



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

SUMMARY 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:

1. Responses to each question were optional, which resulted in varying response/total counts.
2. For a complete version of the 2020-21 District Employee Climate Survey results, including comments, please refer to the “Full Report – June 2021” which can be found at the link provided below in late June.

Link to complete version: <https://sbccd.edu/district-services/research-planning-institutional-effectiveness/district-climate-survey.php>

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

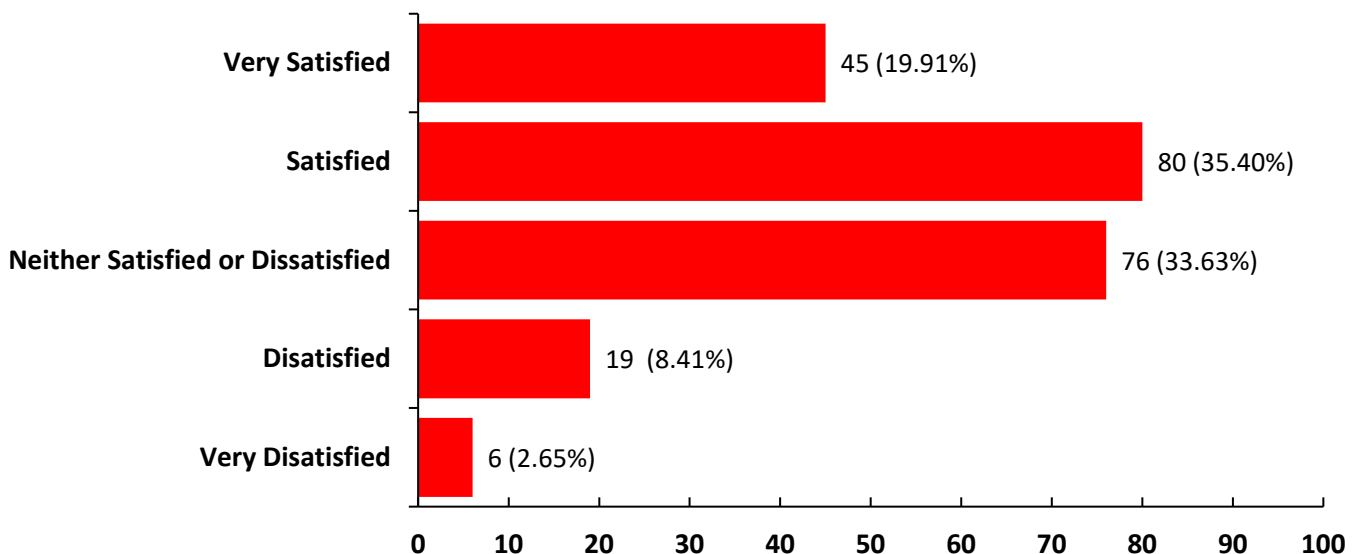
Overall, the 2020-21 District Employee Climate Survey had a response rate of approximately 10%, with 274 employees responding to the survey. Of the 274 respondents, 32.48% (89) were from Crafton Hills, 47.08% (129) were from San Bernardino Valley College, and 20.44% (56) were from District Support Operations (DSO).

With regards to overall satisfaction, the mean level of overall satisfaction was 3.62/5.00, which falls between “Neither satisfied or Dissatisfied” and “Satisfied.” 125 out of 226 district employees (55.31%) were either “Very Satisfied” or “Satisfied” with the services provided by the District Support Operations.

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

LOCATION	PERCENT	COUNT
Crafton Hills College	32.48%	89
San Bernardino Valley College	47.08%	129
District Support Operations (including EDCT and KVCR)	20.44%	56
Total	100%	274

Overall, what is your satisfaction level toward the services provided by District Support Operations (DSO)?



Inclusiveness and District Shared Governance

The survey also included employees' opinions toward inclusiveness and shared governance at the District. For inclusiveness, the mean level of overall satisfaction with the level of inclusiveness was 3.70/5.00, which falls between "Neither Agree nor Disagree" and "Somewhat Agree." 62.91% (134 of 213) of respondents chose either "Strongly agree" or "Somewhat agree." For shared governance, 50.51% (99 of 196) of respondents chose either "Strongly agree" or "Somewhat agree."

Sample Inclusiveness Questions:

- Q1. Communication from District Support Operations (DSO) is timely and accurate.
- Q4. I am personally treated with respect in this District.
- Q9. Overall, I am satisfied with the level of inclusiveness at SBCCD.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
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
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
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.

Sample District Shared Governance Climate Questions:

- Q1. I actively participate in opportunities to share my perspective in district- level committees.
- Q2. District committees consider my perspective in decision-making.
- Q5. 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
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.

Business Services

During academic year 2020-21, 42.92% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.87/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat Agree.” 69.89% (65 of 93) of respondents chose either “Strongly agree” or “Somewhat agree.”

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

Sample Business Services Climate Questions:

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

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	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.

District Police Department

During academic year 2020-21, 34.98% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 4.29/5.00, which falls between “Somewhat agree” and “Agree.” 80.52% (62 of 77) of the respondents chose “Strongly agree” or “Somewhat agree.”

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

Sample Police Department Climate Questions:

Q3. Police/security respond in a timely fashion to safety and police emergencies.

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

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

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q4	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.

Economic Development & Corporate Training (EDCT)

During academic year 2020-21, 17.19% of respondents were aware of the Department’s role or had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.35/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat agree.” 45.95% (17 of 37) of respondents chose “Strongly agree” or “Somewhat agree.”

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

Sample EDCT Climate Questions:

Q2. The community & business partnerships created by EDCT are valuable to the San Bernardino Community College District.

