURVEY RESULTS:
POLICE DEPARTMENT

Did you have contact with the District Police Department during academic year 2018-19?
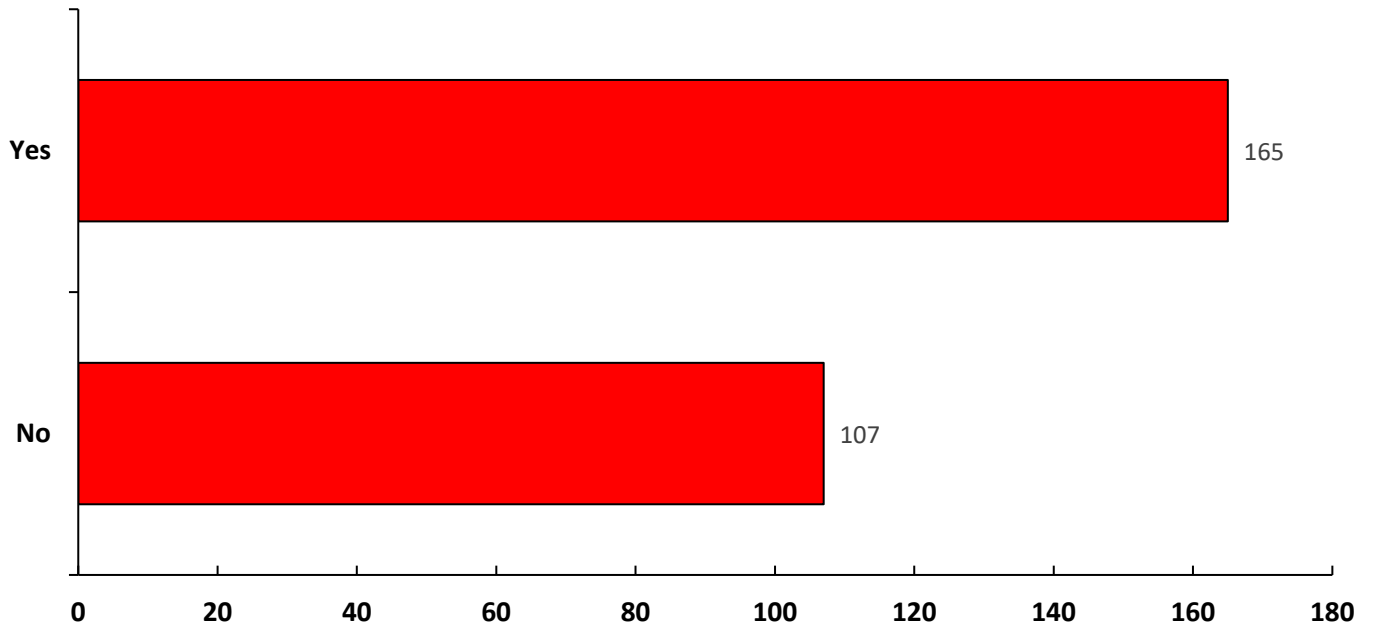
ANSWER	PERCENT	COUNT
Yes	60.66%	165
No	39.34%	107
Total	**100%**	**272**

Please indicate the extent to which you agree or disagree with the following statements about the District Police Department:

Police Department Climate Questions: Graph

1. Police/security are available when I am involved in a safety or crime-related incident.
2. Overall, the SBCCD Police Department is helpful.
3. Police/security respond in a timely fashion to safety and police emergencies.
4. The District Police Department is professional during their daily contacts.
5. Overall, I am satisfied with the service provided by the District Police Department during the academic year 2018-2019.
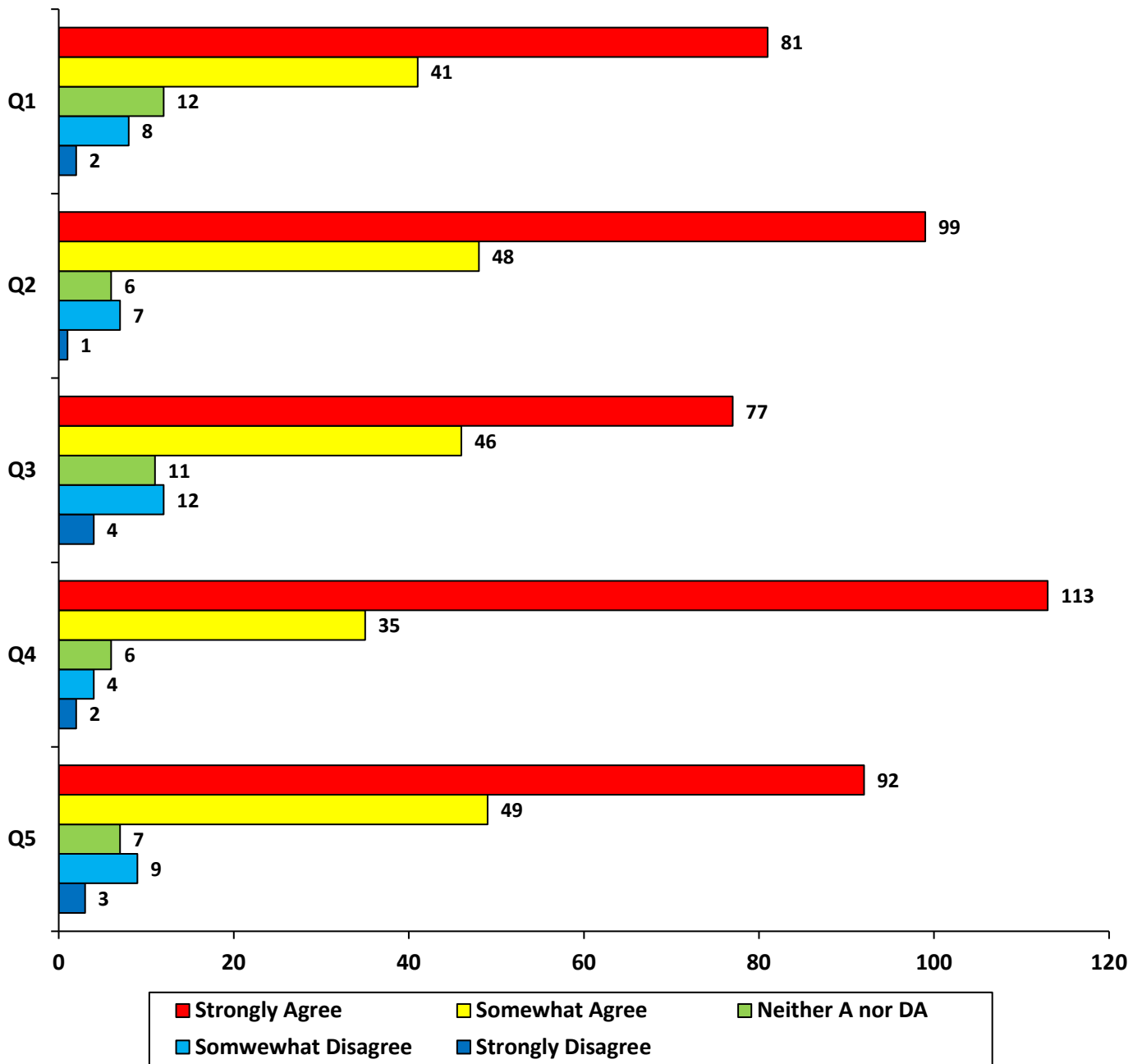
Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

Police Department Climate Questions: Table

1. Police/security are available when I am involved in a safety or crime-related incident.
2. Overall, the SBCCD Police Department is helpful.
3. Police/security respond in a timely fashion to safety and police emergencies.
4. The District Police Department is professional during their daily contacts.
5. Overall, I am satisfied with the service provided by the District Police Department during the academic year 2018-2019.

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	81 (50.00%)	41 (25.31%)	12 (7.41%)	8 (4.94%)	2 (1.23%)	18 (11.11%)	162	122 (84.7%)	4.33
Q2	99 (61.11%)	48 (29.63%)	6 (3.70%)	7 (4.32%)	1 (0.62%)	1 (0.62%)	162	147 (91.3%)	4.47
Q3	77 (48.13%)	46 (28.75%)	11 (6.88%)	12 (7.50%)	4 (2.50%)	10 (6.25%)	160	123 (82.0%)	4.20
Q4	113 (70.63%)	35 (21.88%)	6 (3.75%)	4 (2.50%)	2 (1.25%)	0 (0.00%)	160	148 (92.5%)	4.58
Q5	92 (57.14%)	49 (30.43%)	7 (4.35%)	9 (5.59%)	3 (1.86%)	1 (0.62%)	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*
Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve the District Police Department, please state them here:

We need more of a presence on campus.

They are the only department that respects policies and actually follows them.

Please have officers walking around campus during the day and night. Have someone always on campus at all time.

Need to see a face every now and then.

There have been a series of incidents over the last year or two where vulnerable students & community members have been harrassed by the police including homeless, special needs/disabled, students of color and LGBTQIA+ students. This is unacceptable and needs to be addressed immediately. The police are not here to criminalize our students they are here to protect them and all of us from folks who pose a real risk of danger. Being emotional is not a crime. Being non communicative is not a crime. Avoidance of police is not a crime. Being homeless is not a crime. Refusing to show ID is not a crime in California. We are also a community college so we should not be treating the community or the public as though they are not welcome here on campus. The police need leadership and training that has a deep empathetic understanding of these points and a commitment to ensure our community does NOT experience trauma at the hands of police in this district.

When Campus Police STOPPED unlocking classrooms SOMEONE should have notified faculty because wasting time standing outside locked classrooms and calling campus Police only to be told, "We don't handle that anymore," is NOT in the best interest of student success. This is still a problem today.

The District Police Department are easy to contact and very approachable

I feel there should be more than 1 security personnel here at CHC. Seems like CHC is not given priority as SBVC or District office.

The District needs more police officers.

If we are gpoing to unlock all doors on weekends, we need more security.

