



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

SUMMARY REPORT – MAY 2020

2019-20 District Employee Climate Survey

San Bernardino Community College District

Office of Research, Planning, and Institutional Effectiveness:

Jeremiah A. Gilbert, Ph.D. – Executive Director

Christopher M. Crew, Ph.D. – Senior Research and Planning Analyst

Myung H. Koh, Ph.D. – Research and Planning Analyst

Document Notes:

1. Responses to each question were optional, which resulted in varying response/total counts.
2. For a complete version of the 2019-20 District Employee Climate Survey results, including comments, please refer to the “Full Report – June 2020” which can be found at the link provided below in mid-June.

Link to complete version: http://www.sbccd.org/research/Climate_Survey

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

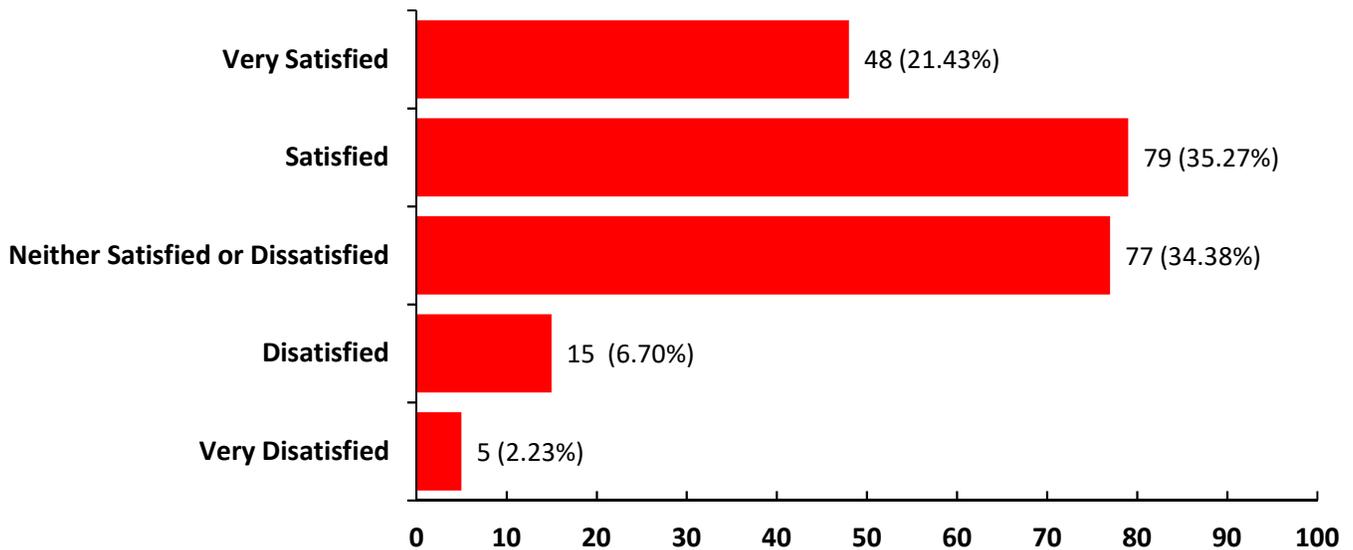
Overall, the 2019-20 District Employee Climate Survey had a response rate of approximately 10%, with 232 employees responding to the survey. Of the 232 respondents, 29.7% (68) were from Crafton Hills, 45.4% (104) were from San Bernardino Valley College, and 24.9% (57) were from District Support Operations (DSO).

With regards to overall satisfaction, the mean level of overall satisfaction was 3.67/5.00, which falls between “Neither satisfied or Dissatisfied” and “Satisfied.” 127 out of 224 district employees (56.7%) were either “Very Satisfied” or “Satisfied” with the services provided by the District Support Operations.

