



Office of Research, Planning & Institutional Effectiveness
District Employee Climate Survey

FULL REPORT – JUNE 2021

2020-21 District Employee Climate Survey

San Bernardino Community College District

Office of Research, Planning, and Institutional Effectiveness:

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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 [REDACTED], 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 made in points 1 and 2.

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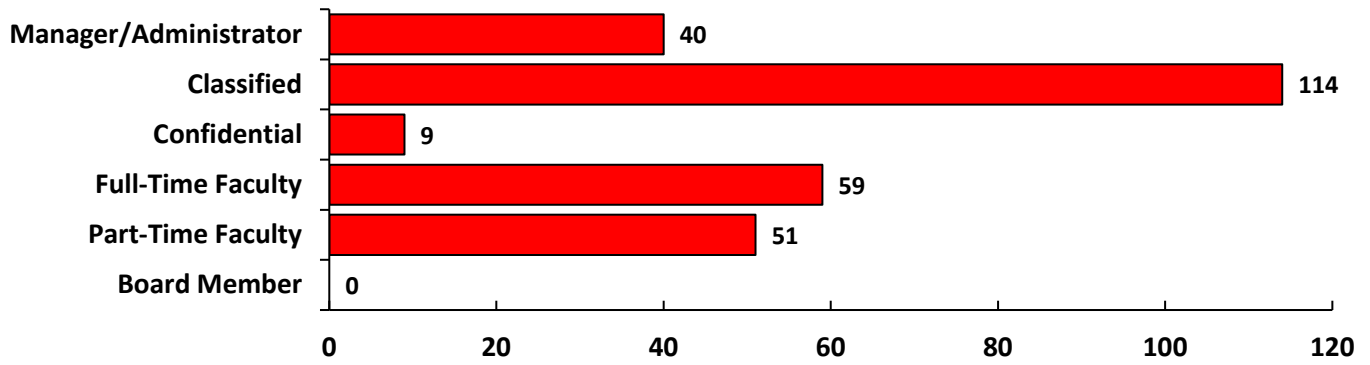
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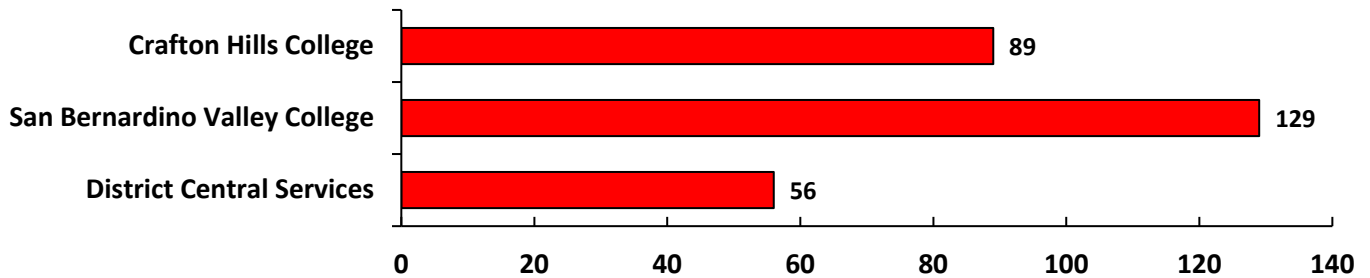
PARTICIPANT DEMOGRAPHICS

What is your primary function in the San Bernardino Community College District?



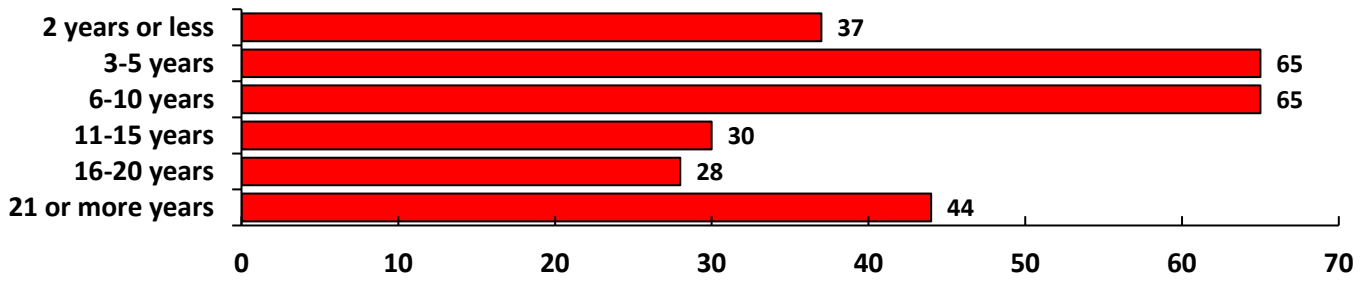
EMPLOYEE CATEGORY	PERCENT	COUNT
Manager/Administrator	14.65%	40
Classified	41.76%	114
Confidential	3.30%	9
Full-Time Faculty	21.61%	59
Part-Time Faculty	18.68%	51
Board Member	0.00%	0
Total	100%	273

At which location are you primarily assigned?



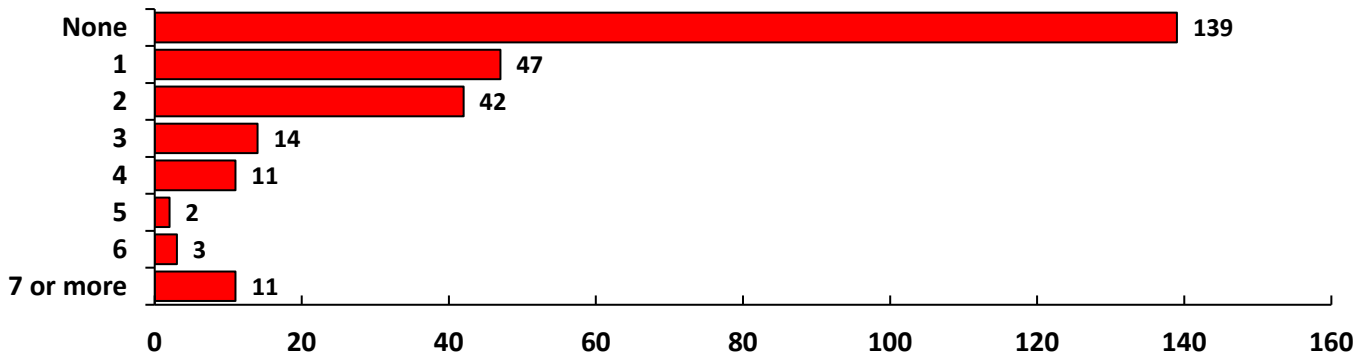
LOCATION	PERCENT	COUNT
Crafton Hills College	32.48%	89
San Bernardino Valley College	47.08%	129
District Central Services (i.e., TESS, EDCT, KVCR, ATTC)	20.44%	56
Total	100%	274

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



YEARS	PERCENT	COUNT
2 years or less	13.75%	37
3-5 years	24.16%	65
6-10 years	24.16%	65
11-15 years	11.15%	30
16-20 years	10.41%	28
21 or more years	16.36%	44
Total	100%	269

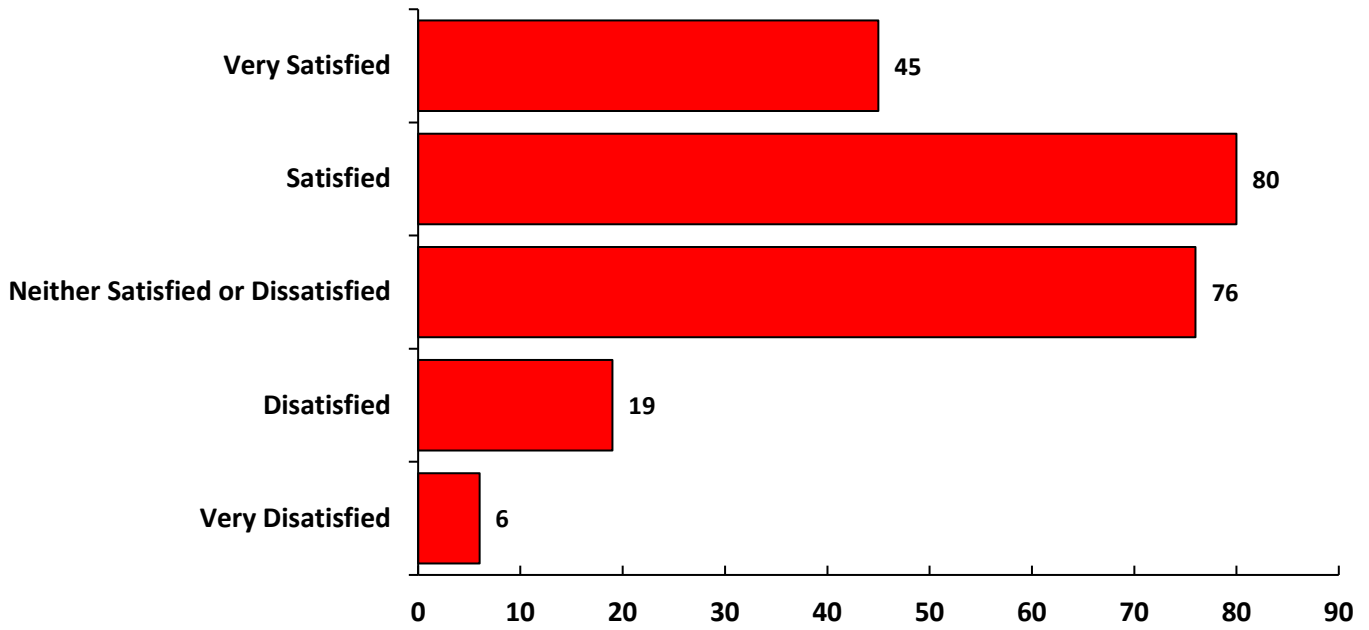
How many District/College collegial consultation committees did you serve on during academic year 2017–18? (Only groups with voting or consensus members representing more than one constituency.)



NUMBER OF COMMITTEES	PERCENT	COUNT
None	51.67%	139
1	17.47%	47
2	15.61%	42
3	5.20%	14
4	4.09%	11
5	0.74%	2
6	1.12%	3
7 or more	4.09%	11
Total	100%	269

CLIMATE SURVEY RESULTS: OVERALL DISTRICT SATISFACTION

Overall, what is your satisfaction level toward the services provided by District Central Services?



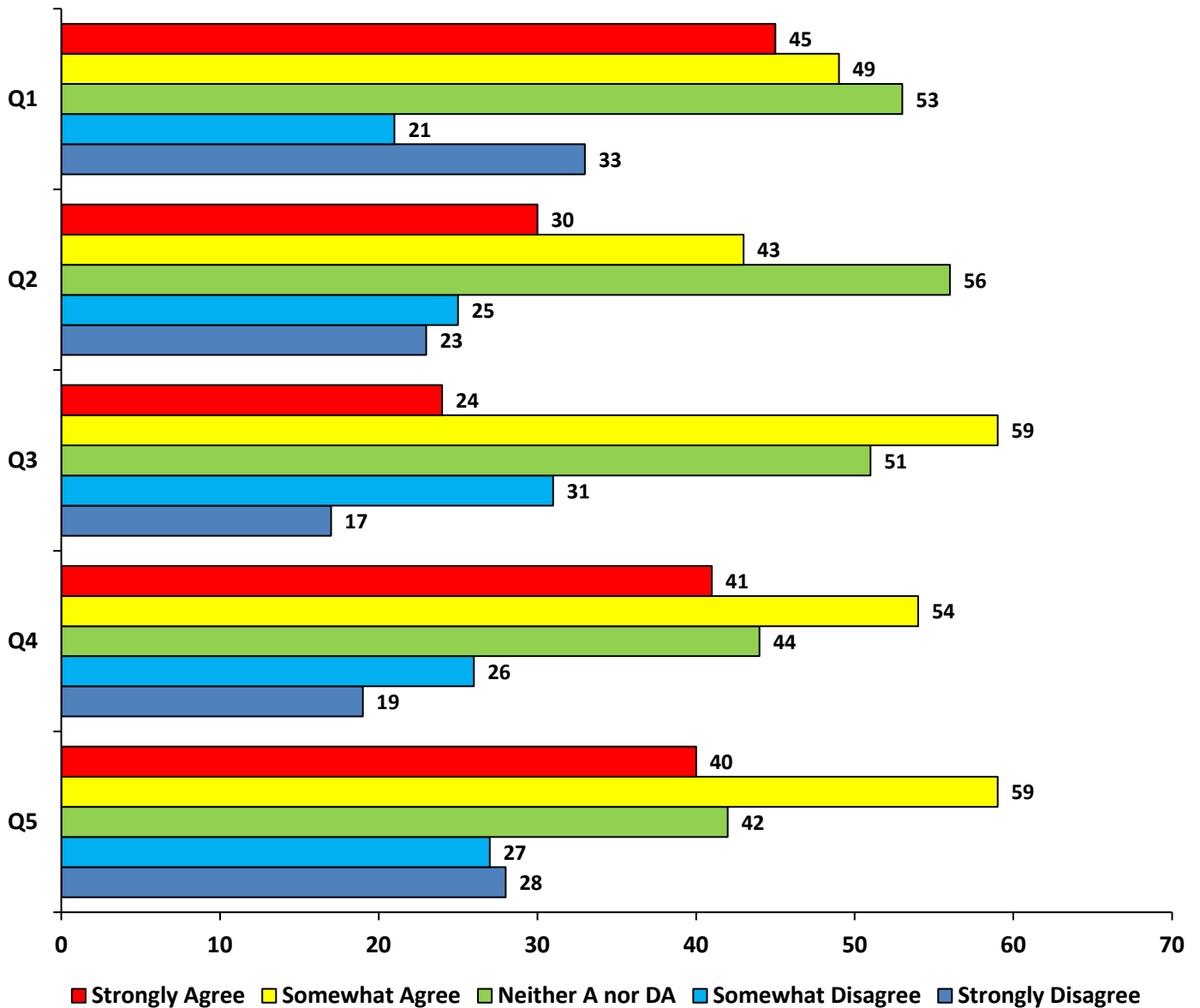
SATISFACTION	PERCENT	COUNT
Very Satisfied	19.91%	45
Satisfied	35.40%	80
Neither Satisfied or Dissatisfied	33.63%	76
Dissatisfied	8.41%	19
Very Dissatisfied	2.65%	6
Total	100%	226

**CLIMATE SURVEY RESULTS: SHARED
GOVERNANCE AT THE DISTRICT**

Please indicate the extent to which you agree or disagree with the following statements about collegial consultation at SBCCD:

District Shared Governance Climate Questions: Graph

1. I actively participate in opportunities to share my perspective in district- level committees
2. District committees consider my perspective in decision-making
3. District committees operate and make decisions efficiently and effectively
4. District committee constituents work in the best interest of the District as a whole
5. Overall, planning and decision-making processes at SBCCD are collaborative



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

District Shared Governance Climate Questions: Table

1. I actively participate in opportunities to share my perspective in district- level committees
2. District committees consider my perspective in decision-making
3. District committees operate and make decisions efficiently and effectively
4. District committee constituents work in the best interest of the District as a whole
5. 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	45 (18.67%)	49 (20.33%)	53 (21.99%)	21 (8.71%)	33 (13.69%)	40 (16.60%)	241	94 (46.77%)	3.26
Q2	30 (12.50%)	43 (17.92%)	56 (23.33%)	25 (10.42%)	23 (9.58%)	63 (26.25%)	240	73 (41.24%)	3.18
Q3	24 (10.04%)	59 (24.69%)	51 (21.34%)	31 (12.97%)	17 (7.11%)	57 (23.85%)	239	83 (45.60%)	3.23
Q4	41 (17.08%)	54 (22.50%)	44 (18.33%)	26 (10.83%)	19 (7.92%)	56 (23.33%)	240	95 (51.63%)	3.39
Q5	40 (16.60%)	59 (24.48%)	42 (17.43%)	27 (11.20%)	28 (11.62%)	45 (18.67%)	241	99 (50.51%)	3.29

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:

Is there a Consultation Committee? If so, who oversees?

I have been working at SBVC since 2007 and the only considerations taken is when CSEA is involved. - [REDACTED]

I am unable to be a part of committees due to also having a day job. If more evening meetings happened I would be more active.

Need more face to face gathering & meetings.

The Child Development Center is rarely included in any decision making; even though we are an important part of the Community College District. Please try to be more inclusive.

There are many examples of work done through district committee that then is stopped by someone above. What ever happened to the correction being worked on for the current district strategic plan? It was worked on by the institutional effectiveness committee, went out to senates and district assembly, and yet was pulled when it was ready to go to Board. Why even bother?

District may work to better seek out the under represented departments/ staff/ faculty to be a part of the SBCCD decision making processes. Emails are burdensome in numbers and easily missed when general information is sent. However, an effort must be made to seek specific and varied voices-not only union and senate -as they do not necessarily represent the full voice of the campus and appear to be cliquish.

need to be more transparent in the process and include all constituents . . . that is not happening now.

Look at the effectiveness of committee, and what is the overall purpose of the committee. We often stray from the original purpose of the committee.

Openness

Limit the amount of significant influence making committees a member can serve on. Eg: Being senate and union representative at the same time is a conflict of interest.

Treat part time faulty just as full time faulty we are required by law to have the same qualifications yet the EQUALITY is not the same, I feel like a three class citizen begging for classes

Expand the makeup of district-level committees to be accessible for more participation from classified professionals and students.

It seems important to establish a "report-out" protocol or process, so that committees know when, how, and why they should be communicating pertinent information discussed and decided upon during their respective committee meetings. We presently don't see examples of what this should look like.

more opportunity to serve on committees with compensation for part time faculty

Select the most suited individuals to participate in committees based on their strength or expertise. Do not select individuals merely to fill a vacancy/seat.