I think they are better but I feel they need to be making sure they are ticketing students who are parked in staff stalls/lots. I see students regularly parking in staff lots and they are never ticketed. If you see them once a semester you are lucky. Other than that, they are awesome.

Research has shown that police who maintain good relationships with their community are better at enforcing the law. Some of my students felt marginalized or singled out by SBVC police, through various interactions. On multiple occasions, I've learned of students being made to feel like criminals when they weren't doing anything wrong. It would be great if those justifiable conversations could end on a positive note. It seems some training is in order.

███████ is very rude and is not professional towards women I felt I was not taken seriously when speaking to him.

Let us into rooms again. Do not give us 20 minute wait times for safety concerns on evenings and weekends when we have CLASSES

I think ████ has done an outstanding job of leading, growing, and maturing the SBCCD Police Department within the relatively short amount of time ████ has been in charge. I feel that even though the staffing levels of Police Officers and College Security Officers is at 100%, the quantities are insufficient to ensure meeting all the demands placed upon their department - rapid response being chief among them. If PO and CSO headcounts were increased and maintained at 100%, along with ensuring all officers are equipped with the highest quality equipment and training, my satisfaction levels would be at the highest level across the board.

I dislike that when we call get goes to a central location and then to campus police.

The department itself is doing well, but ████ is creating a hostile, demeaning and undesirable working environment. Additionally, ████ demeanor towards the campus environment is one of disrespect and lack of concern. I would suggest investigating this issue further and make appropriate changes.

Please contact the instructor before a student is approached or asked to leave the classroom so that the disruption is not a surprise or shock.

the dispatch system is not relaying correct information to our on campus officers and officers are not aware of the issue upon arrival. the staffing levels and responce times are still slow mainly when there is only one staff one site and they need to travel between both crafton and valley campuses

Be more visible.

They need sensitivity training for at-risk groups.

I would like to see the Police Department reconvene the "coffee with a cop" mixers. It gave the community a chance to meet the officers and gain trust.

Police are not always proactively engaged in what is happening on the campus. Usually, they wait until they are called to be engaged but the campus would benefit from them proactively watching the calendar of activities and emails to know when more involvement may be necessary.

Some security need to mind their business and aid as needed! Some are too arrogant and not helpful when needed.

They need to work harder to find stole items. And allow staff to get keys so their items aren't stolen from the classrooms. Also, so many students park in staff lots making it difficult to get a parking spot making me late to work and my students complain that I was late. I do feel a lot safer on campus then I did several years ago.

We see the Security officers are always available and visible. Very seldom see officers out and visible to the staff and students.

They are always very helpful and check on my building at night.

I have met a few officers and they are always very respectful and helpful.

Do not appreciate contracting with Cal State SB Dispatch. Encountered extremely rude service from a weekend dispatcher, ████████ and ████████ got involved however I did not receive any feedback or follow up following meeting with their department.

They are very supporting to our needs and open to suggestions, and they keep improving their services.

Hire.

Would like to see campus police at Crafton Hills College. At one time I felt safe but now all I see is one security guard here.

Why can't they lock/unlock doors?

Their response times to Crafton often take longer depending on the day of the week or time of day.

I feel safe with more security and police presence on the campuses, thank you for hiring more officers.

Wish that Police were stationed at EDCT at end of the day

Transparent rules and regulations with parking, working after hours or over the weekend, and openness in communication.

Bravo to District Police for their professionalism 24/7!

We need a stronger presence at CHC. Even though we typically have a lower crime rate, there are times when it takes too long to get someone to respond to something because there aren't enough personnel on site.

████████ is a great help and resources for the other departments. She is helpful and work hard to do things correctly and timely. She is a great asset to the department

We have a lack of Police Presence on campus. Students are ALWAYS parking in staff stalls and there is no ticketing!

The District Police department is professional and helpful. They are obviously overwhelmed at times. The lack of safety equipment offered to our CSO is concerning. Assuming a CSO would be the first to respond to an incident, I feel doubt regarding their ability to provide assistance or prevent/ respond to a crime when they only have a two way radio at their disposal.

████████ seems to be very knowledgeable and professional.

Not enough presence at CHC.

████████ Police Department does a such poorly job

99.9% satisfied. They've been great with the exception of getting notice out to CHC about the "Libary" threat incident. Even unsubstantiated threats need to be reported to the campus,ASAP.

The Police Department does a good job of serving the campus. I see officers on campus, and it produces a sense of security.

Once the former police chief was "let go" and a real police chief hired, we noticed a tremendous improvement. But this only happened after many, many complaints were filed against the former police chief and after the CSEA Union took concerns of the absolute incompetence and verbal bullying the former police chief engaged in.

Encourage Police Management to engage more at CHC.

There needs to be more of a police presence on campus. Especially at night along the perimeters of campus.

I love our Security staff! Always friendly and helpful both to me and to the students they interract with.

easy contact to district police, not going switch board at another agency

████████ dose not follow through with his promises to the campus. Its nice to see more Police Officers and Campus Security available.