EMPLOYEE CATEGORY	PERCENT	COUNT
Manager/Administrator	15.09%	35
Classified	42.67%	99
Confidential	3.02%	7
Full-Time Faculty	17.67%	41
Part-Time Faculty	21.12%	49
Board Member	0.43%	1
Total	100%	232

LOCATION	PERCENT	COUNT
Crafton Hills College	29.69%	68
San Bernardino Valley College	45.41%	104
District Support Operations	24.89%	57
Total	100%	229

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 3.86/5.00, which falls between "Neither Agree nor Disagree" and "Somewhat Agree." 66.67% (148 of 222) of respondents chose either "Strongly agree" or "Somewhat agree." For shared governance, 52.0% (104 of 200) 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.

Q8. 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	51 (22.77%)	77 (34.38%)	40 (17.86%)	25 (11.16%)	11 (4.91%)	20 (8.93%)	224	128 (62.75%)	3.65
Q4	90 (40.00%)	66 (29.33%)	34 (15.11%)	21 (9.33%)	11 (4.89%)	3 (1.33%)	225	156 (70.27%)	3.91
Q8	83 (36.89%)	65 (28.89%)	43 (19.11%)	22 (9.78%)	9 (4.00%)	3 (1.33%)	225	148 (66.67%)	3.86

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. My opinions are given appropriate weight in matters of institutional importance at SBCCD.

Q2. I am provided adequate opportunities to participate in important district level committees.

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	42 (18.34%)	56 (24.45%)	49 (21.40%)	28 (12.23%)	24 (10.48%)	30 (13.10%)	229	98 (49.25%)	3.32
Q2	54 (23.79%)	59 (25.99%)	37 (16.30%)	35 (15.42%)	19 (8.37%)	23 (10.13%)	227	113 (55.39%)	3.46
Q5	42 (18.42%)	62 (27.19%)	41 (17.98%)	38 (16.67%)	17 (7.46%)	28 (12.28%)	228	104 (52.00%)	3.37

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

Business Services

During academic year 2019-20, 47.53% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 4.03/5.00, which is closer to “Somewhat agree.” 73.79% (76 of 103) of respondents chose either “Strongly agree” or “Somewhat agree.”

Did you have contact with Business Services (includes Purchasing, Contracts, and Insurance) during academic year 2019-20?

ANSWER	PERCENT	COUNT
Yes	47.53%	106
No	52.47%	117
Total	100%	223

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	48 (46.60%)	23 (22.33%)	7 (6.80%)	14 (13.59%)	7 (6.80%)	4 (3.88%)	103	71 (71.72%)	3.92
Q2	46 (44.66%)	24 (23.30%)	9 (8.74%)	14 (13.59%)	5 (4.85%)	5 (4.85%)	103	70 (71.43%)	3.94
Q3	48 (46.15%)	28 (26.92%)	12 (11.54%)	12 (11.54%)	3 (2.88%)	1 (0.96%)	104	76 (73.79%)	4.03

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 2019-20, 60.99% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 4.40/5.00, which falls between “Somewhat agree” and “Agree.” 88.06% (118 of 134) of the respondents chose “Strongly agree” or “Somewhat agree.”

Did you have contact with the District Police Department during academic year 2019-20?

ANSWER	PERCENT	COUNT
Yes	60.99%	136
No	39.01%	87
Total	100%	223

Sample Police Department Climate Questions:

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

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

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q4	89 (66.42%)	33 (24.63%)	8 (5.97%)	0 (0.00%)	1 (0.75%)	3 (2.24%)	134	122 (93.13%)	4.60
Q5	76 (56.72%)	42 (31.34%)	11 (8.21%)	4 (2.99%)	1 (0.75%)	0 (0.00%)	134	118 (88.06%)	4.40

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 2019-20, 41.44% of respondents were aware of the Department’s role. For overall satisfaction, the mean level of overall satisfaction was 3.51/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat agree.” 56.10% (46 of 82) of respondents chose “Strongly agree” or “Somewhat agree.”

Were you aware of EDCT’s role in providing Economic Development & Corporate Training services to marginalized members of the community such as parolees and high school dropouts in addition to incumbent workers during academic year 2019-20?