Decisions are made from top admin, who don't want to go against CTA or CSEA-Moatly CTA

does the District include staff from each campus in the RFP selection process for projects (i.e. Construction, Planning, A&E projects) that will impact their campus?

Committee charges need to be revised and onboarding processes are needed

Should not have one person in multiple power/voting positions in any of the three groups. Not hearing from all.

There needs to be consistency in the Process in the Program Review Committee uses. It changes every year. It all depends on the campus where the committee chair person came from, If they came from SBVC we do their process and if they came from CHC we do their process. There should be one process for all site when it comes to program review.

When planning for the district there should be a representative for every department, including the student body and community members. Additionally, all those represented should have the opportunity to vote on such measures, regulations, and policies.

Encourage more people to participate, I have found that the same people are on every committee and there is no reflection of diversity from committee to committee.

Provide some training to new committee members on committee charge, past business, goals, and committee operations. This would greatly help to orient new committee members and provide them context. This will reduce the learning curve for new members so they can be more actively involved right away and contribute more.

Start listening to the Classified Staff they are on the frontlines with the public and student body! Faculty isn't always right in their decisions they make for the district.

The universal problem is that we all know that no matter how much consultation goes on, the outcome will be whatever admin proposed going into the process, probably 99% of the time. Very similar to teacher interactions with students. It requires a huge culture change for the individual with power to willingly share that power. Engagement and empowerment are easy to state as best practices for teacher-student and management-employee relationships, not so easy to achieve in practice. My suggestion is that before implementing new policies, there be an institution-wide evaluation. And those results should be public. Admin has the power to do what it wants, but there is a value to understanding whether or not a change has widespread institutional support. Where support is lacking, that means admin should be doing more to win over those who are not on board. It is all too easy for admin to be misled about the conclusions of a committee or campus perceptions, and it leads to low morale when committee approval never got anywhere near consensus or when committee members are not listening to the broader constituency. True collegial consultation is hard work.

Faculty and Managers are just a part of what makes the college run. However, Classified staff overwhelmingly are the backbone to our institution, and yet we are the least appreciated, least included in decision-making

processes, and least congratulated when the college does well. I feel as though we are only paying "lip service" to the concept of collegial consultation. I would like to see Classified staff as Chairs of committees. Some of us have advanced degrees and are just as intelligent, if not more so, than our managerial or faculty counterparts.

It seems that decisions are often made long before input is requested. "Buy-in" often seems to come after-the-fact, and after district decisions have been made. The handling of the reactions to the COVID-19 pandemic, for example, were done at a high level (which is just fine) but then employees were asked for their ideas. Don't ask if the decisions have been made - or will be made - at the district level. It is better to just inform and move ahead; this will better respect people's time, effort and energy.

Classified are only in the room because we have to be. Our professional opinions are rarely considered. Not just my opinion, I've observed my peers being ignored as well on many occasions. We are excluded from committees we are not required to have an appointed representative. This shows the districts true lack of commitment to Diversity, Equity and Inclusion unless it is regarding race issues. We are considered to be of a lower "social" class due to our presumed lack of an education and our blatant below average compensation. Regardless of the data showing most classified have college degrees and show superior expertise in their area. SBCCD and the senior administrators talk about inclusiveness but it is simply a buzz word used for virtue signaling. Collegial consultation at SBCCD will continue to be faculty centric as long as Managers and Faculty continue to despise Classified professionals whom only make up less than one quarter of any committee. Our voices will not be heard until they are valued.

I wasn't aware the district had collegial consultations.

get the damn white women out of there

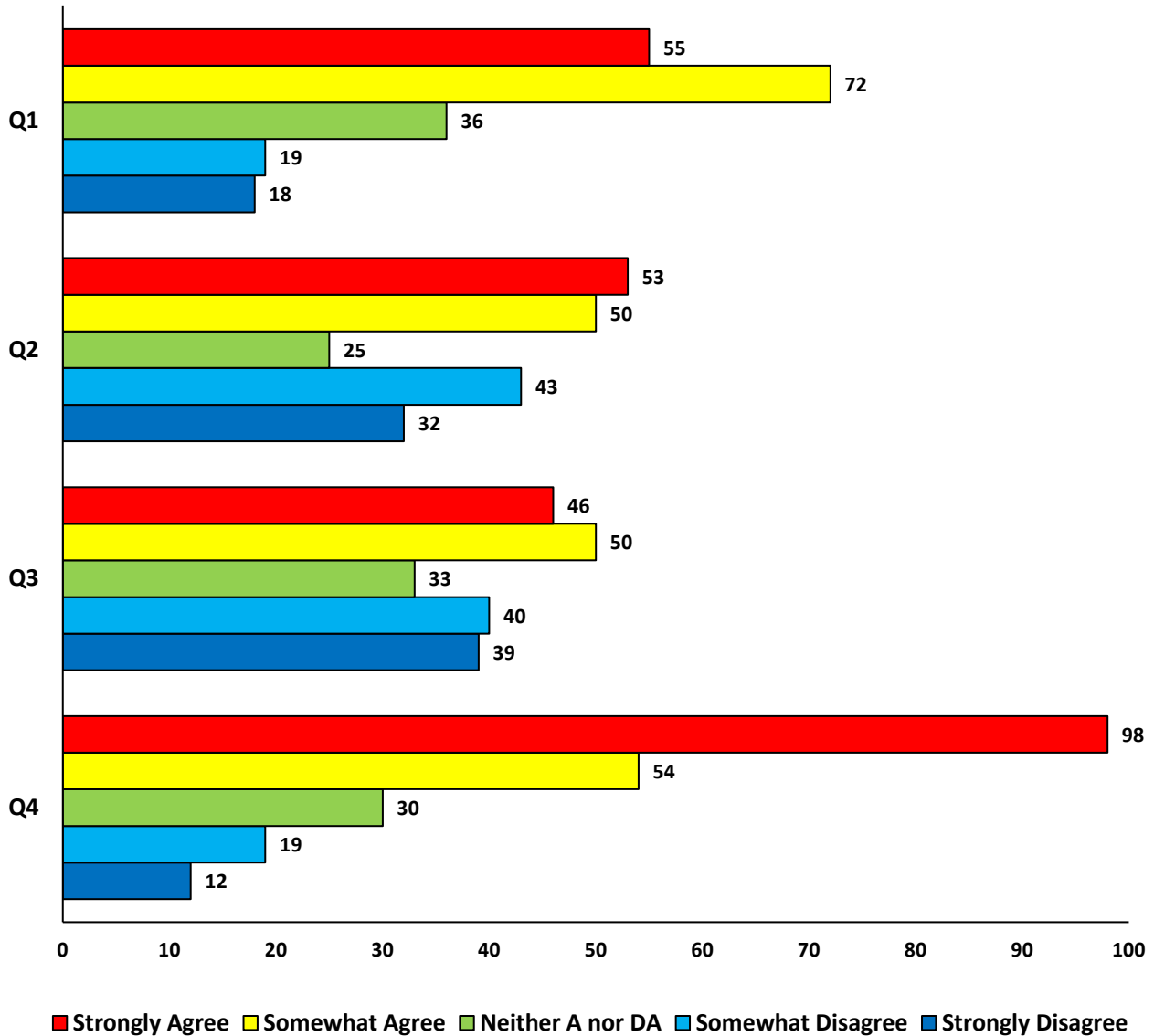
I feel as if the District cares more about the faculty and their needs instead of equally considering the classified staff.

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

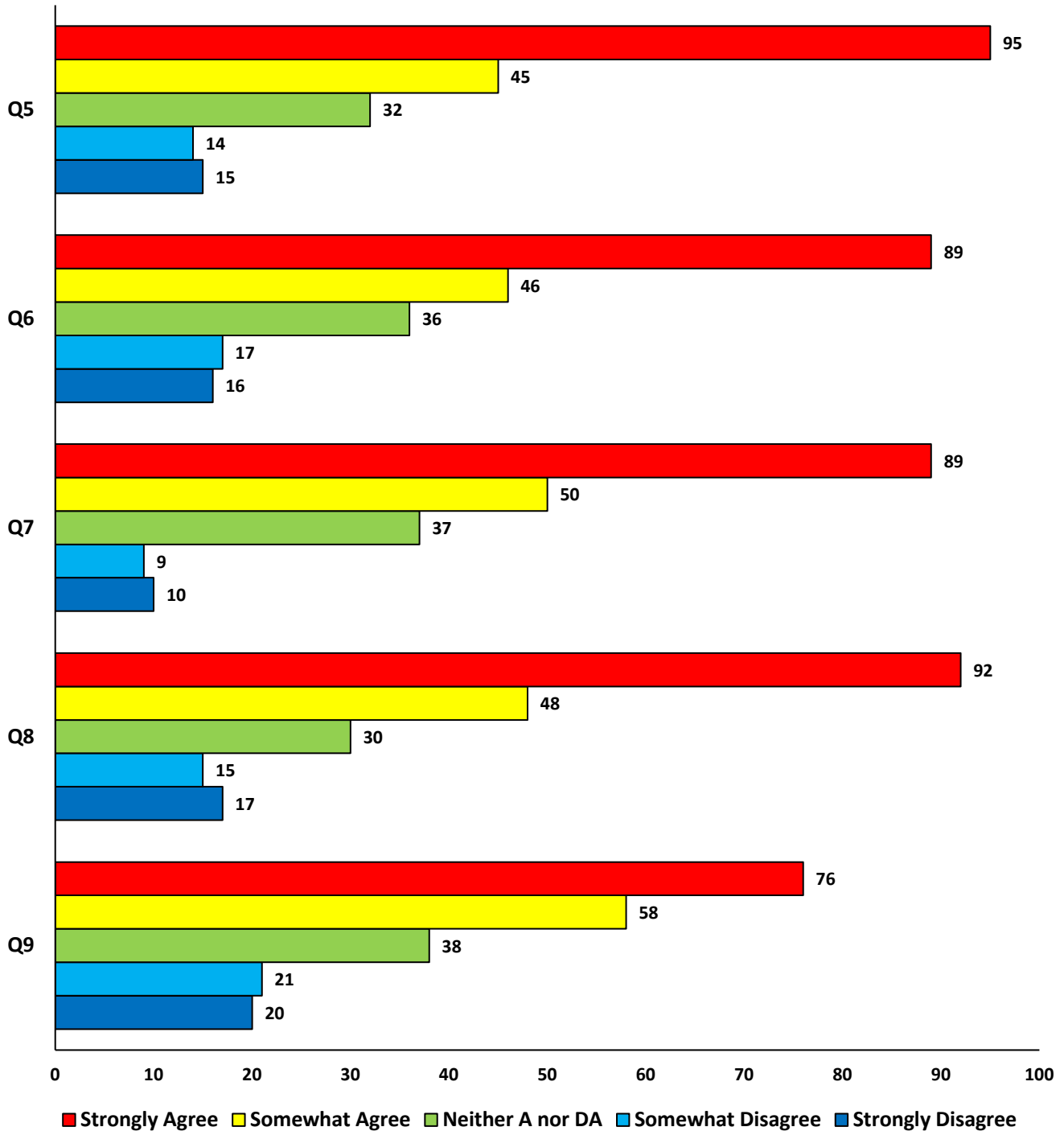
1. Communication from District Support Operations (DSO) is timely and accurate
2. I know where to find SBCCD districtwide collegial consultation committee agendas and minutes
3. If I need information about District Support Operations (DSO), I know where to find it
4. I am personally treated with respect in this District



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

Inclusiveness Questions: Graph

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



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

Inclusiveness Questions: Table

1. Communication from District Support Operations (DSO) 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. I am personally treated with respect in this District
5. The SBCCD community is equally supportive of all genders
6. The SBCCD community is equally supportive of all racial/ethnic groups
7. The SBCCD community is equally supportive of all sexual-orientations
8. The SBCCD community is equally supportive of all age groups
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	55 (24.55%)	72 (32.14%)	36 (16.07%)	19 (8.48%)	18 (8.04%)	24 (10.71%)	224	127 (63.50%)	3.64
Q2	53 (23.66%)	50 (22.32%)	25 (11.16%)	43 (19.20%)	32 (14.29%)	21 (9.38%)	224	103 (50.74%)	3.24
Q3	46 (20.72%)	50 (22.52%)	33 (14.86%)	40 (18.02%)	39 (17.57%)	14 (6.31%)	222	96 (46.15%)	3.12
Q4	98 (43.56%)	54 (24.00%)	30 (13.33%)	19 (8.44%)	12 (5.33%)	12 (5.33%)	225	152 (71.36%)	3.97
Q5	95 (42.22%)	45 (20.00%)	32 (14.22%)	14 (6.22%)	15 (6.67%)	24 (10.67%)	225	140 (69.65%)	3.95
Q6	89 (39.91%)	46 (20.63%)	36 (16.14%)	17 (7.62%)	16 (7.17%)	19 (8.52%)	223	135 (66.18%)	3.86
Q7	89 (39.73%)	50 (22.32%)	37 (16.52%)	9 (4.02%)	10 (4.46%)	29 (12.95%)	224	139 (71.28%)	4.02
Q8	92 (40.89%)	48 (21.33%)	30 (13.33%)	15 (6.67%)	17 (7.56%)	23 (10.22%)	225	140 (69.31%)	3.91
Q9	76 (33.78%)	58 (25.78%)	38 (16.89%)	21 (9.33%)	20 (8.89%)	12 (5.33%)	225	134 (62.91%)	3.70

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:

There is a disingenuous push for inclusiveness and a culture which fosters bizarre loyalties and cliques. There is a punitive overall feeling that does not allow for other's voices to be heard and respected.

I would like the chairs of the committees to run their meetings with agendas found publically. The use of "Board Bookit" has left us with agendas that are exclusive of members and the public. If the chair cannot find the agenda on the website, who can?

I have not received returned phone calls or email a number of times from district support employees.

Inclusivity is not achieved by hosting events. They only create echo chambers for those who already care about certain subjects and do not reach the audience that benefits from information and practices. It needs to be a living practice.

Crafton desperately needs diversity in employees!!!!

Tough discussions are glossed over or avoided at times. It's hard to be honest, but harder to be curious when someone else is honest. I think it's work it for genuine connections rather than a necessary and pleasant appearance.

There is an exceptionally high level of exclusion based on perceived class and education level at SBCCD. Faculty and administration treat Classified professionals as lesser, without regard for how highly educated most of us are.

In an attempt to be inclusive, the district, management, faculty, and staff have moved away from qualified persons to fit the spectrum of "fairness".

The new web page is difficult to navigate and to find things. For example, it is difficult to find board agendas and minutes.

I think individuals are trying to do their best to be inclusive, however overall district policy is lacking in a firm stance on equity and inclusion, and efforts made thus far have not "trickled down" to individual faculty feeling included or empowered.

Can we stop with the district throwing wokeness in our faces everyday. [REDACTED] has enough white guilt to go around for everyone

The new web page is hard to navigate. I don't know where things are, it isn't clear where to look, and the spinning, fast moving videos set off my photosensitivity and make me nauseous so I don't even like going to the district page anymore for anything. I have a feeling that I am not the only person with this reaction to the crazy flying fast spinning video.

We are all important.

We get all of these company spam emails. It would be nice to get a real email that contains relevant information. There should be a way to opt-out of Company spam emails. I get non-relevant emails about faculty training two to three a week.

At the department level, I feel discriminated upon because of my age by other coworkers and my superiors. And those who I felt I trusted enough to tell about my sexuality, I feel like have used it against me in a negative way.

I feel that not all faculty and staff feel their voice is heard in all aspects of the decision making. In the meetings you definitely know who is on the in and who is not.

Have diversity training

Send out notices of need for Classifieds input sooner rather than later, so that we may know all the facts when including our input.

We know that outright discrimination is a no no. And I'd hope that we have few or no individuals who admit even to themselves that they act in discriminatory ways. I do not know if we have a big enough sample size to be able to look for evidence, but it is my personal perception that the likelihood of implicit bias is high. My suggestion is our institution continually look at the best practices for helping individuals recognize and overcome implicit bias at every level of interaction in our college community.

Certain underrepresented groups are much more "heard" than others.

I've been disappointed with how leadership has addressed inclusiveness at Crafton Hills. There was one upsetting conversation about objections to the term "white privilege" at Classified Senate. This needed leadership but it did not receive it.