The police dept. is understaffed for the weekend evening. Only 1 officer is scheduled to cover/provide security for 3 separate different campuses. It they have to take a report and a new call comes in, they have to rely on outside agencies to cover which can take a while to cover.

I was given a ticket that I have to appeal. I asked the officer to not give me the ticket as I was approaching my car loading the truck for a foundation event. She told me the ticket was written and I had to appeal it. Other than that incident - the District Police are great.

CLIMATE SURVEY RESULTS: TESS

Did you have contact with Technology & Educational Support Services (TESS) during academic year 2018-19?
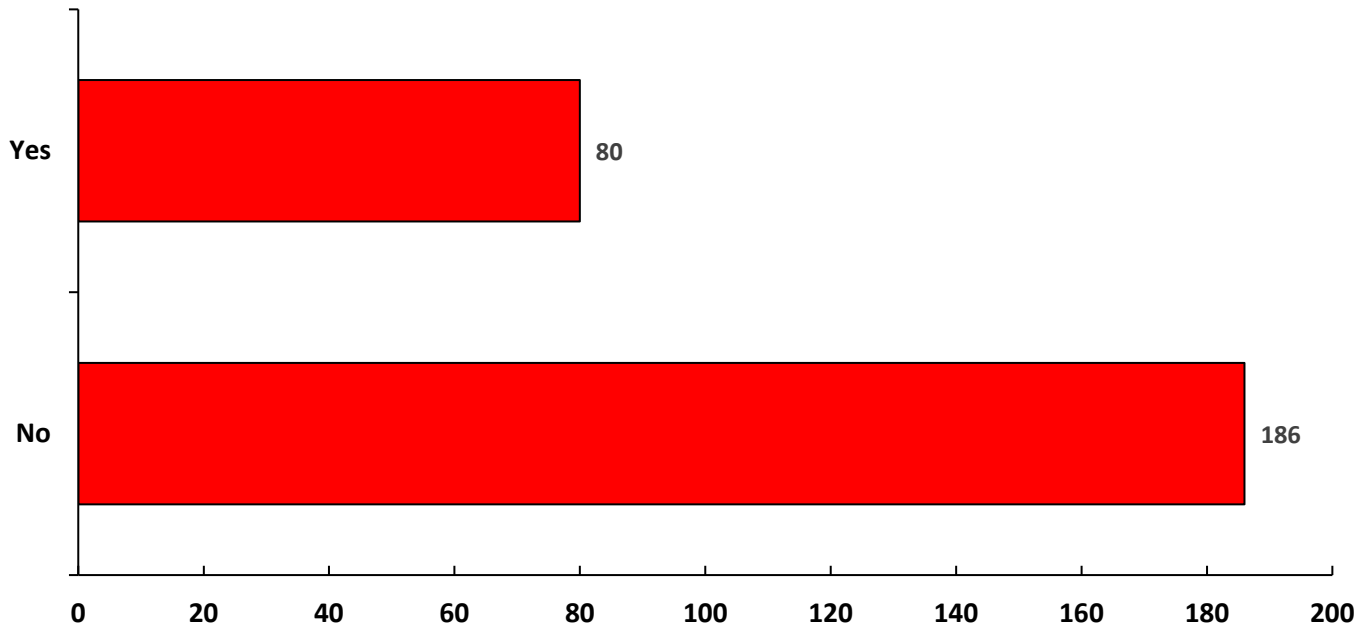
ANSWER	PERCENT	COUNT
Yes	69.92%	186
No	30.08%	80
Total	**100%**	**266**

Please indicate the extent to which you agree or disagree with the following statements about TESS:

TESS Climate Questions: Graph

1. The process to receive help from TESS is clear and consistent.
2. When I contact TESS staff for assistance, they are very helpful.
3. TESS staff follow through with providing help in a timely fashion.
4. The TESS project request process is effective.
5. The TESS project request process is easy to understand.
6. I am satisfied with the Colleague student information system.

Question	Strongly Agree	Somewhat Agree	Neither A nor DA	Somewhat Disagree	Strongly Disagree
Q1	68	56	17	25	14
Q2	100	47	12	11	8
Q3	84	54	19	9	10
Q4	54	42	28	17	16
Q5	52	42	33	16	14
Q6	35	23	41	16	14

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

7. I am satisfied with the Canvas learning management system.

8. I am satisfied with Internet and phone services provided by TESS.

9. I receive the help and support I need from the Administrative Applications department.

10. I receive the help and support I need from the Technology Services department.

11. I receive the help and support I need from the Distance Education department.

12. I receive the help and support I need from the Printing Services department.

13. Overall, I am satisfied with the level of services provided by TESS during academic year 2018-19

	Strongly Agree	Somewhat Agree	Neither A nor DA	Somewhat Disagree	Strongly Disagree
Q7	48	26	36	7	8
Q8	83	54	27	6	8
Q9	51	40	28	6	7
Q10	86	55	15	12	8
Q11	40	19	36	6	5
Q12	92	42	15	1	7
Q13	71	58	26	18	5

Note: "Neither A nor DA" stands for "Neither Agree nor Disagree"

