



Office of  
Research & Planning

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**Research Briefs from the Office of Research & Planning  
Feedback for the Crafton Hills College (CHC) 2010 Campus Climate Survey Results  
List of Suggestions and Implementation Plan**

**Purpose:** In the fall of 2010, the Crafton Hills College (CHC) Crafton Council in collaboration with the Office of Research and Planning (ORP) developed and administered a campus climate survey. The survey assessed employee perceptions of the college’s work environment and progress toward meeting goals and objectives identified in the Educational Master Plan (EMP). The results of this survey are being broadly shared with the campus community through multiple methods of communication. To date, the results have been disseminated through the ORP website, written reports, presentations and facilitated discussions, dialogue at shared-governance committee meetings, and at individual meetings with employees when requested. Staff, faculty, and administrators are encouraged to offer feedback and strategies for improving the practices at CHC in an institution-wide systematic participative process of effective discussion, planning, and implementation for improvement. The campus-wide dialogue and collection of recommended strategies for improvement will be continued through a series of additional presentations scheduled for the 2011-2012 academic year and the Campus Climate survey will be administered again in Fall 2012.

**Summary of Feedback and Plan for Implementing Suggestions:** The following list was reviewed by the Crafton Council in Spring 2012. After discussion at the January 24<sup>th</sup>, 2012 Crafton Council Meeting, the following members of the Crafton Council were assigned to implement the suggestions. Tables 1 – 3 list the suggestions, the responsible person for implementing the suggestions, and current progress on implementing the suggestion.

**Table 1: Suggestions for Improving how Crafton Recognizes Employees, the Person Responsible for Implementing the Suggestion, and Progress on Implementing the Suggestion.**

Recognition Suggestions	Implementation Plan
Applause cards are not readily available or used. Employees appreciate receiving applause cards which tend to come from co-workers and students. Need to establish clear procedure for using applause cards.	President will talk with Director of Marketing about making applause cards available online.
Training for managers on recognition	Director of ORP and VIP will develop workshop and train managers.

**Table 2: Suggestions for Improving Shared Governance at Crafton, the Person Responsible for Implementing the Suggestion, and Progress on Implementing the Suggestion.**

<b>Decision-Making / Shared Governance Suggestions</b>	<b>Implementation Plan</b>
Committee chairs should be trained how to run a committee.	VPSS and VPI will explore training committee chairs.
Committee membership terms should be extended to 2 years so that committees are able to keep momentum and not have to reinvent the wheel each August with new membership and no experience.	VPSS will inquire with each committee about extending membership to at least two years.
Faculty and staff need to participate on committees that might affect their work.	VPI will explore setting a two week "Bring a Friend to a Committee" period.
Some employees do not have time and are unable to serve. Some employees may not serve because past experiences may lead them to believe that it is a waste of time and nothing gets done.	In-Service presentation on the importance of service presented by the Classified Professional Staff.
We need a gathering place for full-time and part-time faculty. When we are designing new buildings this should be taken into consideration. The space should include a common area with mailboxes, tables, a sink, a refrigerator, and a microwave. These spaces would encourage collaboration for faculty in the same disciplines and give them the opportunity to interact.	User groups for new buildings are currently pursuing building gathering places.
We should create a committee list so that everyone can see who is on every District and Campus Committee, and when and where they meet.	VPSS will obtain committee lists of who is serving on each committee. A list of employees serving on each committee will be compiled annually and posted on the CHC Web Site.
Staff needs to be invited and managers need to say go and cover their desks. Have been told not to attend meetings. Need more communication to classified staff	It has been communicated to managers that they need to support staff attending committee meetings. This will be consistently followed-up on by managers on the Crafton Council throughout the year.

**Table 2: Suggestions for Improving Communication at Crafton, the Person Responsible for Implementing the Suggestion, and Progress on Implementing the Suggestion.**

Communication	Implementation Plan
Changing from an all-instruction meeting to an open-forum and having access to the Crafton Council minutes are improvements.	Identified improvement in communication.
Continue Welcome Back BBQ, Soup fest, "Buy your own lunch" and "Thirsty Thursday" activities.	Identified improvement in communication.
Develop an email that only includes changes and distribute to entire campus.	Received conflicting feedback. Will emphasize using multiple forms of communication.
For emergencies we need to develop a better plan and a phone in every room.	VPAS provided training throughout the year and at Spring 2012 In-Service. Currently working on providing phone in every room.
Have a "solution box" where employees can submit anonymous suggestions and strategies for improvement. Rather than complaining- the employees should provide their ideas on "how to fix it".	Director of ORP will explore creating an online employee form for submitting suggestions that are distributed directly to the Crafton Council via email.
The ability to search the email database by first name, department, or office.	The Director of ORP will pursue with DCS.
The directory that is six years old needs to be updated.	The President will pursue with Director of Marketing.
"Bring a friend" to committee meetings. Where the friend can sit in on committee as a guest. We should focus on people who don't attend meetings.	VPI will explore setting a two week "Bring a Friend to a Committee" period.
Master Calendar, Facilities Use Calendar- make more accessible and make sure everyone understands the process of getting information posted on the calendar. The meetings are on the printed calendar with no room information. We should have the ability to find out which rooms the meetings are being held.	VPI will work with Director of Marketing to explore improving how the process for getting items included on the Master Calendar is communicated to the campus. Resource 25 for room scheduling is set to be implemented in April 2012 for events and Spring 2013 for classrooms.
There should be a "what's going on" page on the website where <u>all</u> activities are posted There should be a procedure communicated to the entire campus about how to include activities from all areas on the website to reduce the silo effect and keep the campus community informed.	This is the Current Events link on the CHC home page. VPI will work with Director of Marketing to explore how the process for getting items included on the Current Events Calendar is communicated to the campus.