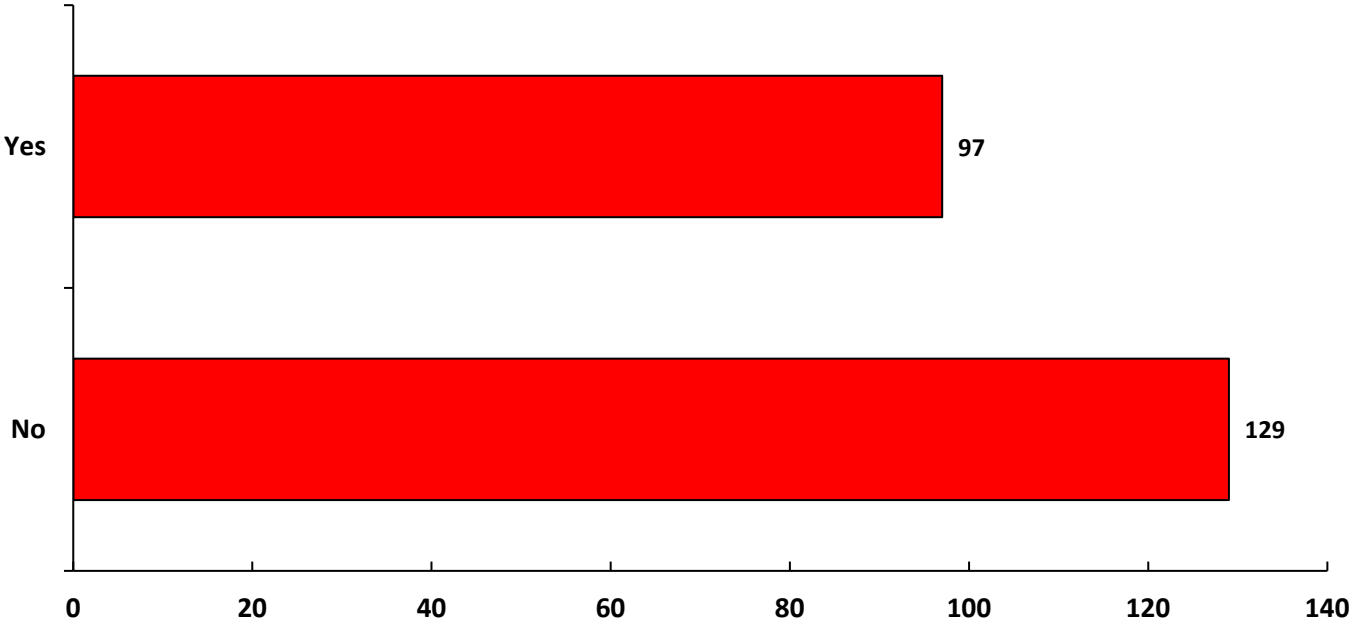
The district is very passionate about the inclusiveness of the 3 classes mentioned above. All the while completely marginalizing classified professionals due to a presumed sense of inferiority.

Although I believe we are an inclusive campus. I do not like the fact that there are organized groups for specific races: example Black and Hispanic if we want to be an inclusive campus then specific "race/Ethnic" groups should not be allowed to have separate organizations on campus. What would happen if someone wanted to start a white organization...heads would roll. Let's be equal across the board.

the treatment of black women is hideous

CLIMATE SURVEY RESULTS: BUSINESS SERVICES

Did you have contact with Business Services (includes Purchasing, Contracts, and Insurance) during academic year 2020-21?

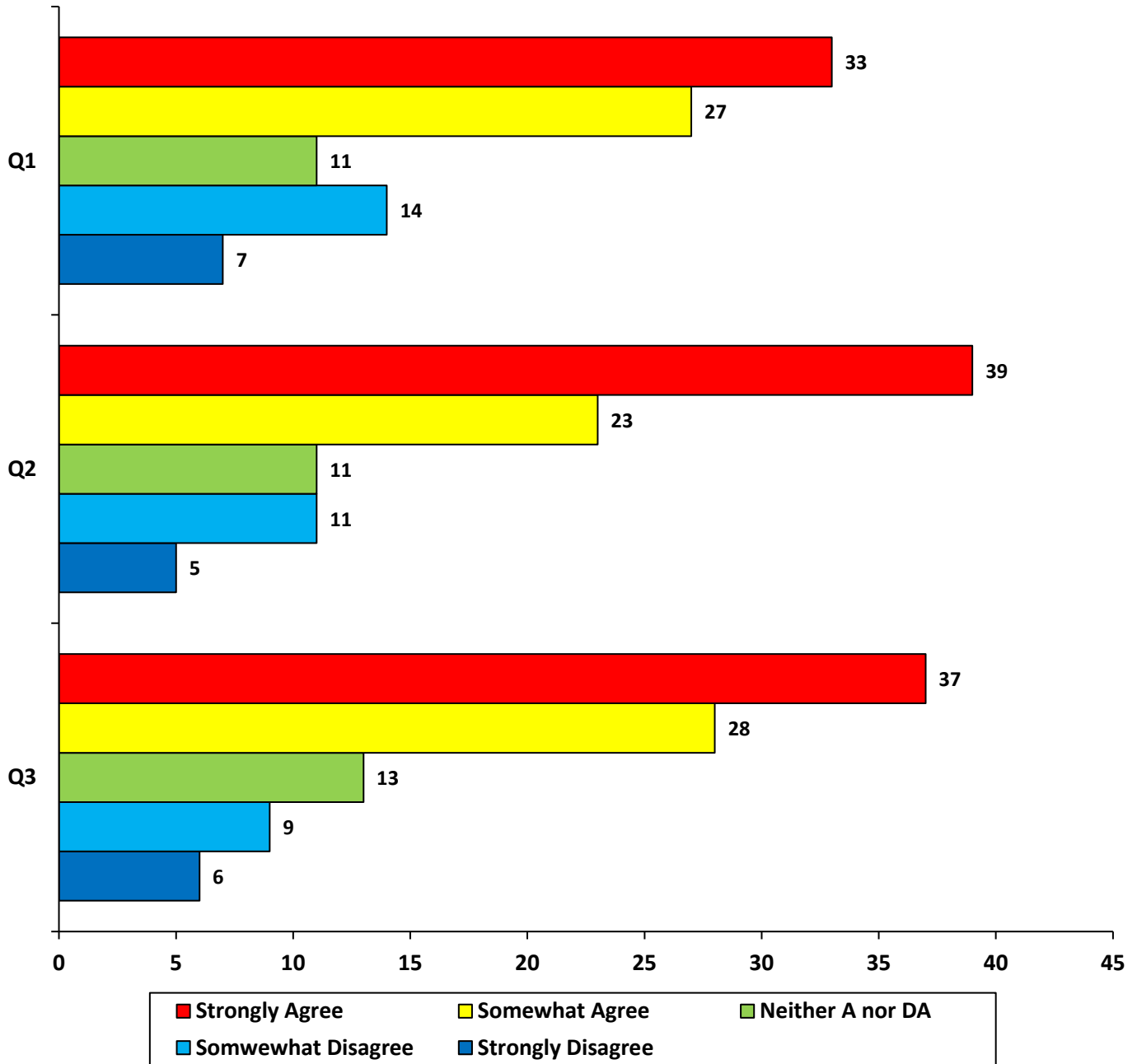


ANSWER	PERCENT	COUNT
Yes	42.92%	97
No	57.08%	129
Total	100%	226

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 20-21



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 20-21

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	33 (34.74%)	27 (28.42%)	11 (11.58%)	14 (14.74%)	7 (7.37%)	3 (3.16%)	95	60 (65.22%)	3.71
Q2	39 (41.05%)	23 (24.21%)	11 (11.58%)	11 (11.58%)	5 (5.26%)	6 (6.32%)	95	62 (69.66%)	3.90
Q3	37 (38.95%)	28 (29.47%)	13 (13.68%)	9 (9.47%)	6 (6.32%)	2 (2.11%)	95	65 (69.89%)	3.87

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:

Required parameters for info when entering on Oracle don't aren't always clear. I would love to have a Zoom "Oracle " refresher/update annually.

From a peripheral standpoint, there seems to be an awful lot of confusing and conflicting information regarding PO's, often there are conflicting answers to a query, and too many people involved for a timely solution.

Great by the book work

Do better, follow other districts that are successful at following proper guidelines

have more information on how to use ORACLE and QUESTIA

Do more to work with the end users and line workers before making a major changes in systems and software.

an additional staff member is needed for the department to respond to inquires in a timely manner.

The staff is great at what they do. Oracle is still flawed.

Sorry, no comments.

When object code/purchasing guidelines change they need to be more clearly communicated than just one e-mail. Most of my PR rejections come from not know about the change either because I didn't receive an e-mail or because it was buried with other information.

██████████ is extremely rude and condensending.

For those new to the district, providing training, general information, guidelines, timelines, and other support materials would greatly benefit the success of departments ability to purchase materials to support our college.

Always professional and friendly.

The way I do one order in Oracle is not the accepted way the next time I write PR. It changes constantly and we don't have clear instructions. The FAQ for Oracle is about 3 updates behind so nothing matches the current Oracle, so even if I can find them on the new web page they are not helpful.

██████████ is always very helpful, in answering our questions.

Business Services is always available to help or provide answers when needed to my purchasing needs.

Some of the accounting/purchasing staff could be a lot friendlier.

Better communication of department staff availability/hours during the pandemic. Emails sometimes go unanswered for days or responses come at night hours.

Procedures are not consistent. You can do one thing one time and the next time it's completely wrong.

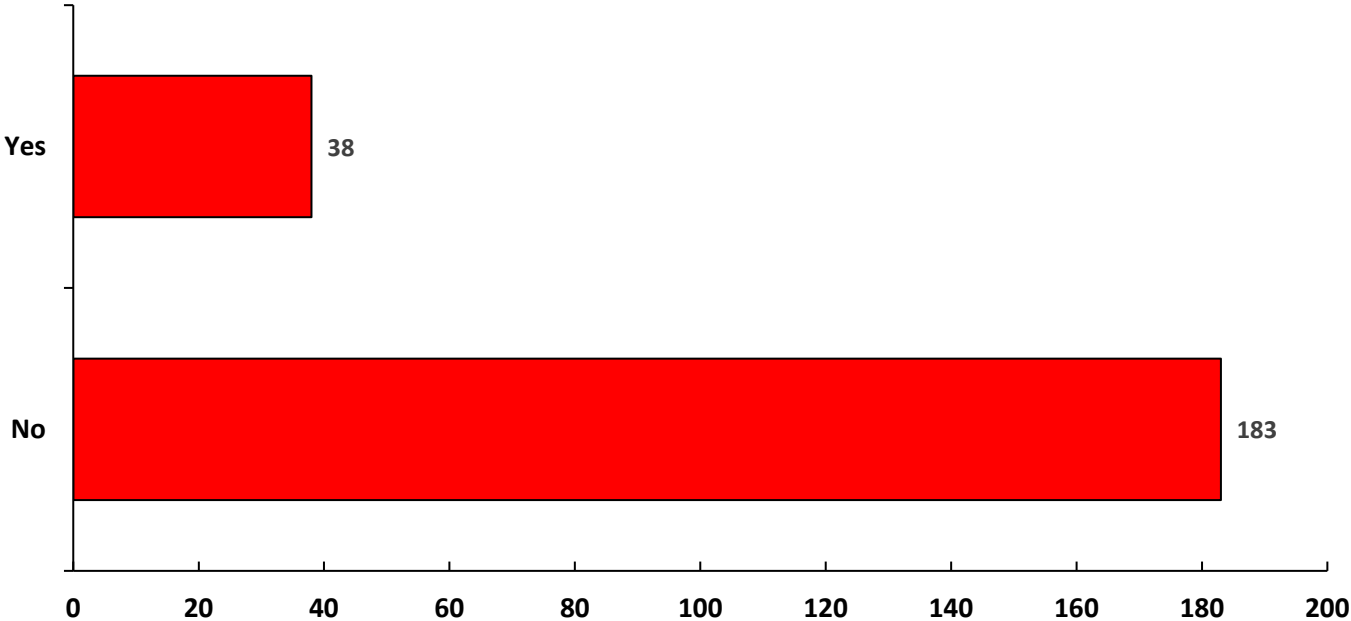
Seems like the process is always changing..Yet we do not find out until something is rejected with new expectations

Please offer more trainings on Oracle, Questica, PR/PO processes, budgets, etc.

I am very thankful for support, direction and help I receive from Business Services. They are very prompt to respond and pleasant to work with. Keep up the good work!

**CLIMATE SURVEY RESULTS: ECONOMIC
DEVELOPMENT AND CORPORATE TRAINING**

Did you have any contact with EDCT in the 2020-2021 academic year or are you aware of its services it provides to the community?

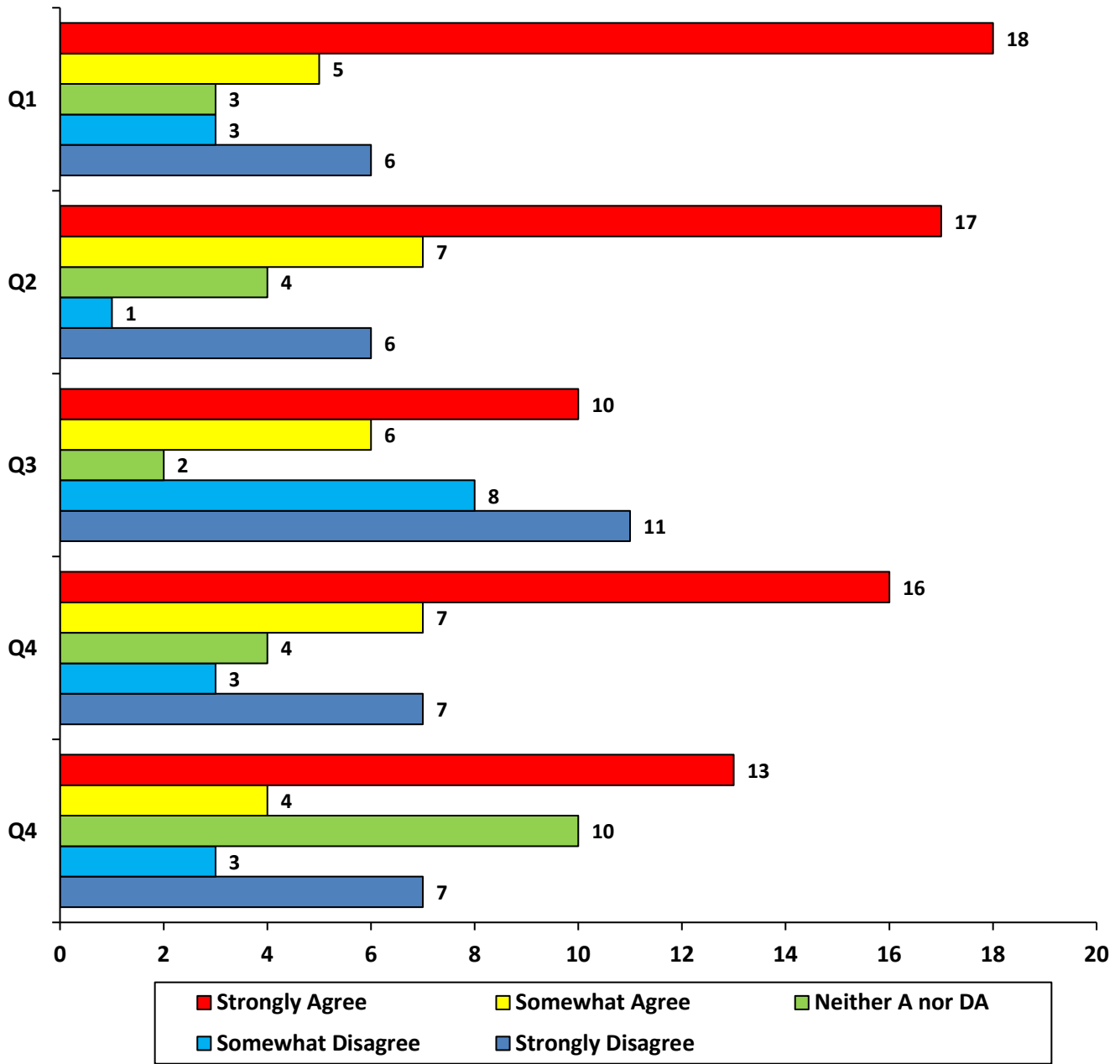


ANSWER	PERCENT	COUNT
Yes	17.19%	38
No	82.81%	183
Total	100%	221

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
5. Overall, I am satisfied with the service provided by EDCT during academic year 2020-2021



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 in 2020-21
5. Overall, I am satisfied with the service provided by EDCT during academic year 2020-2021

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	18 (47.37%)	5 (13.16%)	3 (7.89%)	3 (7.89%)	6 (15.79%)	3 (7.89%)	38	23 (65.71%)	3.74
Q2	17 (44.74%)	7 (18.42%)	4 (10.53%)	1 (2.63%)	6 (15.79%)	3 (7.89%)	38	24 (68.57%)	3.80
Q3	10 (26.32%)	6 (15.79%)	2 (5.26%)	8 (21.05%)	11 (28.95%)	1 (2.63%)	38	16 (43.24%)	2.89
Q4	16 (42.11%)	7 (18.42%)	4 (10.53%)	3 (7.89%)	7 (18.42%)	1 (2.63%)	38	23 (62.16%)	3.59
Q5	13 (34.21%)	4 (10.53%)	10 (26.32%)	3 (7.89%)	7 (18.42%)	1 (2.63%)	38	17 (45.95%)	3.35

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:

Staff should be supported by general funds rather than grants and contracts only, or a percentage of both.

I do not have any as I do not believe any input would be of value. - [REDACTED]

The EDCT needs to work in consortium with faculty within the District before committing to various programs and timelines. The role of trainer, instructor, and / or faculty is much different when implying whether the training provided is Non-credit / Credit and any possible contribution to FTES goals of the District.

Allow Job Developers to be apart of this process.

They are doing a great job! [REDACTED] is an excellent leader of her team.

Great work

They might do good for the community but when it comes to the Fiscal side of running their programs help is needed. No one knows how to look at a Financial Activity report or Budget report to know where they are with managing their grants.

Connect more to campuses so everyone feels the presence of EDCT and is clear about their role/function.

Again, asking questions about 2020-2021 pandemic year is not very helpful.

This department plays a big role in jump starting our economy in San Bernardino County and Riverside County.

I don't know what EDCT is doing and usually find out things, when I do find out, after the fact.

While I'm not directly involved, I think EDCT is a waste of resources and mis-directs students who think they are enrolling in a SBVC curricular experience when they are not.

ensure that workforce development and apprenticeship programs are not duplicative of what's available on both campuses.