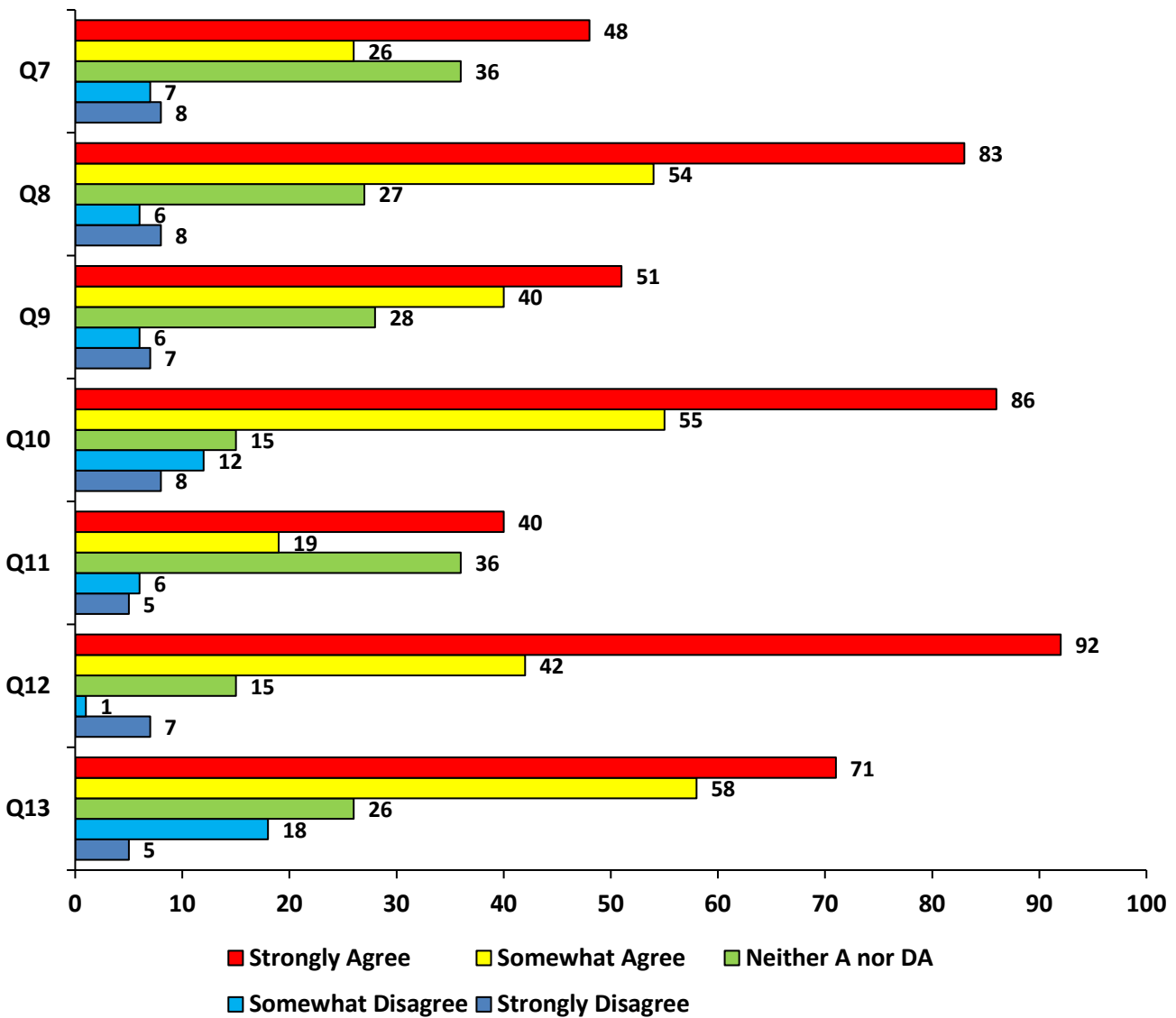**TESS Climate Questions: Table**

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

2. When I contact TESS staff for assistance, they are very helpful.

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

4. The TESS project request process is effective.

5. The TESS project request process is easy to understand.

6. I am satisfied with the Colleague student information system.

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** **(37.36%)**	56 (30.77%)	17 (9.34%)	25 (13.74%)	14 (7.69%)	2 (1.10%)	182	124 (68.9%)	3.77
Q2	**100** **(55.25%)**	47 (25.97%)	12 (6.63%)	11 (6.08%)	8 (4.42%)	3 (1.66%)	181	147 (82.6%)	4.24
Q3	**84** **(46.41%)**	54 (29.83%)	19 (10.50%)	9 (4.97%)	10 (5.52%)	5 (2.76%)	181	138 (78.4%)	4.10
Q4	**54** **(29.83%)**	42 (23.20%)	28 (15.47%)	17 (9.39%)	16 (8.84%)	24 (13.26%)	181	96 (61.1%)	3.64
Q5	**52** **(28.89%)**	42 (23.33%)	33 (18.33%)	16 (8.89%)	14 (7.78%)	23 (12.78%)	180	94 (59.9%)	3.65
Q6	35 (19.55%)	23 (12.85%)	41 (22.91%)	16 (8.94%)	14 (7.82%)	**50** **(27.93%)**	179	58 (45.0%)	3.38