ANSWER	PERCENT	COUNT
Yes	41.44%	92
No	58.56%	130
Total	100%	222

Sample EDCT Climate Questions:

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

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

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q2	33 (35.87%)	24 (26.09%)	12 (13.04%)	6 (6.52%)	9 (9.78%)	8 (8.70%)	92	57 (67.86%)	3.79
Q4	25 (27.17%)	21 (22.83%)	16 (17.39%)	11 (11.96%)	9 (9.78%)	10 (10.87%)	92	46 (56.10%)	3.51

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

Facilities Planning & Construction

During academic year 2019-20, 46.61% of the respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 4.05/5.00, which is closer to “Somewhat agree.” 71.88% (69 of 96) of respondents chose “Strongly agree” or “Somewhat agree.”

Did you have contact with Facilities Planning & Construction (includes facilities, equipment, land and other assets at the district level) during academic year 2019-20?

ANSWER	PERCENT	COUNT
Yes	46.61%	103
No	53.39%	118
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	32 (31.68%)	27 (26.73%)	15 (14.85%)	7 (6.93%)	6 (5.94%)	14 (13.86%)	101	59 (67.82%)	3.83
Q7	42 (41.18%)	26 (25.49%)	18 (17.65%)	7 (6.86%)	1 (0.98%)	8 (7.84%)	102	68 (72.34%)	4.07
Q8	42 (42.00%)	27 (27.00%)	19 (19.00%)	6 (6.00%)	2 (2.00%)	4 (4.00%)	100	69 (71.88%)	4.05

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

Fiscal Services

During academic year 2019-20, 65.00% 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.” 50.36% (69 of 137) 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 2019-20?

ANSWER	PERCENT	COUNT
Yes	65.00%	143
No	35.00%	77
Total	100%	220

Sample Fiscal Services Climate Questions:

Q3. Fiscal Services provides clear guidance on developmental budgeting.

Q4. Fiscal Services provides clear guidance and consistent interpretation of procedures for reimbursement and vendor payments.

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

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q3	23 (16.31%)	34 (24.11%)	27 (19.15%)	17 (12.06%)	7 (4.96%)	33 (23.40%)	141	57 (52.78%)	3.45
Q4	21 (14.99%)	36 (25.53%)	23 (16.31%)	23 (16.31%)	20 (14.18%)	18 (12.77%)	141	57 (46.34%)	3.12
Q7	29 (20.42%)	40 (28.17%)	29 (20.42%)	23 (16.20%)	16 (11.27%)	5 (3.52%)	142	69 (50.36%)	3.31

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

Human Resources

During academic year 2019-20, 77.27% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 3.82/5.00, which falls between “Neither Agree nor Disagree” and “Somewhat agree.” 66.87% (111 of 166) of respondents chose either “Strongly agree” or “Somewhat agree.”

Did you have contact with Human Resources during academic year 2019-20?

ANSWER	PERCENT	COUNT
Yes	77.27%	170
No	22.73%	50
Total	100%	220

Sample Human Resources Climate Questions:

Q5. The Human Resources team has been present and available.

Q7. The Human Resources team provides consistent and accurate information.

Q8. Overall, I am satisfied with the level of services provided by the Human Resources office.

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q5	70 (41.92%)	47 (28.14%)	26 (15.57%)	11 (6.59%)	7 (4.19%)	6 (3.59%)	167	117 (72.67%)	4.01
Q7	63 (37.28%)	38 (22.49%)	29 (17.16%)	17 (10.06%)	14 (8.28%)	8 (4.73%)	169	101 (62.73%)	3.74
Q8	65 (38.69%)	46 (27.38%)	26 (15.48%)	18 (10.71%)	11 (6.55%)	2 (1.19%)	168	111 (66.87%)	3.82

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

KVCR

During academic year 2019-20, 38.18% of respondents watched KVCR television or listened to KVCR. For overall satisfaction, the mean level of overall satisfaction was 4.30/5.00, which falls between “Somewhat agree” and “Strongly agree.” 78.05% (64 of 82) of respondents chose either “Strongly agree” or “Somewhat agree.”

Did you watch KVCR television or listen to KVCR radio during academic year 2019-20?