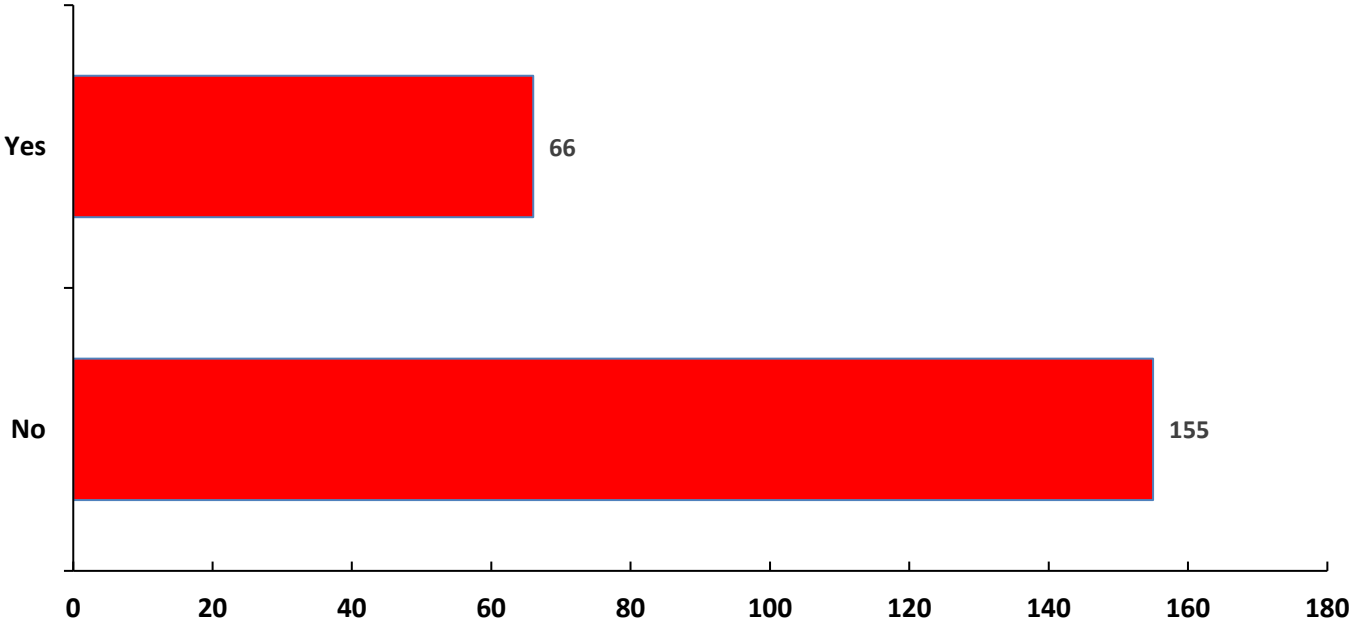
always professional and friendly

EDCT mostly seems to exist in its own world. I'd like to see someone from EDCT charged with reaching out to campus programs that overlap or have connections with EDCT offerings. We can create a two-way street, so that campus staff and faculty can point out EDCT programs to our students, and EDCT can make their students aware of next-step programs that our district offers outside of EDCT.

The services of EDCT seem to overlap and interfere with the operations of SBVC. EDCT should not function on SBVC's campus.

**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 2020-21?

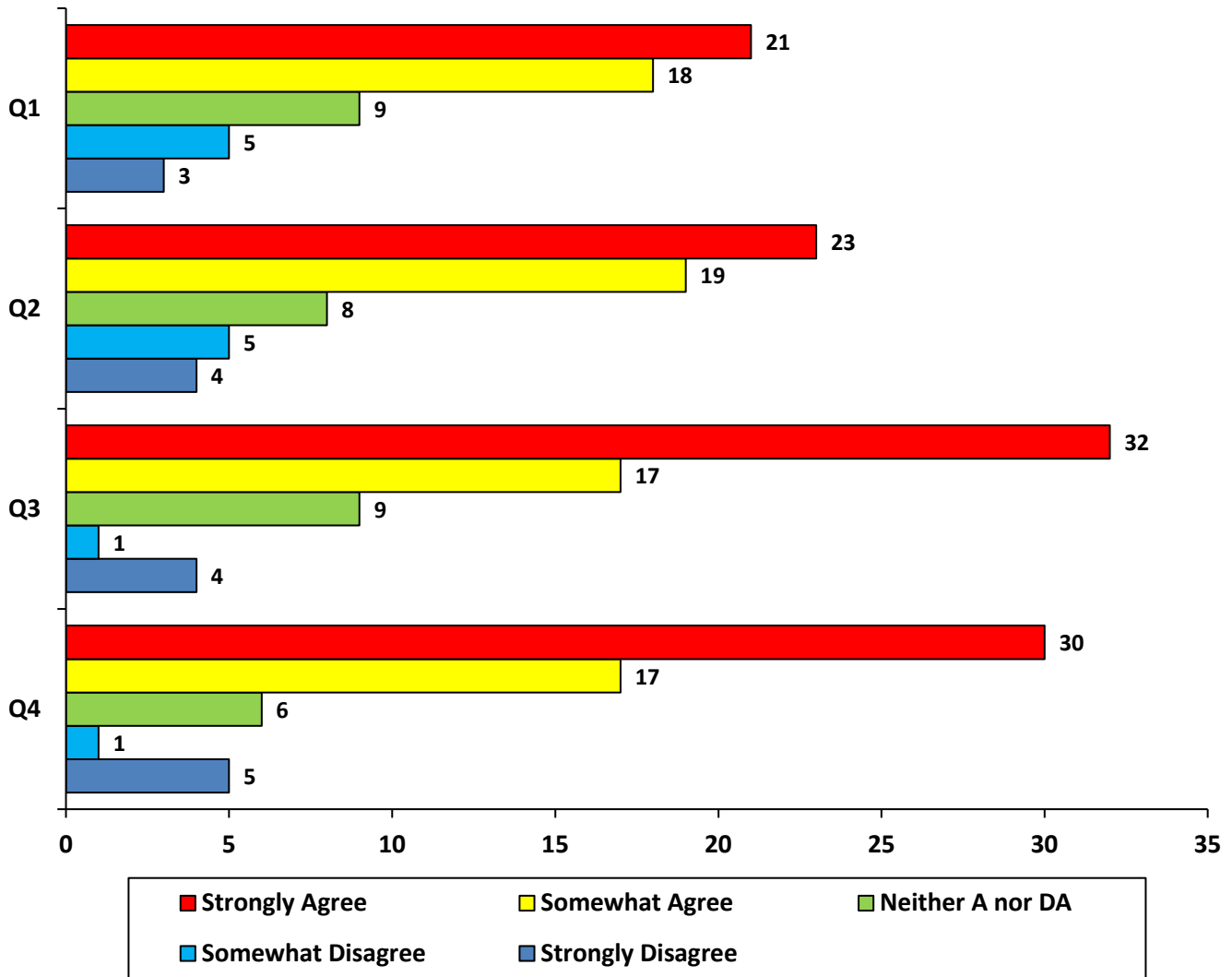


ANSWER	PERCENT	COUNT
Yes	29.86%	66
No	70.14%	155
Total	100%	221

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

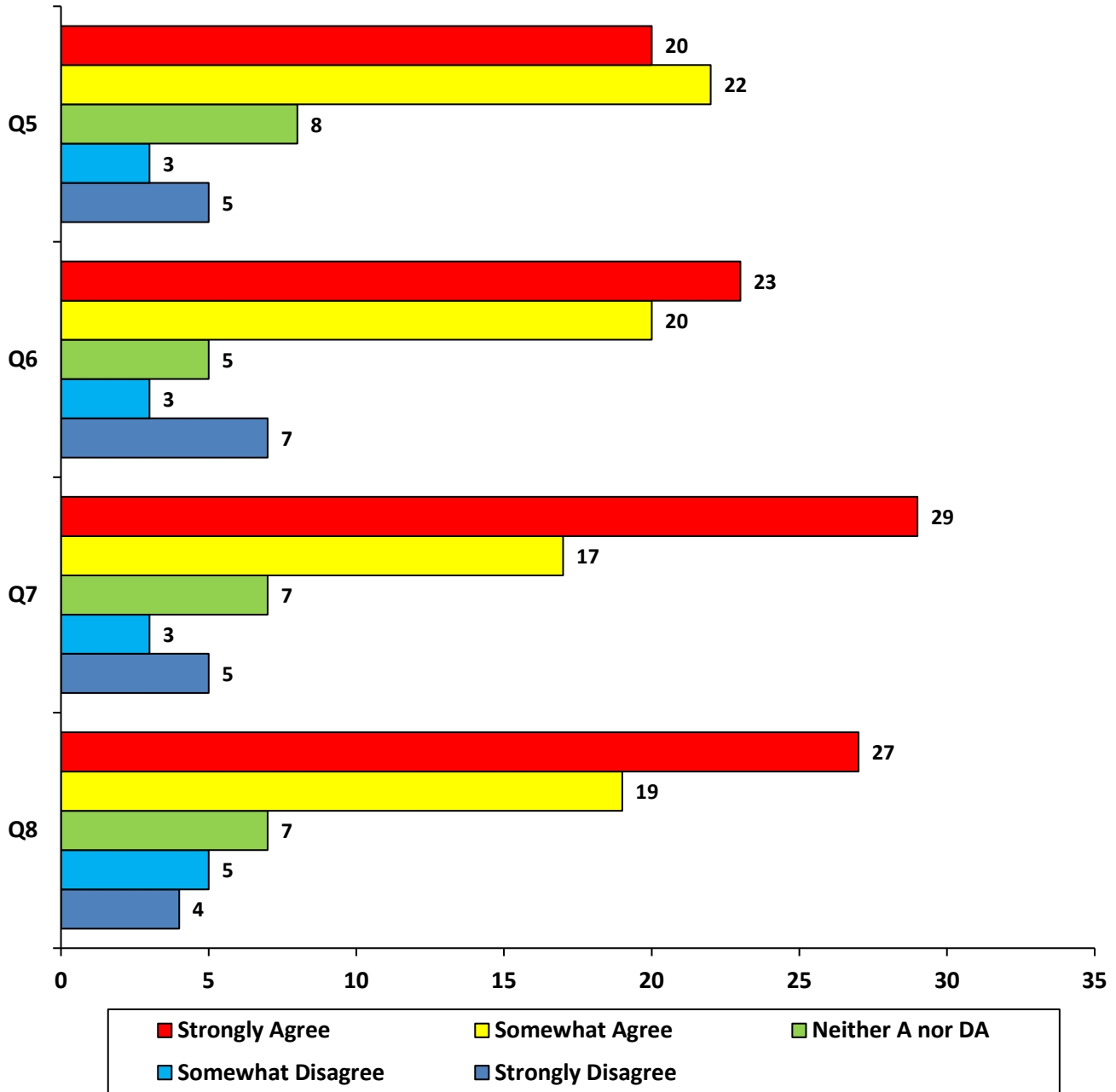
1. Planning for physical resources is integrated with the colleges’ Education Master Plans
2. The District’s Facilities Planning & Construction uses its physical resources effectively to support the programs and services at the Colleges and other District entities
3. The District’s Facilities, Planning & Construction Department staff are helpful and courteous.
4. The District’s Facilities, Planning & Construction Environmental Health & Safety staff respond in a timely fashion to provide technical support for the use of online safety training and resource platforms



Note: “Neither A nor DA” stands for “Neither Agree nor Disagree”

Facilities, Planning and Construction Climate Questions: Graph

- 5. The campus and District sites’ earthquake and evacuation drills overseen by the Facilities, Planning & Construction – Emergency Management staff are well-organized and provide useful information pertaining to site emergency procedures
- 6. The District’s Facilities, Planning & Construction staff are consistent in communication and follow-up
- 7. The District’s Facilities, Planning & Construction staff are accessible, and address my requests and concerns in a timely and professional manner
- 8. Overall, I am satisfied with the level of service provided by District’s Facilities, Planning & Construction Department during academic year 2020-2021



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' Facility Master Plans
2. The District's Facilities Planning & Construction uses its physical resources effectively to support the programs and services at the Colleges and other District entities
3. The District's Facilities, Planning & Construction Department staff are helpful and courteous
4. The District's Facilities, Planning & Construction Environmental Health & Safety staff respond in a timely fashion to provide technical support for the use of online safety training and resource platforms
5. The campus and District sites' earthquake and evacuation drills overseen by the Facilities, Planning & Construction – Emergency Management staff are well-organized and provide useful information pertaining to site emergency procedures.
6. The District's Facilities, Planning & Construction staff are consistent in communication and follow-up.
7. The District's Facilities, Planning & Construction staff are accessible, and address my requests and concerns in a timely and professional manner
8. Overall, I am satisfied with the level of service provided by District's Facilities, Planning & Construction Department during academic year 2020-2021

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	21 (32.81%)	18 (28.13%)	9 (14.06%)	5 (7.81%)	3 (4.69%)	8 (12.50%)	64	39 (69.64%)	3.88
Q2	23 (35.94%)	19 (29.69%)	8 (12.50%)	5 (7.81%)	4 (6.25%)	5 (7.81%)	64	42 (71.19%)	3.88
Q3	32 (50.00%)	17 (26.56%)	9 (14.06%)	1 (1.56%)	4 (6.25%)	1 (1.56%)	64	49 (77.78%)	4.14
Q4	30 (47.62%)	17 (26.98%)	6 (9.52%)	1 (1.59%)	5 (7.94%)	4 (6.35%)	63	47 (79.66%)	4.12
Q5	20 (31.25%)	22 (34.38%)	8 (12.50%)	3 (4.69%)	5 (7.81%)	6 (9.38%)	64	42 (72.41%)	3.84
Q6	23 (35.94%)	20 (31.25%)	5 (7.81%)	3 (4.69%)	7 (10.94%)	6 (9.38%)	64	43 (74.14%)	3.84
Q7	29 (45.31%)	17 (26.56%)	7 (10.94%)	3 (4.69%)	5 (7.81%)	3 (4.69%)	64	46 (75.41%)	4.02
Q8	27 (42.86%)	19 (30.16%)	7 (11.11%)	5 (7.94%)	4 (6.35%)	1 (1.59%)	63	46 (74.19%)	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 Facilities, Planning & Construction, please state them here:

The campus has eliminated trees and shrubs which would enhance the physical grace of the campus. When I question why trees were cut down, the answers I receive are anemic.

As a whole this area of service needs to address the issues that have existed for over a decade and stop relying on the new construction projects as the examples of what is being done. We need to address the perpetually postponed parking structure, solar panel integration, access to electric vehicle charging stations, a safe transportation hub for buses to use on the Valley Campus, usable and sustainable water stations to replace broken or disabled water fountains, and provide shelter from the sun / environment in open spaces to reduce the need for students to huddle in hallways. An example of such being gazebo type structures with solar panels, electric outlets for charging devices, WiFi coverage for student/staff connection that can highlight the park like feature of a very wide open space due to seismic restrictions. We tend to delay these items because too often we equate the public which we serve as a less desirable and somewhat criminal element of society.

Valley's campus looks cold, drab, and lacks organic colorful delights- the campus is a bit abject and should have reasonable shaded outdoor respite areas...!

More information

Great team

It has been a pandemic year, normal working relations have been on hold. The question does not address normal working time frame and conditions.

Available and responsive.

Sorry, no comments.

it does the bare minimum

They should include staff from the two campuses when reviewing/scoring proposals submitted in response to RFP's for projects that impact either campus.

always respectful and friendly

Great Dept.

Those in charge of maintenance of facilities are excellent.

The department works as if they are the only department and do not communicate well with other departments. They need to be more inclusive of other department as what it is they do does effect other departments. The Facilities Director needs to be more responsive. emails are not returned nor are phone messages. Over all the department is a work in process, the department has a potential to be a great department.

Please get a permanent, friendly, capable front desk staff member to cover the district office entrance.

Once a semester reporting out, like a newsletter, so that the broader community has an opportunity to know what is going on.

Keeping everyone informed is a priority. Do not ask for "suggestions" or "input" if the decisions are already made (or will be made) at the district/management level.

I'd like there to be more on campus bike parking and bike lane connections to local cities.

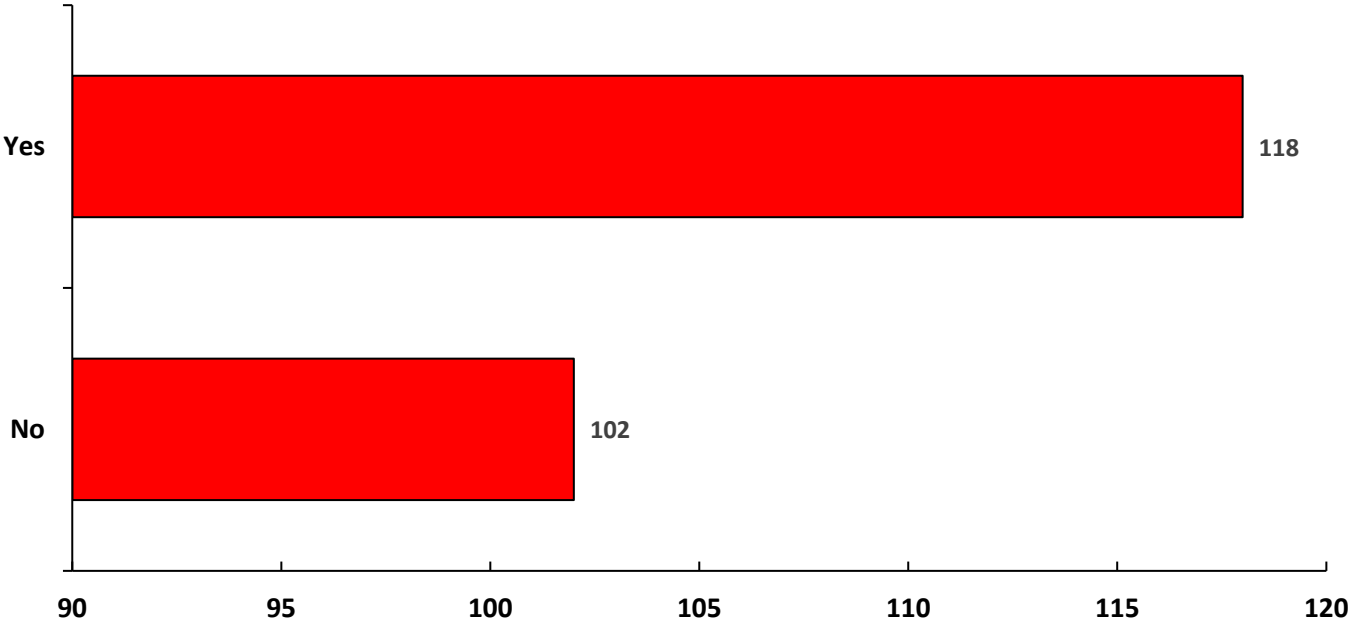
EH&S are completely under staffed. Response time is very long, issues are always sidelined by bigger issues. We are in the middle of a pandemic and have one person working in that department with no staff or support. Does our district value safety, or only when there are financial consequences?