*Note: Scale ranges from 1=" Strongly disagree" to 5=" Strongly agree. *All "NA/Don't know" responses were excluded*
Note: Numbers in () represent the percent of respondents

TESS Climate Questions (Continued): Table

7. I am satisfied with the Canvas learning management system.

8. I am satisfied with Internet and phone services provided by TESS.

9. I receive the help and support I need from the Administrative Applications department.

10. I receive the help and support I need from the Technology Services department.

11. I receive the help and support I need from the Distance Education department.

12. I receive the help and support I need from the Printing Services department.

13. Overall, I am satisfied with the level of services provided by TESS during academic year 2018-19

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
Q7	48 (26.67%)	26 (14.44%)	36 (20.00%)	7 (3.89%)	8 (4.44%)	55 (30.56%)	180	74 (59.2%)	3.79
Q8	83 (46.37%)	54 (30.17%)	27 (15.08%)	6 (3.35%)	8 (4.47%)	1 (0.56%)	179	137 (77.0%)	4.11
Q9	51 (28.33%)	40 (22.22%)	28 (15.56%)	6 (3.33%)	7 (3.89%)	48 (26.67%)	180	91 (68.9%)	3.92
Q10	86 (48.04%)	55 (30.73%)	15 (8.38%)	12 (6.70%)	8 (4.47%)	3 (1.68%)	179	141 (80.1%)	4.13
Q11	40 (22.22%)	19 (10.56%)	36 (20.00%)	6 (3.33%)	5 (2.78%)	74 (41.11%)	180	59 (55.7%)	3.78
Q12	92 (51.69%)	42 (23.60%)	15 (8.43%)	1 (0.56%)	7 (3.93%)	21 (11.80%)	178	134 (85.4%)	4.34
Q13	71 (39.66%)	58 (32.40%)	26 (14.53%)	18 (10.06%)	5 (2.79%)	1 (0.56%)	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
Note: Numbers in () represent the percent of respondents

Comments - If you have any suggestions to improve TESS, please state them here:

Find the prioritization process cumbersome and inefficient, which is due in part to low staffing. Colleague is too slow. Will take time, but am hoping that finding and launching a new SIS will solve many issues, though we need to find some work-arounds in the interim as there are data-integrity concerns that could now affect the funding formula.

Why do we have to physically mail project requests to TESS?

Every IT (TESS) person who has helped in our department personally has always been great and very helpful!

Of all departments you have asked about this one takes the cake. This is by far the worst IT department I have ever encountered. The. Worst. I heard ███████ is retiring but I thought he had retired like five years ago because he never returns phone calls or emails. He already is retired. Right? IT is not a priority on campus. I will never again teach online here through Canvas. Your dropping one third of the students last year was not cool and many students did not return. The word in the community is out there that Crafton IT doesn't work and students go elsewhere.

NEED PEOPLE WHO ARE MORE KNOWLEDGEABLE WITH REGARDS TO SOFTWARE OPERATIIONS. THEY SEEM TO NOT KNOW A LOT ABOUT THE JOB THEY ARE DOING.

This team has been great! ███████ has always been available to help!

How does TESS differ from DCS?   School Dude doesn't work, and there is no clear explanation for how to report technological issues or which devices fall under which department (for lack of a better word), for example, office computer or phone vs. login issues or email issues or Canvas issues. Most of the faculty in my area go to a colleague who is a member of the Tech Committee for help.

Continue to be open and helpful.

Getting phone services on CHC takes too long with no phone staff on campus. Rarely do you get a human when calling the "Help Desk". Technology Support on CHC campus is wonderful. Very friendly staff despite being an understaffed department for the size of the campus.

New computers for faculty every three years or every five years and you get to select the computer (not just PCs).

TESS has the most helpful staff, if only we all could be like them!

A better print shop website, with more presets based off what's being ordered regularly and annually

i recieve more help from the departments on the campuses than i do from TESS. not sure why we need this service

TESS needs to develop an approach to support the different cultures at each campus to help each college serve students well.

It took me awhile to find the sizes of material I could print on. So, there needs to be a better link and website for easier access. Now that I found that page I can see that there are several type of binding too!

TESS needs to respond in a more timely fashion to requests to help the LGBTQ+ student community to utilize Canvas effectively. As of now, there is no protocol available to help students ensure that their preferred names are displayed on Canvas. This can affect student participation in online courses as well as traditional courses which have include Canvas community participation elements. More effective and timely coordination with Admissions and Records/Student Services would really help out here. I don't see this as exclusively the fault of TESS. It seems to be more of a larger systemic issue.

TESS team is arrogant. School Dude is horrible. Print Shop is great.

We have too many issues with opening network folders.

Fairly good service for the most part!

Speed things up a little. While I totally understand that there needs to be a prioritization plan for help requests; some things take time and impact my classroom responsibilities. Kudos to ████████. She responded quickly to my request for some help with Canvas and was willing to look into possible solutions.