ANSWER	PERCENT	COUNT
Yes	38.18%	84
No	61.82%	136
Total	100%	220

Sample KVCR Climate Questions:

Q3. KVCR benefits the colleges and the District

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

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/ Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q3	45 (53.57%)	15 (17.86%)	11 (13.10%)	8 (9.52%)	3 (3.57%)	2 (2.38%)	84	60 (73.17%)	4.11
Q4	54 (64.29%)	10 (11.90%)	10 (11.90%)	5 (5.95%)	3 (3.57%)	2 (2.38%)	84	64 (78.05%)	4.30

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 2019-20, 81.82% of respondents had contact with the Department. For overall satisfaction, the mean level of overall satisfaction was 4.44/5.00, which falls between “Somewhat agree” and “Strongly agree.” 83.77% (129 of 154) of respondents chose either “Strongly agree” or “Somewhat agree.”

Did you have contact with Technology & Educational Support Services (TESS) during academic year 2019-20?

ANSWER	PERCENT	COUNT
Yes	81.82%	180
No	18.18%	40
Total	100%	220

Sample TESS Climate Questions:

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

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

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

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

Question	Strongly agree (5)	Somewhat agree (4)	Neither Agree nor Disagree (3)	Somewhat disagree (2)	Strongly disagree (1)	NA/Don't Know	Total	*% Responding Strongly agree or Somewhat agree	Mean
Q1	103 (57.87%)	41 (23.03%)	9 (5.06%)	19 (10.67%)	4 (2.25%)	2 (1.12%)	178	144 (81.82%)	4.25
Q2	119 (66.48%)	37 (20.67%)	8 (4.47%)	12 (6.70%)	2 (1.12%)	1 (0.56%)	179	156 (87.64%)	4.46
Q3	112 (62.57%)	39 (21.79%)	11 (6.15%)	12 (6.70%)	2 (1.12%)	3 (1.68%)	179	151 (85.80%)	4.40
Q13	98 (55.37%)	31 (17.51%)	22 (12.43%)	1 (0.56%)	2 (1.13%)	23 (12.99%)	177	129 (83.77%)	4.44

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
2019-2020 DISTRICT-WIDE EMPLOYEE CLIMATE SURVEY
 SBCCD – MAY 2020

Human Resources: Feedback

- ✚ Consistency in policy/procedural interpretation
- ✚ Information on resources and district plans
- ✚ Update on reorganization changes
- ✚ Better coordination of hiring process
- ✚ Improve the ethnicity ratios of faculty
- ✚ Respond to phone calls and emails

Shared Governance: Feedback

- ✚ Communicate with campuses before changes
- ✚ Only a select few are placed on committees
- ✚ Greater involvement of students is needed
- ✚ Classified staff and adjuncts feel ignored

Police Department: Feedback

- ✚ More officers and greater campus presence
- ✚ Easy to contact and approachable
- ✚ Resume unlocking rooms
- ✚ Training on diverse and disabled population
- ✚ Faster police dispatch
- ✚ Greater presence on nights and weekends

TESS: Feedback

- ✚ Improve helpdesk prioritization process
- ✚ Project request process is inefficient
- ✚ Better technology for remote interviews

REOCCURRING THEMES FOR SBCCD:

- ✚ DSO should improve communication with campuses
- ✚ Policies are open to too broad of an interpretation
- ✚ More variety of voices and people on committees
- ✚ Handbook of policies and procedures is needed
- ✚ Improve communication about policy changes
- ✚ Still need improvement in paying bills on time
- ✚ Support all groups equally (e.g., gender, SES)
- ✚ Greater visibility of executive leadership
- ✚ Customer service needs to be improved
- ✚ More transparency in decision-making

Facilities and Construction: Feedback

- ✚ More centralized services/programs
- ✚ Transparency on projects and timelines
- ✚ EH&S is extremely under staffed

KVCR: Feedback

- ✚ Promote college academic programs
- ✚ Collaboration with campuses
- ✚ Be more visible to staff and students

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
- ✚ Allow contracts to be signed digitally
- ✚ Clearer guidance on procurement process
- ✚ Policies and procedures change too often
- ✚ Turnaround for contracts is too slow
- ✚ Develop better how-to-guides

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
- ✚ Online access to policies and procedures
- ✚ Respond in a timely manner
- ✚ Improve customer service
- ✚ Pay bills on time