Q5. Overall, I am satisfied with the service provided by EDCT.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q2	17 (44.74%)	7 (18.42%)	4 (10.53%)	1 (2.63%)	6 (15.79%)	3 (7.89%)	38	24 (68.57%)	3.80
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.

Facilities Planning, Emergency Management & Construction

During academic year 2020-21, 29.86% of the respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.97/5.00, which is closer to “Somewhat agree.” 74.19% (46 of 62) of respondents chose “Strongly agree” or “Somewhat agree.”

Did you have contact with District Office Facilities Planning, Emergency Management & 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

Sample Facilities Climate Questions:

Q2. The District’s Facilities Planning & Construction uses its physical resources effectively to support the programs and services at the Colleges and other District entities.

Q7. The District’s Facilities, Planning & Construction staff are accessible, and address my requests and concerns in a timely and professional manner.

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

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q2	23 (35.94%)	19 (29.69%)	8 (12.50%)	5 (7.81%)	4 (6.25%)	5 (7.81%)	64	42 (71.19%)	3.88
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.

Fiscal Services

During academic year 2020-21, 53.64% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.31/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat agree.” 61.54% (72 of 117) of respondents chose either “Strongly agree” or “Somewhat agree.”

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%	221

Sample Fiscal Services Climate Questions:

Q2. Fiscal Services provides clear guidance on developmental budget timeline and process.

Q3. Fiscal Services provides clear guidance and consistent interpretation of procedures for reimbursement and vendor payments.

Q7. Overall, I am satisfied with the level of services provided by Fiscal Services.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
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
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.

Human Resources

During academic year 2020-21, 72.15% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.84/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat agree.” 68.63% (105 of 153) of respondents chose either “Strongly agree” or “Somewhat agree.”

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

Sample Human Resources Climate Questions:

Q8. The Human Resources team has been present and available.

Q10. The Human Resources team has made improvements on providing consistent and accurate information.

Q11. Overall, I am satisfied with the level of services provided by the Human Resources office.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
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
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.

KVCR

During academic year 2020-21, 22.79% of respondents watched KVCR television and 32.09% of respondents listened to KVCR. For overall satisfaction, the mean level of overall satisfaction was 4.65/5.00, which falls between “Somewhat agree” and “Strongly agree.” 90.00% (72 of 80) of respondents chose either “Strongly agree” or “Somewhat agree.”

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

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

Sample KVCR Climate Questions:

Q3. KVCR benefits the colleges and the District

Q5. Overall, KVCR is a valuable asset to the San Bernardino Community College District.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q3	57 (71.25%)	11 (13.75%)	4 (5.00%)	4 (5.00%)	3 (3.75%)	1 (1.25%)	80	68 (86.08%)	4.46
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.

Technology & Educational Support Services (TESS)

During academic year 2020-21, 73.61% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 4.35/5.00, which falls between “Somewhat agree” and “Strongly agree.” 84.62% (135 of 156) of respondents chose either “Strongly agree” or “Somewhat agree.”

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

Sample TESS Climate Questions:

- Q1. The process to receive help from TESS is clear and consistent.
- Q2. When I contact TESS staff for help, they are very helpful.
- Q3. TESS staff follow through with providing help in a timely fashion.
- Q15. Overall, I am satisfied with the level of services provided by TESS.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	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
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.

SUMMARY OF THEMES AND DEPARTMENT-SPECIFIC FEEDBACK
2020-2021 DISTRICT-WIDE EMPLOYEE CLIMATE SURVEY
SBCCD – JUNE 2021

Human Resources: Feedback

- ✚ Consistency in policy/procedural interpretation
- ✚ Information on resources and district plans
- ✚ More training on policies and procedures
- ✚ Respond to phone calls and emails
- ✚ Train HR staff on employee engagement
- ✚ Evaluate managers more transparently

Shared Governance: Feedback

- ✚ Better integrate planning across the district
- ✚ Greater involvement of all constituent groups
- ✚ Greater involvement of students is needed
- ✚ Classified staff and adjuncts feel ignored

Police Department: Feedback

- ✚ More officers and greater campus presence
- ✚ Discontinue dispatch to CSUSB
- ✚ Always helpful and friendly
- ✚ More of a physical presence at DSO
- ✚ Takes too long to get contact with officer
- ✚ Greater presence at night and weekends

TESS: Feedback

- ✚ Improve helpdesk prioritization process
- ✚ Improve customer service
- ✚ Need more staff

REOCCURRING THEMES FOR SBCCD:

- ✚ Improve communication about policies & changes
- ✚ Handbook of policies and procedures is needed
- ✚ Fiscal services does not pay bills on time
- ✚ Customer service needs to be improved
- ✚ More transparency in decision-making

Facilities and Construction: Feedback

- ✚ More centralized services/programs
- ✚ Keep everyone informed
- ✚ EH&S is extremely under staffed

KVCR: Feedback

- ✚ Promote college academic programs
- ✚ More collaboration with campuses
- ✚ More stable and reliable management

EDCT: Feedback

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

Business Services: Feedback

- ✚ Procedures should be defined in a handbook
- ✚ Clearer guidance on procurement process
- ✚ Policies and procedures change too often
- ✚ Turnaround for contracts is too slow
- ✚ Develop better how-to-guides
- ✚ Refresher in Oracle and Qwestica

Inclusiveness: Feedback

- ✚ Provide equity and inclusion training.
- ✚ Include all groups in decision-making process
- ✚ Support all groups equally (e.g., gender, race/ethnic)
- ✚ Faculty and Staff hiring's are not equitable

Fiscal Services: Feedback

- ✚ Communicate policy changes
- ✚ Issues with Oracle still remain
- ✚ Respond in a timely manner
- ✚ Improve customer service
- ✚ Improvements have been noticed
- ✚ Pay bills on time