Had great interaction with [REDACTED]

District Office has not had a fire or earthquake drill since we moved to the new building.

CLIMATE SURVEY RESULTS: FISCAL SERVICES

Did you have contact with Fiscal Services (includes Accounting, Accounts Payable, and Payroll) during academic year 2020-21?

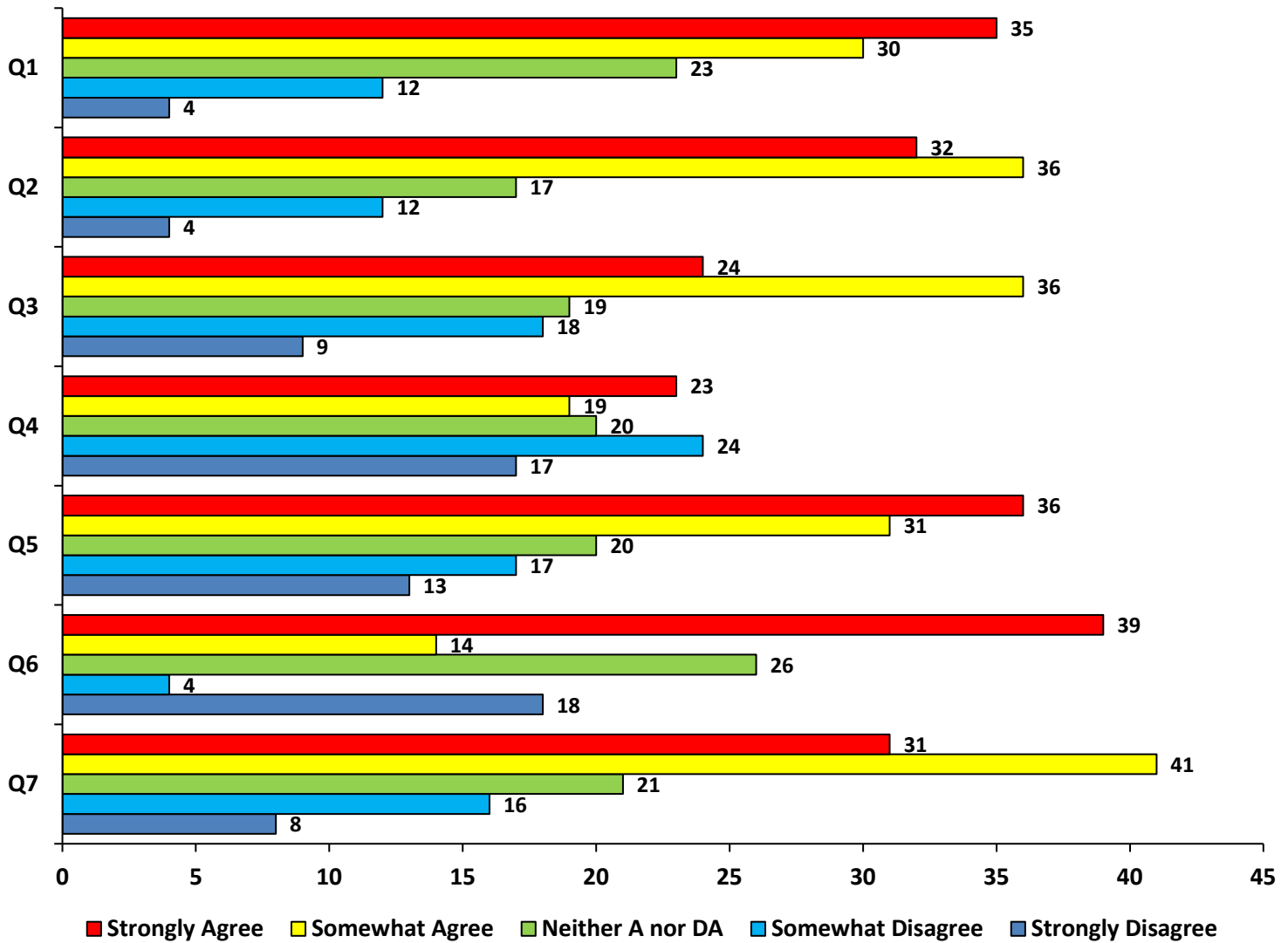


ANSWER	PERCENT	COUNT
Yes	53.64%	118
No	46.36%	102
Total	100%	220

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

Fiscal Services Climate Questions: Graph

1. Fiscal Services is transparent in developing and administering the budget
2. Fiscal Services provides clear guidance on developmental budget timeline and process
3. Fiscal Services provides clear guidance and consistent interpretation of procedures for reimbursement and vendor payments
4. Fiscal Services pays vendors timely
5. Fiscal Services provides timely and helpful response to requests for information or assistance
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 2020-21



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

Fiscal Services Climate Questions: Table

1. Fiscal Services is transparent in developing and administering the budget
2. Fiscal Services provides clear guidance on developmental budget timeline and process
3. Fiscal Services provides clear guidance and consistent interpretation of procedures for reimbursement and vendor payments
4. Fiscal Services pays vendors timely
5. Fiscal Services provides timely and helpful response to requests for information or assistance
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 2020-21

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 (29.66%)	30 (25.42%)	23 (19.49%)	12 (10.17%)	4 (3.39%)	14 (11.86%)	118	65 (62.50%)	3.77
Q2	32 (27.12%)	36 (30.51%)	17 (14.41%)	12 (10.17%)	4 (3.39%)	17 (14.41%)	118	68 (67.33%)	3.79
Q3	24 (20.51%)	36 (30.77%)	19 (16.24%)	18 (15.38%)	9 (7.69%)	11 (9.40%)	117	60 (56.60%)	3.45
Q4	23 (19.66%)	19 (16.24%)	20 (17.09%)	24 (20.51%)	17 (14.53%)	14 (11.97%)	117	42 (40.78%)	3.07
Q5	36 (30.77%)	31 (26.50%)	20 (17.09%)	17 (14.53%)	13 (11.11%)	0 (0.00%)	117	67 (57.26%)	3.51
Q6	39 (33.33%)	14 (11.97%)	26 (22.22%)	4 (3.42%)	18 (15.38%)	16 (13.68%)	117	53 (52.48%)	3.51
Q7	31 (26.27%)	41 (34.75%)	21 (17.80%)	16 (13.56%)	8 (6.78%)	1 (0.85%)	118	72 (61.54%)	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 Fiscal Services - If you have any suggestions to improve Fiscal Services, please state them here:

I fell Oracle makes simple purchases complicated. Financial 2000 was far easier to use. - [REDACTED]

Better communication

Please survey Fiscal Services based on different areas: Budgets, accounting, accounts payable, etc . . . to more accurately gauge areas of improvement.

payroll is trash, the system is old and antiquated in addition to the "payroll administrator" being incompetent and racist.

The directions on the website for Oracle need to be updated.

More training and engagement with end users and line workers before changing and going live with new systems and software.

Trust account balances- are not given to us in a timely manner. That would be one area to improve on.

Fiscal Services, particularly in the area of payroll, is extremely difficult to work with. Their processes are shrouded in mystery, they seem to operate by their own rules which are not communicated, and are completely unsympathetic when issues arise with employee pay. They do not accept responsibility for their mistakes and are frequently very rude.

The staff are great. Oracle is flawed

From afar I appreciate the transparency we are starting to see with budgetary items, which seems to be a collaborative effort with the District and the Academic Senate. That's a good thing!

Many accounts have been closed or canceled due to late or not paying bills.

Accounts payable has improved significantly the past year.

Would like to be given more live training opportunities for Oracle, Financial 2000, and Questica that is instructed by District/Fiscal Services. There has been little to no training, so things are taught through word of mouth, or you have to dig through the wiki. Also, Fiscal Services does not provide consistent service. Some members are extremely helpful and courteous, while other members are extremely difficult to work with and rude.

Vendors should be paid within 30 days of invoice submission.

This is where the accounting/purchasing department could be more friendly and helpful.

Timeliness and lack of simplicity are definitely an issue and the clarity of the process suffers, as it is encumbered with too many steps and too many people involved. It is difficult and painstaking to figure out what to do to make one simple purchase request successful.

Staff training in customer service. A policy of returning phone calls or e-mails within 24 hours (M-F). Bring in a fixer.

Budget information provided at senate and chairs meetings is often confusing and/or distilled so much that nothing can be deciphered. Much, much, much more transparency is needed. Do not ask for input if decisions are already made.

Would be great to be asked for input on how to make Oracle and Questica more user friendly

More training

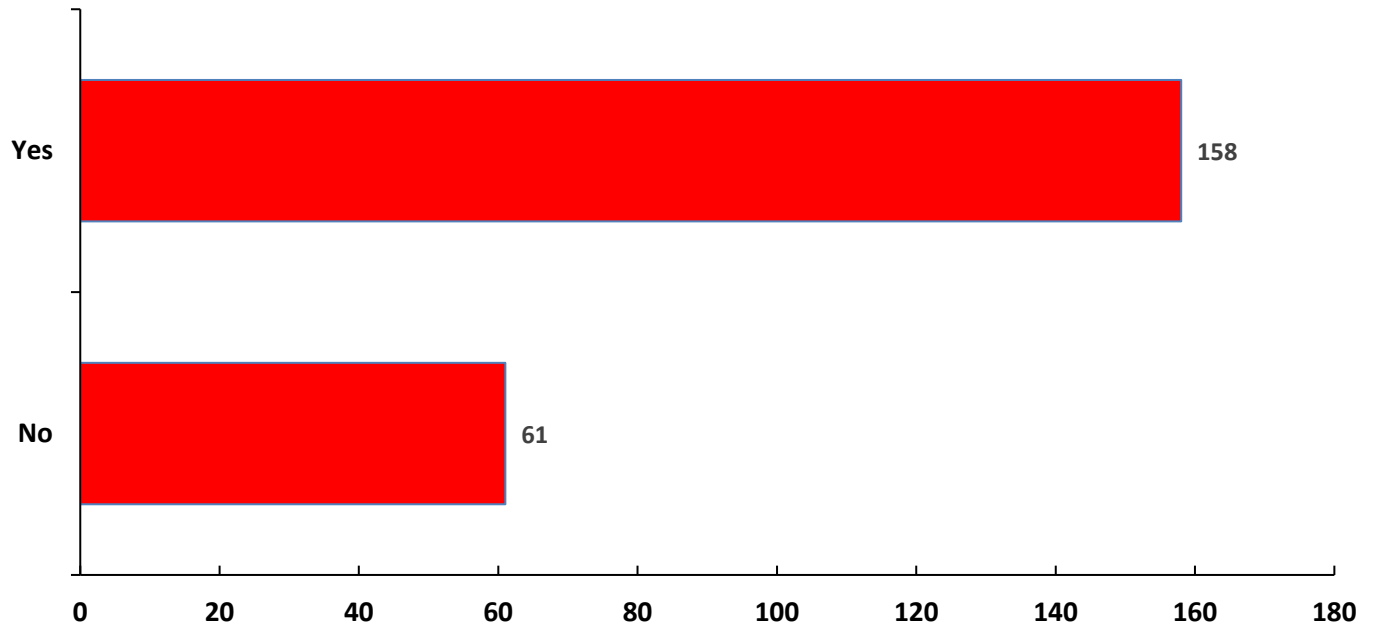
I feel accounts payable should have a quicker turnaround time for invoices sent to the inbox.

I am very thankful for [REDACTED] and [REDACTED] and thier leadership of the Fiscal Team. I appreciate that are easily accessible to answer questions, trouble shoot and explain policies and procedures. The AP staff has done a great job while working remotely. I am appreciative of the hard provided by the entire team. Keep up the great work!

[REDACTED] is a rockstar!

CLIMATE SURVEY RESULTS: HUMAN RESOURCES

Did you have contact with Human Resources during academic year 2020-21?