TESS and the Print Shop are always fast to respond and always take care of the employees in the district. GreT Departnent

Even though TESS is extremely understaffed, they are the most helpful and functional department under district support services

Canvas should provide plagiarism check , which BlackBoard provided previously

Unsure of Clerk's work style promotes a positive atmosphere to the entire department. Often hear complaints from co-workers arriving for meetings.

Excellent Team

TESS provides timely service. Staff are helpful and provide good customer service in my experience.

All of the staff are very friendly and cooperative. However, the front staff person ████████ is very rude and has an attitude. Not pleasant to deal with when you first walk into the office. It is obvious she does not want to be bothered.

School dude repeatedly claims that my log in is wrong and I have to do the "forgot my password" every time I log in even though it is the right password. I keep putting the same password every time it makes me do a new password for "forgot my password"

Great team of people who work hard to keep this place running and at the Vanguard of technology. We are a Community College but I feel as though we can compete with 4-years when it comes to software access. I am very happy to have a new CTO. I think he will do wonders for SBCCD.

I don't know what happened with procedural changes at TESS this year, but it is taking WAY too long to get certain things changed, permissions granted, and new user accounts set up.

Get new staff online FASTER. It's ridiculous that a manager has to sit for weeks with no technology, no access to the network. It's an extreme inefficient waste of public funds!!!

Printing services are excellent! Love their creative work. Thank you. ██████ has been a great addition to the team. Very responsive, pleasant, and helpful. ██████ in audiovisual also provides outstanding services in a supportive and pleasant manner. We miss seeing ██████ around he has always been very helpful too.

LOVE the Tech Service Dept!!! They are always helpful and a hoot to be around while they fix our problems! KEEP UP THE GOOD WORK! (ps... they should get raises, too!)

Unwillingness to support distinct campus initiatives. Decisions have been based on what SBVC "wants" or we're told by TESS, they won't support different platforms so "pick" one. Every request is a "ticket"; understandable for significant work and projects but for "quick" fixes it's annoying and delays issues to resolved on the spot. ██████ and ██████ can be difficult to work with because of their aggressive nature and reluctance to work though issues.

Overall, I am very satisfied with the services that TESS provides, especially the technical services. The technical services staff is knowledgeable and invariably quick to help. Whenever I had technical problems with computers or classroom equipment, I called 4434 and always received a quick, courteous, friendly, and helpful response that resolved the problem. Other services provided by TESS are also quick, efficient, and helpful, and I'm very grateful for the outstanding service that TESS always provides.

One of the few departments that does a good job.

1) If there is any way to reset the voicemail system, I would encourage it. The fact that it allows you to leave a message for someone and THEN calls you back to notify you that that person's voicemail is full is a waste of time. It should notify you that the voicemail is full and not even allow you to record a message that will never reach the recipient. 2) TESS has been very helpful with the document recovery work since many of our files became corrupted. We are finding more every day, but ██████ has been very quick and responsive and I appreciate that. 3) Print Services is GREAT! They always answer their phones and answer questions. I have not had any customer service issues and they've even had to "hold my hand" to help ensure that I place specific orders correctly and I appreciate that as well.

How does a college run when there are outages that occur every semester when registration comes around. It does not take a rocket scientist to see the demand on the system and account for it in the future.

ADDITIONAL COMMENTS

Additional Comments - If you have any additional comments or suggestions for District Central Services, as a whole, please state them here:

The Human Resources department needs to be improved because everyone I know is complaining about their terrible service.

Fiscal Services with Accounts Payable has become extremely stressful and wastes much energy in following up constantly with having invoices paid, discrepancies and a total lack of communication with respect!!!!! The only one who will really listen and try to help is ▮▮▮▮▮ but he is not available due to absences

Over recent years it seems like more and more resources have been shifted to the district offices. As front-line staff on campus, less and less access, less productive communication, less assistance & less support comes from district in general. It feels like sometimes their job is to make our jobs at the campus level harder not easier. There are a few exceptions, but on the whole when we see things happen at the district like solar panel car ports, car pool vans, expansions of programs or buildings, it really highlights the inequity of the campuses earning the revenue but the district spending the money on themselves. Something fundamentally needs to change about this dynamic, so that we as campus staff don't feel we are stuck with the bad decisions of the district & that we pay the price while district administration benefits from large salaries & very little accountability for the failures of the district.

Hire some competent people. That would help.

In general, I think those who do good work at the District don't see things on the ground at the colleges. It would be great to have folks make it over to the campuses to see what goes on or attend meetings on various projects, provide trainings on the ins and outs of spending money, etc. We know everyone loves checks and balances and following protocol, but it would be great to have more collaboration on how we can achieve the goals of increasing retention, success, etc. while following all policies and adhering to protocol while working on a more pain free process to learn how to achieve those goals when it comes to spending money, reimbursements, etc.

I feel the District is its own entity. They are not here to help any of us on campus they are here to make there own salaries bigger. No one visits campus to see how hard we are all working or just to conversate. they need to be more visible and show us they care with out us on campus they wouldn't have there district because there would not be any students!