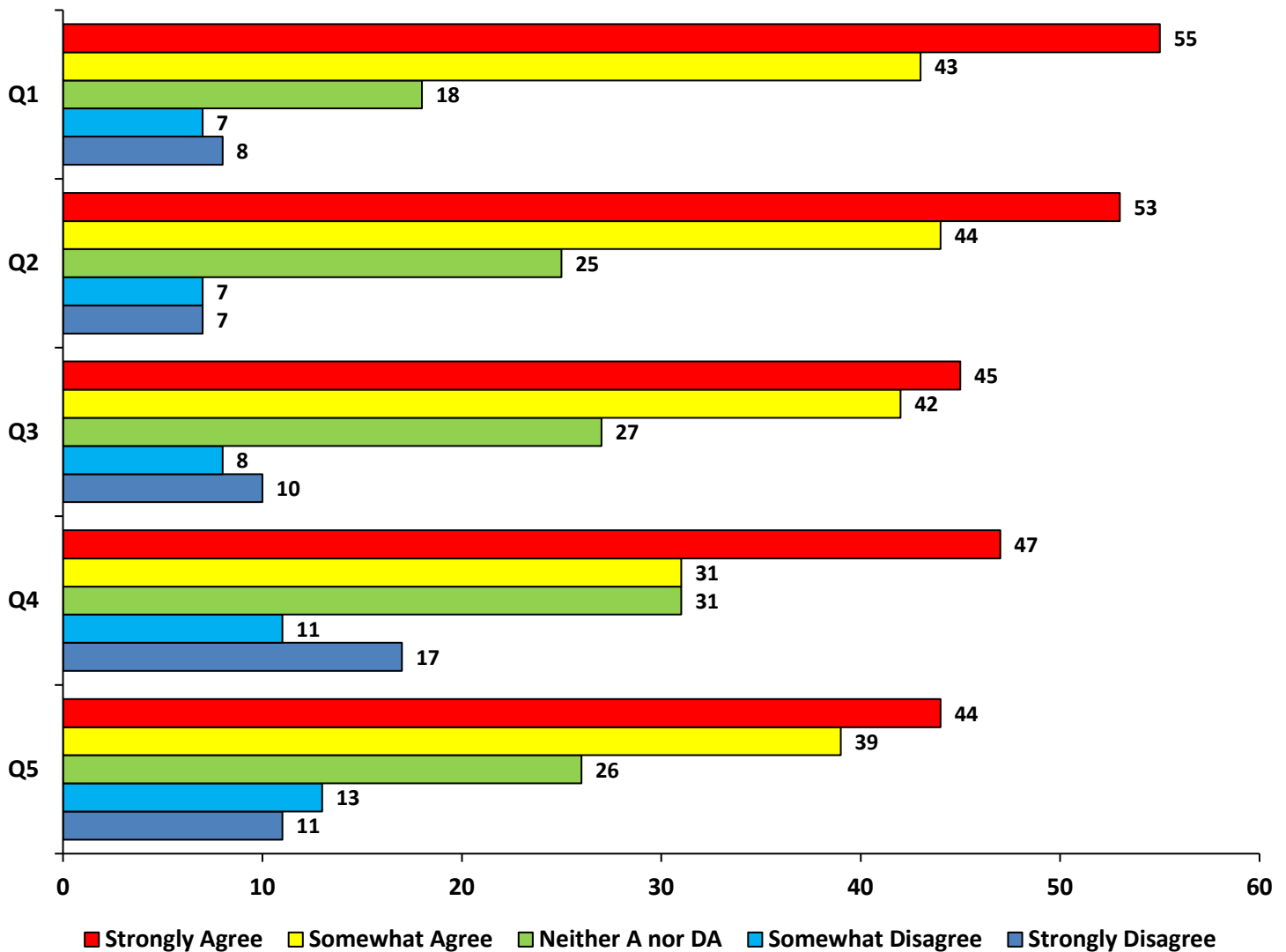


ANSWER	PERCENT	COUNT
Yes	72.15%	158
No	27.85%	61
Total	100%	219

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

Human Resources Climate Questions: Graph

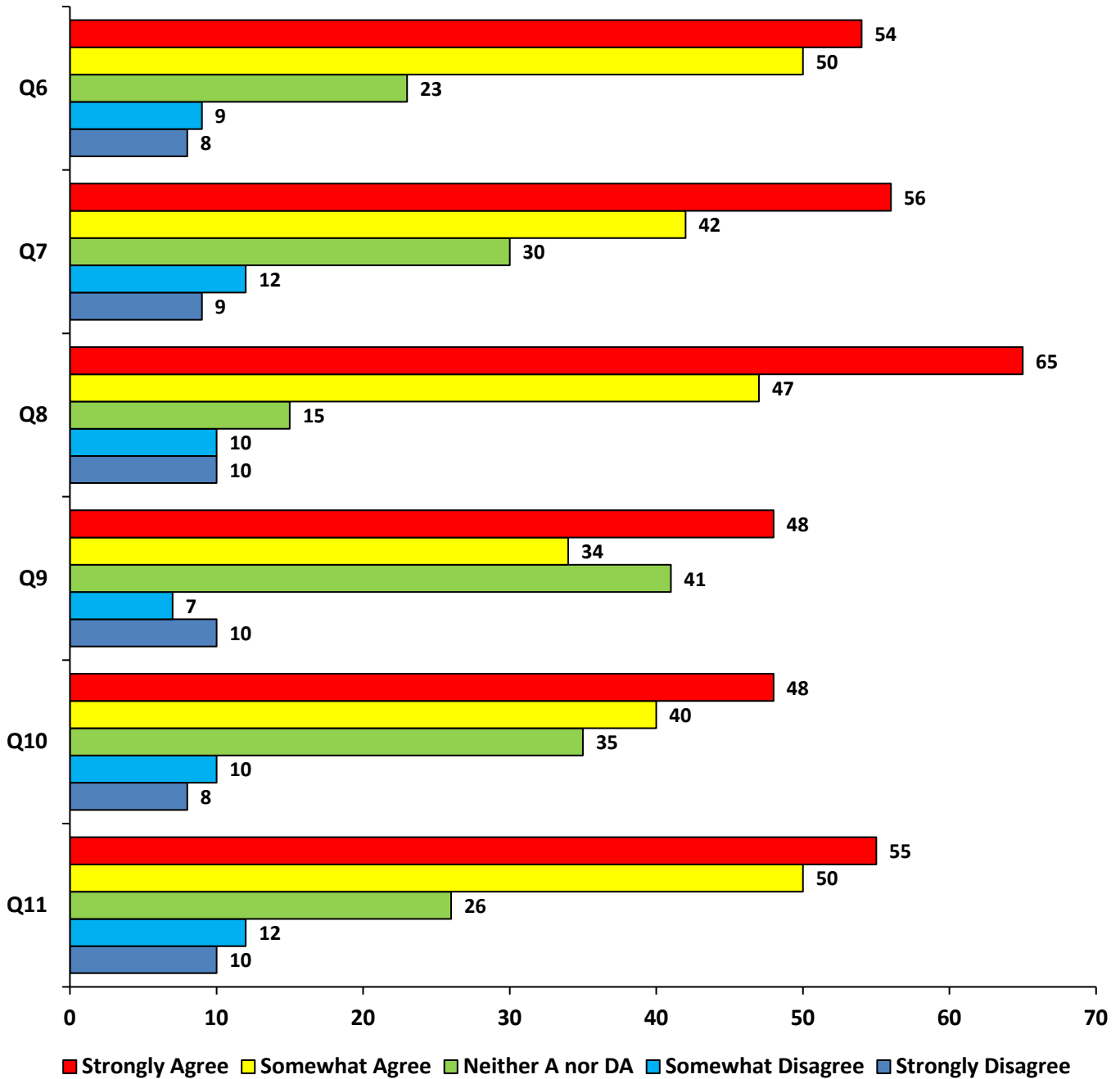
1. Human Resources has facilitated inclusion and diversity in recruitment
2. Human Resources is making progress in updating policies and procedures to ensure fairness and equity
3. Human Resources offers trainings and support to encourage diversity and equality throughout the district
4. Human Resources supports and encourages collaboration between managers, faculty and classified staff
5. The Human Resources team is supportive and encourages team building and collaboration



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

Human Resources Climate Questions (Continued): Graph

- 6. Human Resources is accessible and has provided online resources including FAQs and other forms on their website
- 7. Human Resources is approachable and provides opportunity for feedback
- 8. The Human Resources team has been present and available during the 2020-2021 academic year
- 9. Human Resources has made improvements on communication and access for all employees
- 10. The Human Resources team has made improvements on providing consistent and accurate information
- 11. Overall, I am satisfied with the level of services provided by the Human Resources office during academic year 2020-2021



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

Human Resources Climate Questions: Table

1. Human Resources has facilitated inclusion and diversity in recruitment
2. Human Resources is making progress in updating policies and procedures to ensure fairness and equity
3. Human Resources offers trainings and support to encourage diversity and equality throughout the district
4. Human Resources supports and encourages collaboration between managers, faculty and classified staff
5. The Human Resources team is supportive and encourages team building and collaboration
6. Human Resources is accessible and has provided online resources including FAQs and other forms on their website
7. Human Resources is approachable and provides opportunity for feedback
8. The Human Resources team has been present and available during the 2020-2021 academic year
9. Human Resources has made improvements on communication and access for all employees
10. The Human Resources team has made improvements on providing consistent and accurate information
11. Overall, I am satisfied with the level of services provided by the Human Resources office during academic year 2020-2021

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	55 (35.71%)	43 (27.92%)	18 (11.69%)	7 (4.55%)	8 (5.19%)	23 (14.94%)	154	98 (74.81%)	3.99
Q2	53 (34.42%)	44 (28.57%)	25 (16.23%)	7 (4.55%)	7 (4.55%)	18 (11.69%)	154	97 (71.32%)	3.95
Q3	45 (29.61%)	42 (27.63%)	27 (17.76%)	8 (5.26%)	10 (6.58%)	20 (13.16%)	152	87 (65.91%)	3.79
Q4	47 (30.52%)	31 (20.13%)	31 (20.13%)	11 (7.14%)	17 (11.04%)	17 (11.04%)	154	78 (56.93%)	3.58
Q5	44 (28.76%)	39 (25.49%)	26 (16.99%)	13 (8.50%)	11 (7.19%)	20 (13.07%)	153	83 (62.41%)	3.69
Q6	54 (35.06%)	50 (32.47%)	23 (14.94%)	9 (5.84%)	8 (5.19%)	10 (6.49%)	154	104 (72.22%)	3.92
Q7	56 (36.36%)	42 (27.27%)	30 (19.48%)	12 (7.79%)	9 (5.84%)	5 (3.25%)	154	98 (65.77%)	3.83
Q8	65 (42.21%)	47 (30.52%)	15 (9.74%)	10 (6.49%)	10 (6.49%)	7 (4.55%)	154	112 (76.19%)	4.00
Q9	48 (31.37%)	34 (22.22%)	41 (26.80%)	7 (4.58%)	10 (6.54%)	13 (8.50%)	153	82 (58.57%)	3.74
Q10	48 (31.37%)	40 (26.14%)	35 (22.88%)	10 (6.54%)	8 (5.23%)	12 (7.84%)	153	88 (62.41%)	3.78
Q11	55 (35.48%)	50 (32.26%)	26 (16.77%)	12 (7.74%)	10 (6.45%)	2 (1.29%)	155	105 (68.63%)	3.84

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:

I do not have any, however I do feel the training on January 8th that classified staff were required to attend was insipid and silly. I feel all classified should have a voice as to whether they should or should not attend idiotic "team building" training. Fair and honest leadership comes from the top. The tone is set from the top. -

Human Resources is still contributing to the Us verse Them mentality when dealing with cross constituency consideration and interactions.

Have sent emails to HR that have gone unreturned.

Not a suggestion but positive feedback: [REDACTED] has been great with responding to my questions in a timely manner.

More consistent communication between HR and academic departments regarding hiring procedures and dates of application closures

Changing the recruiting process. Faculty should have input on the final job postings. Diversity and Inclusion needs to have a stronger focus in the application materials a candidate provides with specific guidelines what information to submit.

As a resource for hiring employees, the Human Resources department is doing well. As a resource for employees who have been targeted by vindictive managers and bullying faculty, the HR department at SBCCD is not helpful and does not work to foster a safe environment. Managers need good, robust, ongoing leadership training and the district needs to develop a clear process for intervening when administrators allow the bullying culture to thrive.

Stop delaying the classified classification study and classified contract.

Having multiple communications and updating records, not all representatives treat with respect. Following today's "woke", equitable, and fairness actually causes HR to be harsh department of district, which bleeds into the rest of the organization.

HR quickly updated an error in my records.

From when I was hired five years ago, Human Resources seems to have done a 180-degree turnaround for the better. [REDACTED] is a dynamite leader, and I hope the district keeps her and her vision supported.

still get multiple versions of how to do processes

HR should notify all staff of all employment opportunities, not merely other classified positions. For example, opportunities to advance to confidential or management positions should be granted to classified professionals via in-house promotions prior to advertising to the general public.

sometimes depending on who you ask in HR, the message is different.

Campus decision-makers should be consulted prior to implementing changes or making decisions.

Everybody has being very helpful, specially this past year.

HR is not responsive to messages Phone message are either not returned at all or not for days. Emails are not much better.

We need to evaluate managers with more transparency. Some managers abuse their power, but there is nowhere to share that information. We should not have to sign our names to those evaluations - you will get more honest answers that way.

Outsource HR.

A policy of responding to email or voicemail within 24 hours (M-F).

HR employees need to take employee engagement, sensitivity, and anti-harassment trainings. Too often, HR treats employees as burdens instead of valued members, and they simply do not stand up for Classified staff who are being bullied and harassed by faculty and managers. I feel like taking these trainings would remind them of why they are in HR in the first place.

"Training sessions" for various things seem to be offered, but it is unclear what is *required* and/or optional. More clearly noted *required* training would be helpful in some areas like hiring practices, inclusivity training, sexual harassment and campus safety.

HR has some really great staff, but their inconsistent interpretation of the polices and protocols has been challenging. I feel you will get different answers depending on who you talk to. Also, HR has shown they are 100% biased towards supporting management and simply seek to lower financial liability. They do not support classified. They have shown they will support management despite facts contradicting managements statements. Hiring practices are inconsistent and dependent on the generalist interpretation that day.

[REDACTED] is Awesome; always gets back to you in a timely manner. Would be helpful to maybe get a monthly email that details who in HR handles different areas: Example LOA, COVID, Benefits, Ect.

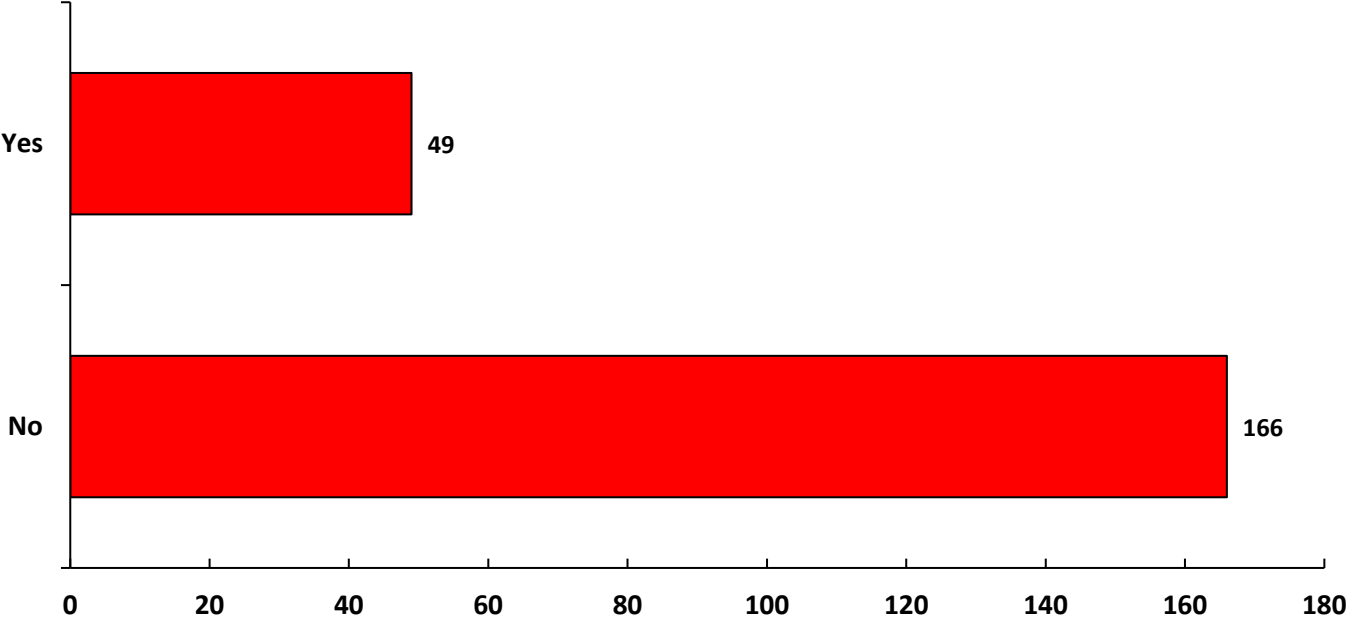
Slow response time

active recruiting of people of color is not apparent as demonstrated by the interview pools and hires

During this remote time it has been hard at times to get a hold of staff, and sometimes responses are delayed. However, they are always extremely helpful and have great follow through.

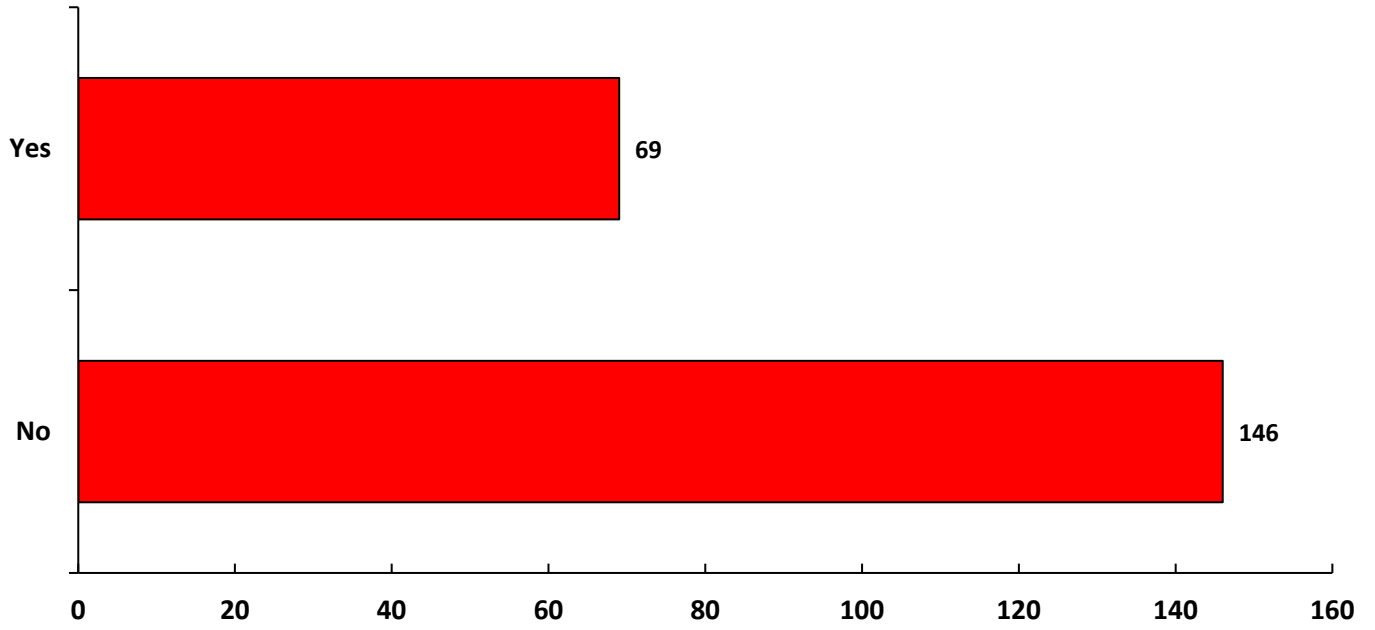
CLIMATE SURVEY RESULTS: KVCR

Did you watch KVCR television during the academic year 2020-21?



ANSWER	PERCENT	COUNT
Yes	22.79%	49
No	77.21%	166
Total	100%	215

Did you listen to KVCR radio during the academic year 2020-21?

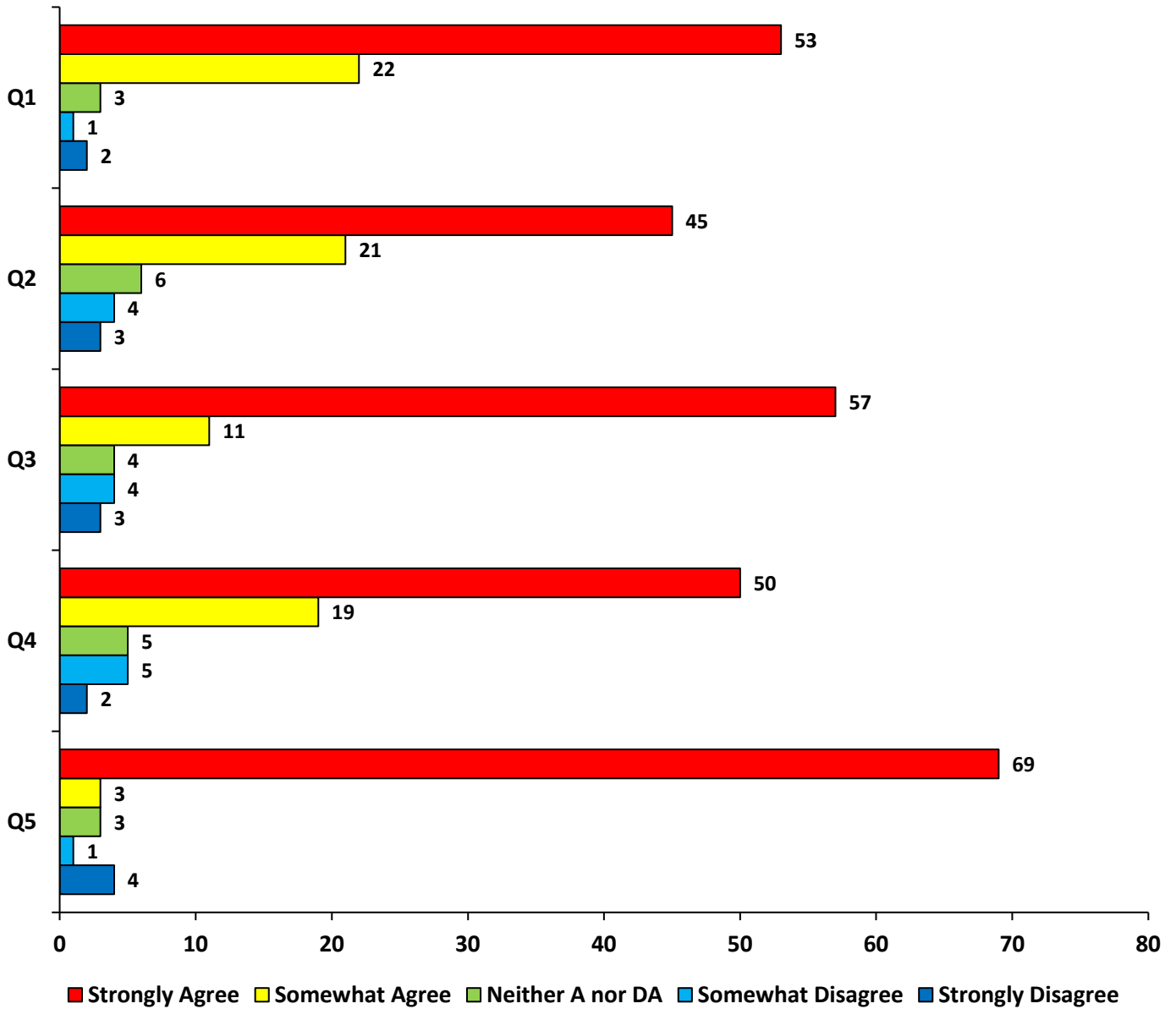


ANSWER	PERCENT	COUNT
Yes	32.09%	69
No	67.91%	146
Total	100%	215

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. I understand the mission of public broadcasting and how a radio & TV station works
5. 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. I understand the mission of public broadcasting and how a radio & TV station works
5. 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	53 (65.43%)	22 (27.16%)	3 (3.70%)	1 (1.23%)	2 (2.47%)	0 (0.00%)	81	75 (92.59%)	4.52
Q2	45 (55.56%)	21 (25.93%)	6 (7.41%)	4 (4.94%)	3 (3.70%)	2 (2.47%)	81	66 (83.54%)	4.28
Q3	57 (71.25%)	11 (13.75%)	4 (5.00%)	4 (5.00%)	3 (3.75%)	1 (1.25%)	80	68 (86.08%)	4.46
Q4	50 (61.73%)	19 (23.46%)	5 (6.17%)	5 (6.17%)	2 (2.47%)	0 (0.00%)	81	69 (85.19%)	4.36
Q5	69 (85.19%)	3 (3.70%)	3 (3.70%)	1 (1.23%)	4 (4.94%)	1 (1.23%)	81	72 (90.00%)	4.65

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:

I have none but it was insulting how a few people were able to sell the station line for over 100 million dollars without any input from anyone on the campus.

I am not aware of any conflict of interest, although it is interesting the District and Campuses will spend advertising expenses with other media outlets while overlooking KVCR as a media outlet to run advertising solutions.

More collaboration with students, faculty and staff.

Include more local programming. There are way too many other options in the area for just NPR. And why does a radio station out of Pasadena (KPCC) have a better signal than KVCR in San Bernardino?

Please get rid of it, it is a money pit, we could be using the space for academic purposes to improve our film and media department. The internet has so many different platforms to provide a content creator a place to share work. Public access is aged and no longer needed. There are plenty of study that show that radio use has been rapidly declining over the last few decades. There is no reason to spend millions of technology that is obsolete. Existing Employees can be transitioned to support a new media academy.

They helped me promote and event and were very helpful and responsive.

I would hope for 2021 and beyond KVCR actively includes student learning opportunities. I believe that's the plan, so I would hope it continues and expands.

Need management that knows what they are doing.

Creating opportunities for students to learn in the KVCR environment.

Promote SBVC first, then CHC when making radio announcements. SBVC is much older, opened its doors prior to CHC; CHC should come after SBVC.

KVCR does not align with the mission of community colleges and the district needs to separate from KVCR.

Didn't even know they existed.

There is clearly a gap between KVCR programming and student access. Hopefully the faculty, district, and KVCR staff can sit at the table for some serious collaborative planning and restructuring. KVCR is a gem to this community and should be protected, with a priority of supporting student success.

KVCR does great work not only for the District, but also for the region.

Staff and management need to do a better job of planning ahead and adhering to the District's policies and procedures.

this is an archaic media, and a relic that most of us never understood why it continues to be funded.

I do not want to see KVCR go. I think it is a great part of SBVC.

KVCR should make consistent efforts to promote events and programs at the two college campuses.

I love that we have local traffic and news on KVCR. I listen to the radio station more than the tv channel but I love them both. The interview with Dr. Stewart Sumida of CSUSB was great. There are those of us in the IE that have taken his courses in the past and it was really nice to hear him talking about all the things he does.

I miss the Indian programs.

Reliable, permanent manager, one with budgeting knowledge is needed. Also, hire additional permanent classified professionals rather than professional experts who are doing the job of classified but without benefits.

KVCR has been miss managed for so long, They cause funds to be redirected away from other District Departments. Every thing they do is always an emergency. KVCR Management does no planning or real budget management.

Hire managers that know how to run a PBS and NPR station. Listen to the staff that have been there for years.

I love KVCR - we need to keep it!

Student involvement without current constraints.

kvcr is a valuable asset to the district and surrounding communities

KVCR needs to do more outreach to the public about college programs. How to do this? A stronger partnership with the college/district PR office and active solicitation of material to broadcast as PSAs. Every hour, I'd like to hear not just station i.d., but a 10-30 second college promo. "We are registering now". "Worried about costs? X% of our students qualify for financial aid." "Train in ... fire, police, nursing, etc etc". "A campus event open to the public is happening XXX".

Bring back Robert Ready's Classical Hour, or some version of it! It got me through the long drive home from college every night.

Keep KVCR as a public broadcasting TV/Radio station with minimal interference from SBVC. Let these folks continue to provide the great programs and services that they already provide to the community.

Podcast/radio production curriculum for English/ Communication

KEEP KVCR! Support them and they will strive!

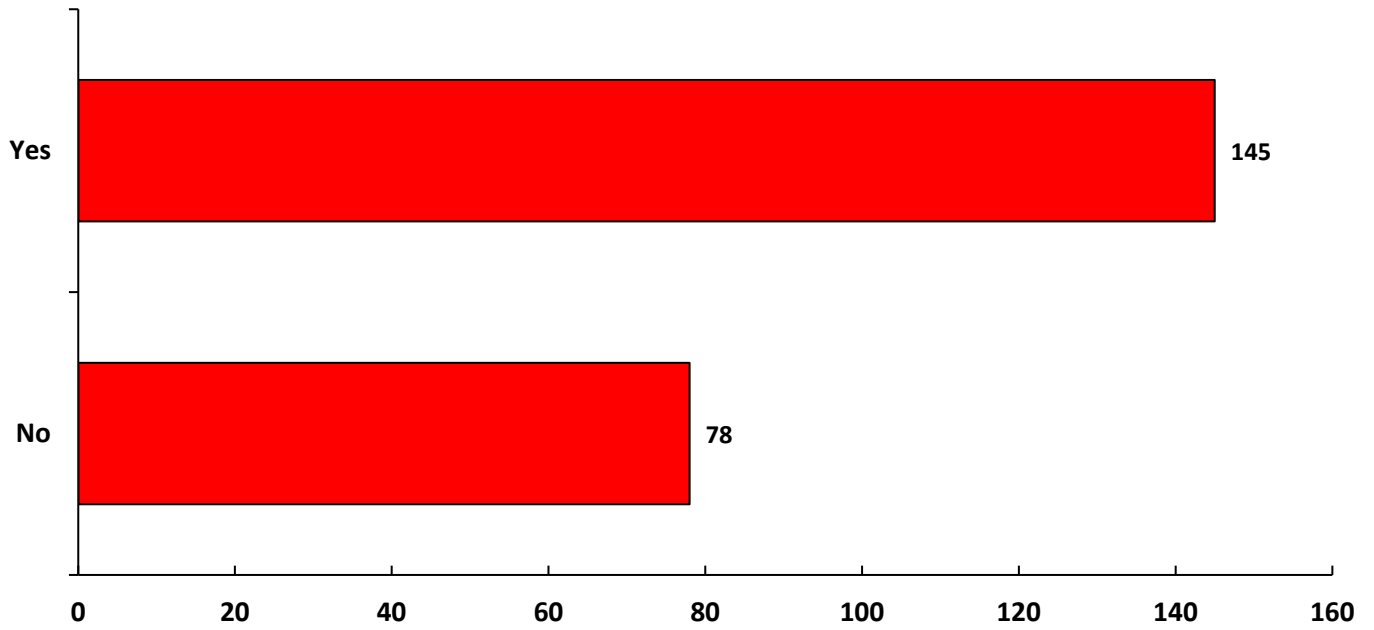
take strides to be student relevant

hire more black women

I was amazed that during this time of remote learning, KVCR had such a little (if any) role to play. Why are we supporting this 20th century technology in an era using 21st century media? Why aren't we broadcasting lectures?

CLIMATE SURVEY RESULTS: POLICE
DEPARTMENT

Did you have contact with the District Police Department during academic year 2020-21?

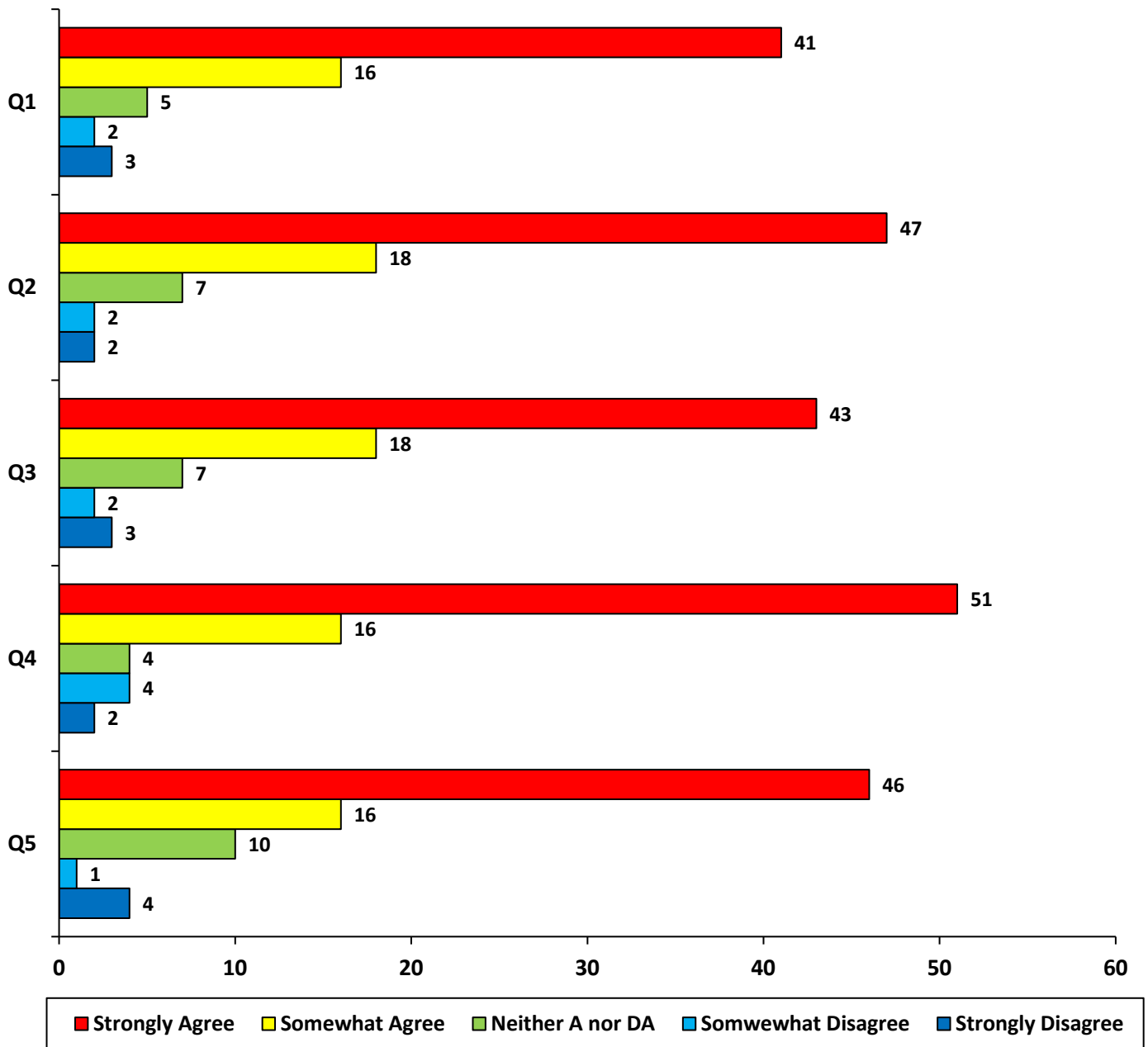


ANSWER	PERCENT	COUNT
Yes	34.98%	78
No	65.02%	145
Total	100%	223

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 academic year 2020-21



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 academic year 2020-21

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	41 (52.56%)	16 (20.51%)	5 (6.41%)	2 (2.56%)	3 (3.85%)	11 (14.10%)	78	57 (85.07%)	4.34
Q2	47 (60.26%)	18 (23.08%)	7 (8.97%)	2 (2.56%)	2 (2.56%)	2 (2.56%)	78	65 (85.53%)	4.39
Q3	43 (55.13%)	18 (23.08%)	7 (8.97%)	2 (2.56%)	3 (3.85%)	5 (6.41%)	78	61 (83.56%)	4.32
Q4	51 (65.38%)	16 (20.51%)	4 (5.13%)	4 (5.13%)	2 (2.56%)	1 (1.28%)	78	67 (87.01%)	4.43
Q5	46 (58.97%)	16 (20.51%)	10 (12.82%)	1 (1.28%)	4 (5.13%)	1 (1.28%)	78	62 (80.52%)	4.29

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:

I do not have any. When I have had any interaction with either Campus Police or a CSO, they are always polite and professional. The Campus Police does not have junk employees since [REDACTED] was hired. - [REDACTED]

The Security Officers and Police Officers make initial contact with persons they are unfamiliar with an aggressive and escalatory manner when many situations do not dictate this approach in gathering the initial details to evaluate the situation or the person's presence on one of the District sites.

Direct calling, not through the CSUSB dispatch...!

When Social distancing is no longer required, I would like to meet members, via Zoom would be convenient.

All police deserve minimal budgets. Expand Community Policing.

Our officers are professional and dedicated. I suggest they keep doing what they're doing.

I have dealt with several officers in the past and they have all been professional and helpful.

Asking about 2020-2021 does not count as we were not on campus. If you ask from 2017-2020 -pre COVID 19 pandemic, then YES! Every semester I have had either / campus police, city police & state trooper come to my building each semester.

I think they do a good job of protecting us.

I would like to understand the "Just the Facts" report better. For example, I don't understand what "necessary action taken" means, and I would not know who to ask.

Keep up the good work and great monthly eNewsletter.

Always Under Staffed

I appreciate the police presence on campus, especially during the pandemic. If I have to work physically in the office, I appreciate the protocol of the police knowing I'm there, and feel safer they are consistently "around."

For a while there was more of a helpful campus minded attitude, that has seemed to change for the worse recently. The new dispatch is a problem as well it takes a long time to actually get a hold of an officer, I've been placed on hold for over 5 minutes multiple times.

SBCCCD have always done a great job, they care about students.

More foot patrols during evening and early morning hours.

Always respectful and friendly

I have worked with the police department in the past and have found them to be polite, quick to respond, and efficient.

Hire more police for evenings.

Would appreciate seeing more of a physical presence at DSO (Hospitality Lane site) upon our return to work.

They have respectively answered any questions when i have called in.

I have noticed that campus police tends to kick people of color off campus IMMEDIATELY when they are wondering around. I have yet to see the same enforcement being applied to anglo americans that often wonder around campus skateboarding without campus police saying anything.

Policing is a tough job, with a wide range of daily mundane tasks existing alongside the daily possibility of being called upon to deal with a dangerous, even life-threatening situation. Campus police should be supported in how to deal with this stress. It is not an easy ambition to ask officers to treat the college community as family, while also surveilling for rogue or criminal elements. Strong partnering with college support services need to be fostered, not only for the police officers, but for every college employee, so we know how to direct students to help (food, shelter, mental crisis).

I rarely see CSO's patrolling campus, there are very few of them. I see more Police officers sitting in cars. Are we committed to campus safety?