1. Facilities is stretched to thin. They need more help to manage projects at the campuses. 2. Fix: ADP - 2 failed launches, and it still isn't right. 3. Fix: Oracle - the entire accounting process is more difficult with Oracle. 4. FIX ACCOUNTS PAYABLE!!!! We cannot continue with having open PO accounts closed, then open, then closed again, and over and over!! 5. FIX HR!!!!! Except for ▮▮▮▮, and the new 2 new generalist at Valley, they have been horrible!

Since when did our logo change? When was this communicated? Looks a lot like the County's logo, are we trying to mimic it??

Work on "soft skills".

Be more friendly, concerned, and eager to help. We are all under stress, but our jobs consist of 80% customer service. Let's work fairly with one another and build better relationships with each other.

M&O Continues have account problems due to lack of payment resulting accounts being closed down. We cannot perform maintenance or installation of new items without supplies.

I hope that all activities happening will be measured against our mission. If it does not support it, we should not do it. New initiatives and salary increases should be viewed for sustainability over the long-term. Develop a plan to reduce budgets to make sure we are within our state-wide budget allocation. District should move towards a fixed cost resource allocation model with District office obtaining a percentage of the state-wide allocation rather than assess the campuses this would control costs at the district office as well as equitably share the burden of state-wide budget fluctuations.

I feel like people with less than a master's degree do not get respected in the district (a lot of respect in the department). For what ever reason staff are not allowed to have keys to their learning facilities causing delays in helping students and having personal items stolen. Which adds unneeded stress.

Until I started this survey, I had no idea who Central Services was. I was unable to locate any information on the District web site referring to this group of departments as Central Services. There may very well have been a memo that was sent out and if so, I apologize for my ignorance.   As an outsider looking in, it appears that a number of new personnel have been brought on board but the result seems to be more confusion and slower response times. Again, if it were up to me I would seriously consider outsourcing most of this work. Having said all of that, there are some outstanding employees in those departments who do an excellent job. I wish I could single out everyone but without going through a list of personnel, that would be difficult. I can tell you that my interactions with the following individuals have always been positive: ██████, ██████, ██████, ██████, ██████, ██████, ██████ - has been very helpful with Contracts ██████, (spelling?) ██████, and ██████

A more comprehensive explanation of what district central services provides and how to access services (maybe a handout/electronic contact list, or where to find one) would have been very helpful during new hire orientation.

District is not hiring the right people in the right places-- Fiscal Services needs more employees as does TESS to better serve the campuses-- there is an urgent need to get more help for the employees that are most stressed at the district, yet we hire for areas that don't need more employees and allow others to do the work of 2-3 people.

Consistent application of policies must be followed.

Not enough strong leadership. The sample problems exist form year to year but the managers stay in place. Someone has to have the strength and integrity to start holding people accountable. Don't be afraid to make a hard decision. You may not be loved but you will respected for doing the right thing for the district. Please show some strength.

The district needs to either work together more cohesively or decentralize most services and send that work to the campuses. The district costs far too much money with very little value for CHC.

Get it together, get some written relevant processes in place. We don't operate like a business at all. Why are you growing more than 15% a year?? You don't generate a single penny, except for KVCR and ATTC. What a waste!!

Fix purchasing and accounts payable!!!

As far as business and fiscal services goes payroll is great, purchasing is getting better with ORACLE and being consistent with the way orders need to be done. Accounts payable with the backlog of unpaid vendors and employees has become a mess. I order items used by the students directly in the classroom and this has directly effected quality of instruction. The holds on orders due to past due bills translates to students unable to receive the experience they should have in the classroom.

Fair and equitable pay for all personnel, not just executive management.

Communication is key. Let us know about changes. We usually find out by doing it wrong and discover there was a change. (big waste of time) When a change is made to our budget a quick notification would be helpful. Usually we find out when we go to use money we placed in an account for a specific purpose and it is no longer there when we need it.

Improve faculty salaries.

New Employee Orientation. On-going opportunities for training, such as Oracle, etc.

Consistency! Pilot new software eg. ADP, Oracle and work through issues before a mass release.

The District is sadly ran. It is very difficult to get any services in the District. The state that it is in rests solely on the executive team who has done nothing to resolve the issues that we have. When trash service pick up is terminated by a utility company because of failure to pay, you know you have a problem.

As a newer employee I feel like the district needs to work more as a TEAM - district with SBVC - some district employees do this- others do not. More communication, more consistency, more training on ORACLE and better preparation on training before something like Oracle is rolled out. I also feel like the district doesn't understand that extra work ORACLE has placed on Full time faculty and adjuncts- the true reality. They have no time or interest in learning about Oracle so that then falls on me to either train them or do their work for them in Oracle. As a student services technician - I am unsure if this is truly part of my job description. Trust accounts are now another issue as more accounting has been added to my position for these 10 accounts.   Overall, I'm a happy employee and enjoy the staff and students I work with. I just feel there is room for improvement.