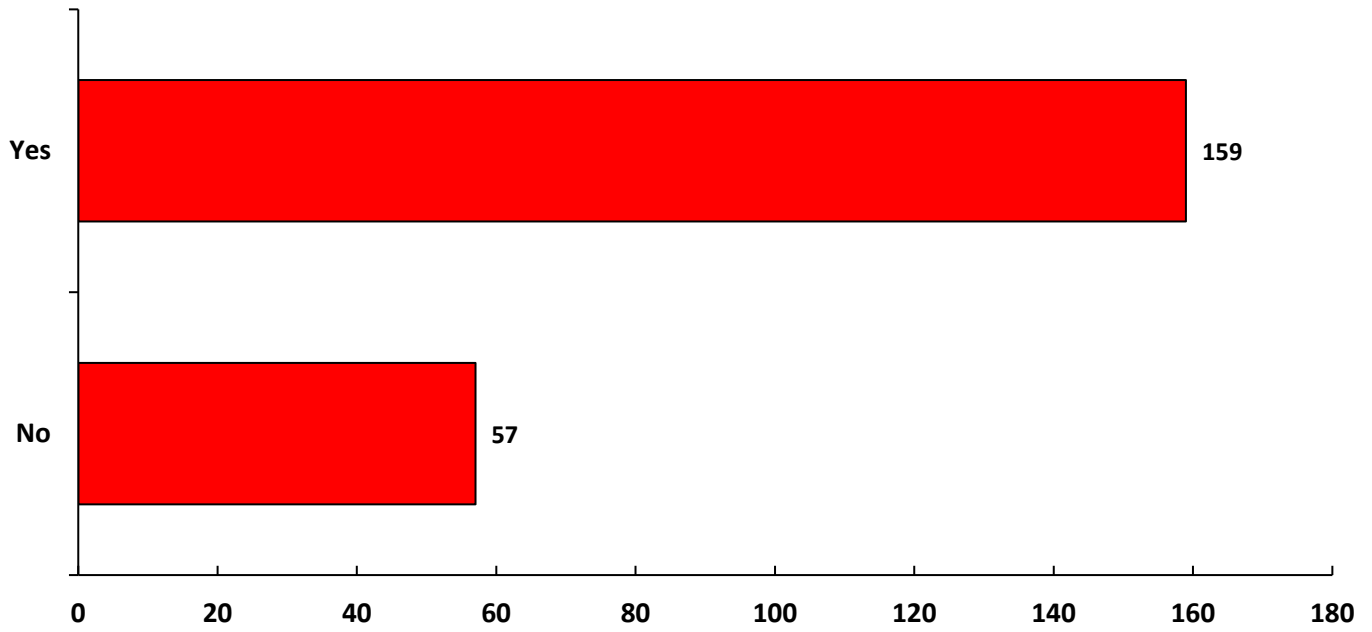
During these past months with hardly no one on campus it seems the response time is much slower when called

No suggestions. Rather a quick kudos instead- the sept went above and beyond during the pandemic to contact a student who made some comments on a class assignment that were concerning to me (for the students safety).

hire some black women

CLIMATE SURVEY RESULTS: TESS

Did you have contact with Technology & Educational Support Services (TESS) during academic year 2020-21?

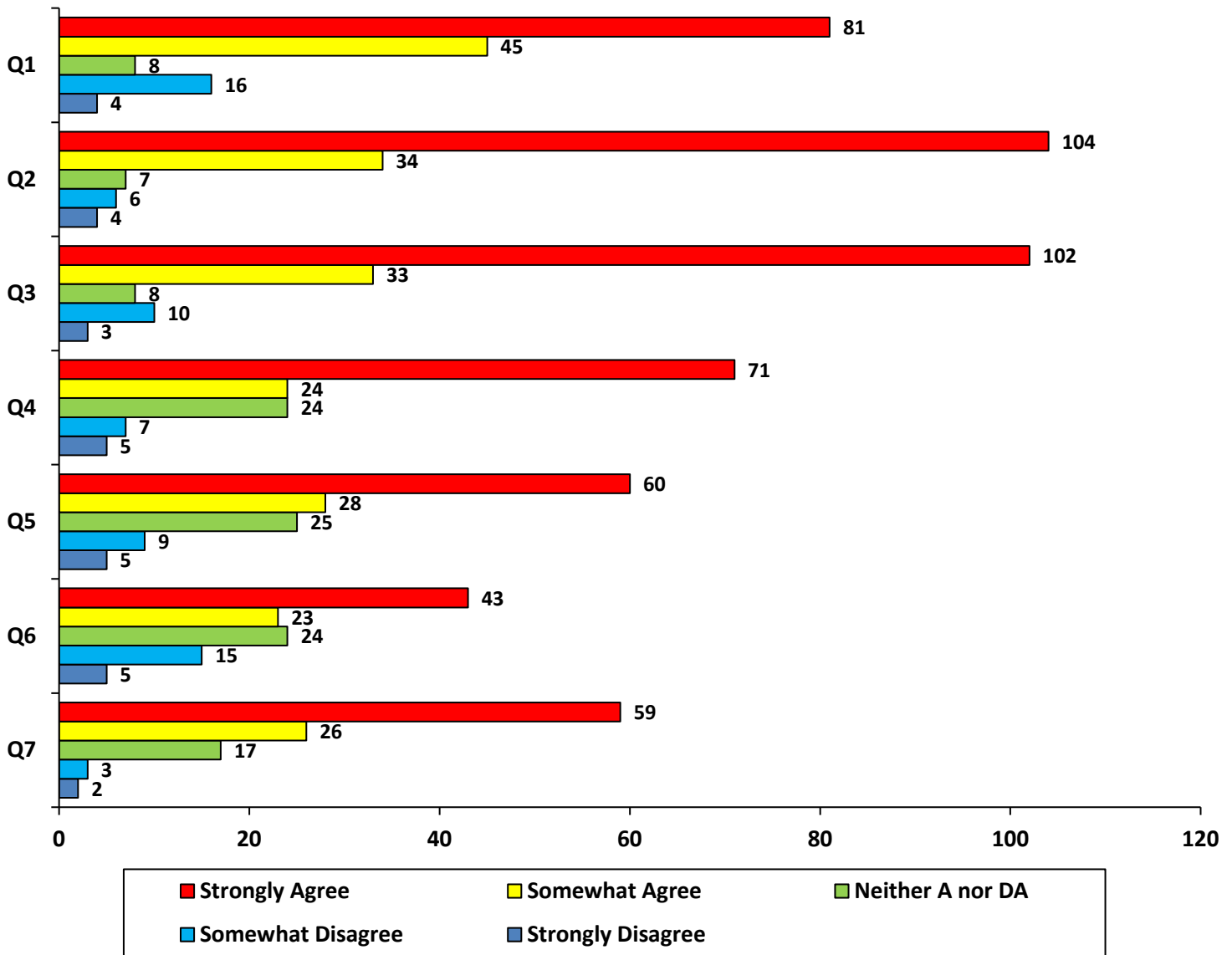


ANSWER	PERCENT	COUNT
Yes	73.61%	159
No	26.39%	57
Total	100%	216

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

TESS Climate Questions: Graph

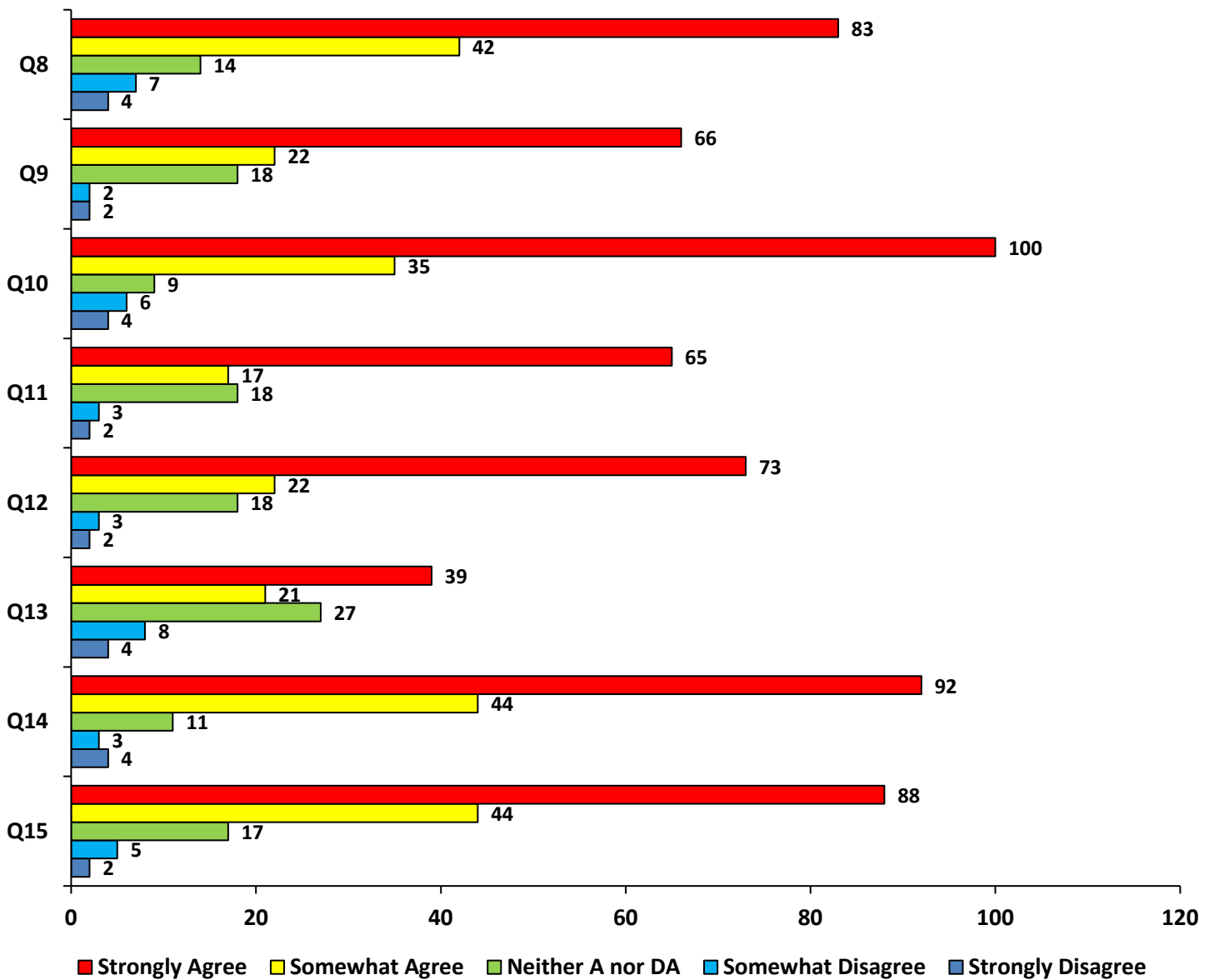
1. The process to receive help from TESS is clear and consistent
2. When I contact TESS staff for help, they are very helpful
3. TESS staff follow through with providing help in a timely fashion
4. The TESS project request process is effective
5. The TESS project request process is easy to understand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



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

TESS Climate Questions (Continued): Graph

- 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. I receive the help and support I need from the Oracle Support team
- 14. I receive the help and support I need from the Help Desk
- 15. Overall, I am satisfied with the level of services provided by TESS during academic year 2020-21



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 help, 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
7. I am satisfied with the Canvas learning management 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	81 (51.92%)	45 (28.85%)	8 (5.13%)	16 (10.26%)	4 (2.56%)	2 (1.28%)	156	126 (81.82%)	4.19
Q2	104 (67.10%)	34 (21.94%)	7 (4.52%)	6 (3.87%)	4 (2.58%)	0 (0.00%)	155	138 (89.03%)	4.47
Q3	102 (65.38%)	33 (21.15%)	8 (5.13%)	10 (6.41%)	3 (1.92%)	0 (0.00%)	156	135 (86.54%)	4.42
Q4	71 (45.81%)	24 (15.48%)	24 (15.48%)	7 (4.52%)	5 (3.23%)	24 (15.48%)	155	95 (72.52%)	4.14
Q5	60 (39.22%)	28 (18.30%)	25 (16.34%)	9 (5.88%)	5 (3.27%)	26 (16.99%)	153	88 (69.29%)	4.02
Q6	43 (28.10%)	23 (15.03%)	24 (15.69%)	15 (9.80%)	5 (3.27%)	43 (28.10%)	153	66 (60.00%)	3.76
Q7	59 (38.31%)	26 (16.88%)	17 (11.04%)	3 (1.95%)	2 (1.30%)	47 (30.52%)	154	85 (79.44%)	4.28

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

- 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
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- 13. I receive the help and support I need from the Oracle Support team
- 14. I receive the help and support I need from the Help Desk
- 15. Overall, I am satisfied with the level of services provided by TESS during academic year 2020-21

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
Q8	83 (53.55%)	42 (27.10%)	14 (9.03%)	7 (4.52%)	4 (2.58%)	5 (3.23%)	155	125 (83.33%)	4.29
Q9	66 (43.14%)	22 (14.38%)	18 (11.76%)	2 (1.31%)	2 (1.31%)	43 (28.10%)	153	88 (80.00%)	4.35
Q10	100 (64.52%)	35 (22.58%)	9 (5.81%)	6 (3.87%)	4 (2.58%)	1 (0.65%)	155	135 (87.66%)	4.44
Q11	65 (42.21%)	17 (11.04%)	18 (11.69%)	3 (1.95%)	2 (1.30%)	49 (31.82%)	154	82 (78.10%)	4.33
Q12	73 (47.10%)	22 (14.19%)	18 (11.61%)	3 (1.94%)	2 (1.29%)	37 (23.87%)	155	95 (80.51%)	4.36
Q13	39 (25.49%)	21 (13.73%)	27 (17.65%)	8 (5.23%)	4 (2.61%)	54 (35.29%)	153	60 (39.22%)	3.84
Q14	92 (59.74%)	44 (28.57%)	11 (7.14%)	3 (1.95%)	4 (2.60%)	0 (0.00%)	154	136 (88.31%)	4.41
Q15	88 (56.41%)	44 (28.21%)	17 (10.90%)	5 (3.21%)	2 (1.28%)	0 (0.00%)	156	132 (84.62%)	4.35

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:

When I had contact with TESS in the past, the staff was very helpful, efficient, effective, and courteous.

Very satisfied with the campus support, I wish I could say the same for the District...!

SchoolDude, there has to be a better CMS. The name alone is unprofessional, and while not the worst there has to be something better.

SBCCD Help Desk needs improving with call back time. When submitting a ticket sometimes it takes days before you receive a response.

To respond to telephone calls. I could not get Oracle to process my conference fees. I called tech support and they said the person in charge of Oracle would call me for an appointment. She never called me. I had to get help from someone else.

One of the Senior Support Tech needs attitude adjustment. Other two Senior Support Techs are excellent. Apart from the one outlier, the entire team is fantastic and great to work with. Leadership group is excellent.

TESS has a ton of moving parts but have saved the day during this pandemic.

It would be helpful to the campuses if Tess offered more innovative solutions as opposed to waiting on the campuses or individuals to come forth with tech ideas and innovations

always friendly, respectful and supportive.

I took the DE Level 2 training over the past summer. It was a great class. I learned a lot, but I have never received my final grades or certificate of completion. I have contacted the teacher, but I'm still waiting.

2020 was a huge challenge as we all converted to working from home. I feel that Administrative staff should have been available via phone. Although I understand we all can't be on the computer 24/7 or even for 8 hours straight without breaks...I feel it's important for staff to return a call and not just resort to deal with everything via email.

One of the best Departments on Campus, they are all so Helpful,. Thank you all.

Hire qualified people in Tech. New people having issues. Help Desk ticket system and School Dude a nightmare.

TESS is a well run Department that communicate well with each other and outside departments.

It would be nice if they respected the facility that they go to do work in. I've had countless experiences where TESS has done work in an area and has left a large mess for custodial staff to clean. They should take better care as to not make a clean facility into a significantly dirtier one. And respect the custodial staff.

Contact with Oracle manager usually takes up to a week and by that time the issue is resolved or have gone through other avenues. This needs huge improvement.

We need a test proctoring system for future semesters. Faculty need a way to administer exams virtually. You also need to inform the masses that Proctorio will not be supported after June.

[REDACTED] could be more involved. staff runs the department.

Make schooldude user friendly.

Please get [REDACTED] interpersonal skills training. She is rude, oversteps her authority, and does not offer to train employees, yet criticizes them for not having training.

Continue to provide excellent service to faculty, staff and students!

HelpDesk seems to need more staff.

Great group of Guys always willing to help Onsite, by phone, or just taking over your computer to fix the issue

hire more you get it

I have been impressed with the level of support that I and my team have experienced during this remote time. [REDACTED], [REDACTED], [REDACTED], and [REDACTED] have gone above and beyond to ensure that we are taken care of and provide timely responses to requests. Keep up the good work!

ADDITIONAL COMMENTS

Additional Comments - If you have any additional general comments or suggestions for District Support Operations (DSO), as a whole, please state them here:

They are most helpful, polite and professional.

Hoping the next chancellor will do a deep dive into operations and the structure of the district. Long overdue.

Not sure what is left to the survey, or if there is a place to say more- so here I will share there should be a separation of senate and union members, it creates and works to keep a small select group in the know and in power.

not only is COVID19 an issue but racism, discrimination, hostility, retaliation, privilege are also recurring issues at the district office that are ignored. If you speak out you are marginalized and retaliated against and it needs to stop.

Return phone calls when faculty need assistnace.

This survey is very helpful. Good to have anonymous comments to allow voices to be heard. Thank you.

I have no additional comments because I've already said enough that will fall on deaf ears and will not lead to any needed institutional changes.

No additional comments, thanks!

In the past 20 years I have been proud to work under SBVC District

Managers should know how to use the software used for their position. Staff should not have to show you where to get information or how systems work.

SBCCD is capable of better, but senior administration are mostly concerned with the districts financial "bottom line" and their own compensation. Truly disappointed.

change the hiring process to be more inclusive, actively recruiting people of color

I am thankful for the culture and atmosphere at the District Office under the leadership of Interim Chancellor Torres. Thank you for leading us well during this transition time and putting in the hard work to set us up for future success.
